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## LanguageWire Guidelines – General Terms

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These guidelines must be followed by everyone who acts as a supplier to LanguageWire.

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### General Terms

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Below are LanguageWire's general guidelines for doing business with LanguageWire. These guidelines must be followed. If they are not, LanguageWire reserves the right to reduce payment.

This also applies to matters that are not covered by the LanguageWire Guidelines but are considered as common practice within the industry and as common practice in the professional performance of work.

It is important to us that everyone is satisfied and that the cooperation is rewarding for all concerned: the customer, the translator and LanguageWire. This is best achieved through the establishment of shared working methods, standards and guidelines, which we can all live up to. By doing this, we can establish a common framework of reference and, thus, common expectations as to cooperation and the product.

Therefore, please read this document and the other guidelines thoroughly. At present, the guidelines comprise the following:

- LanguageWire Guidelines - General Terms (this document)
- LanguageWire Guidelines for TM programs / CAT tools
- LanguageWire Guidelines for proofreading
- LanguageWire Guidelines for translation

Please also read the User Guides here: <https://www.languagewire.com/en/ls/suppliers-get-started>. We also refer to the Job briefings available on each of our jobs.

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## Guidelines

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The following guidelines must be observed by everyone wishing to do business with LanguageWire.

1. **Quality:** LanguageWire expects work of the highest quality - always. No errors should occur either in your translations or in your proofreading assignments. However, there may be exceptions where other criteria carry greater weight, in which case such criteria will be agreed upon prior to the commencement of the assignment, and it will always appear in writing as a part of the briefing.
2. **LanguageWire Direct or Full Service:** For some translation jobs, we have a proofreader ("Full Service"), for other jobs, it is a "Direct" assignment and the customer gets it as soon as you finish the job on our platform. For both types careful proof-reading by the translator before delivery is essential. Make sure to write succinct delivery comments as both the customer and the Project Manager read it unedited.
3. **Translations:** A translation assignment always has to be proofread carefully by the translator himself/herself before delivery. This final read-through normally catches a lot of mistakes. Never take it for granted that there will be an additional proofreading after your translation assignment is finished, as we offer a variety of products to our customers. It is your responsibility to make sure that the translation delivered is perfect and ready to be sent to the customer.
4. **Proofreading of translation assignments:** If you deliver a proofread file that has not been compared to the source file, we will consider the assignment incomplete in accordance with the briefing and our guidelines for this type of job.
5. **Implementation of proofreading:** In most cases, a LanguageWire Full Service assignment calls for a proofreading implementation step. The translator gets the proofread file(s) back for a last acceptance or rejection of the proofreader's corrections. The translator is in charge and has the final responsibility for the text. The translator makes sure that the files are perfect before delivery, making a final check of the layout, spelling, grammar, style, flow and omissions. The file(s) must be 100% complete and ready to implement by the client.
6. **Deadlines:** Deadlines must be met. If you run into problems, please get in touch with LanguageWire as soon as possible and before the deadline expires, so a solution can be found. Always double check that you have indeed uploaded the target files and (where needed) the updated TMX when you finish the job.
7. **Service-mindedness:** Sometimes our clients need explanations or have other questions about your work. It is important that you are willing to answer these questions and that you are service-minded towards our clients and LanguageWire. Always carefully consider your choice of words and tone of voice when communicating with LanguageWire and with the end customer.
8. **Briefing:** A briefing is attached to each assignment; you must read these briefings. In many cases, assignments also include assignment-specific and customer-specific briefings; it is regarded as a serious

- error not to observe these briefings. An assignment is not completed if you have failed to read and follow all briefings and failing to do so may result in financial consequences for you.
9. **CAT tools:** On most occasions, our assignments require the use of a CAT tool, preferably SDL TRADOS, MemoQ or AGITO Translate, LanguageWire’s own online translation tool. It is a serious error to overlook this matter. Moreover, it is considered a serious error not to complete an assignment in the intended manner as a result of unfamiliarity with the use of CAT tools. It is your responsibility to learn how to work in these tools and handle translation memories and terminology databases. If you run into trouble with the CAT tool due to the source files coming from us, you are always welcome to notify us and ask for support. We encourage you to have the most recent version of your CAT tool and that you are completely familiar with using it.
  10. **Confirmation:** If we write to you via e-mail or via a message in our Dialogue system, you are required to reply, as we need to know that you have received the information.
  11. **Dialogue:** When you receive a Dialogue via the LanguageWire platform, please log in and answer in the Dialogue module. Always answer in a professional manner and make sure not to offend anyone. Read about “Professional communication” below. It is your responsibility to double check as to whom you are sending the Dialogue. If you involve the customer, the communication has to be polite, precise and relevant. If you are in doubt, always start a new Dialogue and select the Project Manager as the only recipient.
  12. **Attachments to a Dialogue:** if you need to upload an attachment to a Dialogue (for instance an updated target file or a TMX file), you have to log in and upload it in the Dialogue module. If you are in doubt as to how to do this, please let us know. It is not a sufficient response to attach a file to the e-mail which informed you about a new Dialogue. If we have an attachment for you in the Dialogue, you have to enter the Dialogue module and download it from there. The attachment is not automatically uploaded and enclosed in the e-mail informing you about a new Dialogue message. If you need to send other files, do send them by e-mail to the Project Manager in question.
  13. **Openness and honesty:** Be open and honest. Inform LanguageWire of all and any circumstances that might affect the work you are carrying out for LanguageWire. It pays to be honest rather than, for example, submitting a half-finished product without pointing out such circumstances in the hope that “It will be all right.”
  14. **Avoid misunderstandings:** You are responsible for doing your best to avoid misunderstandings. If you can’t understand the briefing or are unable to fulfil any other agreement, you are responsible for following up and contacting the Project Manager at LanguageWire at your earliest convenience. For example, should the source files not be provided to you at the agreed time, you are responsible for drawing LanguageWire’s attention to this. Use the Dialogue module for this purpose.
  15. **Contact:** Please be available for contact. It is an expectation that you are available for contact within your regular working hours when you are working on assignments for LanguageWire. We also expect to be able to reach you, unless you have inserted any information regarding your unavailability in the LanguageWire calendar. You are responsible for keeping your “Contact data” and “Calendar” on your personal profile page at <https://agito.languagewire.com/> up-to-date.

