

CODE OF ETHICS FOR MEMBERS OF THE ASSOCIATION OF FINNISH TRANSLATION COMPANIES SKTOL

- Responsible operation is an inherent characteristic of companies who are members of SKTOL. This responsibility expresses itself in various ways depending on the stakeholder:
 - **Customers:** Member companies shall fulfil their responsibility in terms of quality, timetables and confidentiality. In practice this means that assignments are carried out only by competent professional translators, that the agreed timetables are kept to, and that customer information is kept confidential. The translation company shall not use information obtained from the assignments for financial gain. The member company also bears this responsibility in the eyes of the customer when using subcontractors or freelancers for the assignment.
 - **Employees and suppliers:** The member company is responsible for ensuring that each person responsible for executing the assignment has at their disposal all the information necessary for completing the assignment and that the timetables are realistic. The member company shall furthermore meet the statutory employer obligations, and pay salaries and remunerations on time.
 - **Competitors and other associations and persons active in the field:** Member companies shall fulfil their responsibility according to good commercial practice, refraining from degrading or defaming competitors for their own competitive advantage. When the member company turns down a given assignment, it shall if possible recommend the customer to another supplier on just grounds.
 - **Society:** Member companies shall fulfil their social obligations by operating in compliance with the applicable laws and regulations, paying all appropriate taxes and other statutory costs and providing the authorities with all information required by the applicable laws and regulations.

A translation company may also turn down assignments. Translation companies shall not take on assignments that require them to break the law or act against general ethical principles.

If it comes to the attention of the Association Board that a member company has breached this Code of Ethics, the Board shall hold a hearing with the company, discuss the matter in its meeting and make a decision regarding the company's expulsion or probation, in which latter case a deadline will be set for the rectification of the breach.