16. **Always offer a quote on an assignment** – or reject it. We expect you to offer a quote on - or reject - all assignments that we invite you to accept. You are always welcome to offer a quote with a longer deadline instead of declining to offer a quote. Our Project Managers strive to place the job with one translator at the time, not to several, so we appreciate a quick acceptance/rejection. If you chose to decline the assignment on the assignment page, you are welcome to state a reason for declining. Do not decline the job in the system and add a comment suggesting a new deadline. In this case, you need to Accept/Edit the quote and type a new deadline in the system. Do not Accept the job and then write a comment saying that you can only deliver another date. In this case, you need to select Accept/Edit and quote with a new date in order to avoid that the job will autostart with a deadline that you cannot meet.
17. **Jumpstart rate:** This is the payment we offer on the job, based on the CAT tool analysis, the average price per source word on a certain language pair and the general budget on the particular end client. If you select Accept when quoting, the job will auto start with this amount and it means that you accept the Jumpstart rate. If you select Accept/Edit, you can edit the price and state your payment on the job. The Project Manager will check if it is possible to accept this quote. If we can accept it, you will receive a job confirmation and the job will be placed under your jobs in progress. Please note that the jumpstart rate is not calculated on the basis of your own, usual rate per source word (unless this has been agreed with the Project Manager on the particular end client). The Jumpstart rate is a general suggestion from LanguageWire to the individually selected supplier(s) on the job in question.

**18. Procedure for supplier time to quote on a job:**

Standard time to quote:

- After 60 minutes, the PROJECT MANAGER will offer the job to the next supplier
- As far as time / workload allows, the PROJECT MANAGER shall call the supplier before he offers the job to the next
- This is for small to medium-sized jobs (< 5000 words) with a normal deadline (1500 – 2000 words / day) and no special requirements. For bigger volumes or jobs with a more “relaxed” deadline, the time to quote should obviously be longer, as well as for jobs with special requirements and a complex briefing.

Shorter time to quote:

In case of tight customer deadline, or first two suppliers have already declined:

- Time to quote is reduced to 15 minutes
- PROJECT MANAGER tries to call the supplier shortly after sending the invitation
- PROJECT MANAGER adds note to beginning of job briefing (“+++ URGENT – please send your bid within 15 minutes +++ “ , or the like).

Invitation to multiple suppliers:

- In very urgent cases, invitations can be sent simultaneously to several suppliers.
- PROJECT MANAGER adds note to beginning of job briefing (“+++ URGENT – invitation was sent to several suppliers. Please send your bid as soon as possible +++” , or the like).

19. **Holidays:** You have a calendar module which we request you to keep up-to-date with information about any holidays or other periods during which you cannot take on assignments from us. Please complete these dates in good time.
20. **Only first names:** Only use your first name when writing messages or participating in Dialogues, etc. in our LanguageWire system. Please always use the Dialogue module for contacting the client and Project Managers and please do not give the client any of your direct contact data.
21. **Attentiveness:** Be alert and thorough. We view it as a requirement that you always think beyond the specific assignment. Please make the necessary observations and report these back to LanguageWire. There may be unfortunate errors in the source document, inconsistencies, erroneous information, etc. You are never supposed to approach the end customer directly with these comments, but report such observations exclusively to the Project Manager, who will decide how to approach the customer with this information.
22. **Anticipate queries:** If you, in the performance of an assignment, come across matters that require special consideration and perhaps a little extra research, make a note of this in a separate document or in the delivery note when delivering the assignment to LanguageWire's website. List these special considerations and research, and note the source of any answers you discover. Thus, you will avoid receiving queries from the customer at a later date regarding these matters.
23. **Ready for use:** Always deliver your translations ready for use. Do not leave any notes in the document itself. If it is unavoidable, submit two documents: one ready to use and one with comments. You are welcome to let the customer make the final decision regarding terminology - but you have to make your own recommendations and send a delivery that is ready for use.
24. **Version 1 / Version 2:** It is extremely important to keep track of the various versions of the same document that you deliver. ALWAYS suffix any possible second deliveries of a document with "version 2". Thus, we are able to avoid misunderstandings when forwarding the document to the customer. Example: Delivery 1: "sales letter (eng)(t).doc", Delivery 2: "sales letter (eng)(t)(version 2).doc".
25. **Customer's expectations:** You are responsible for making sure that your product meets the customer's expectations. You will find all the relevant information about the assignment on the assignment page, such as target group, style and tone of voice, reference texts, etc. If you find that, for example, the briefing and the reference texts provide insufficient information, you can ask the customer directly via the Dialogue system whether there is more information available.
26. **Inquiries:** We encourage you to ask questions when working on assignments for LanguageWire, and we expect you to carry out such assignments based on the best available knowledge. However, we expect you to strike the correct balance regarding your inquiries, which may be subdivided into the categories below. A balance must be achieved between obtaining the correct knowledge needed to deliver a high quality product, on the one hand, and inconveniencing the customer unnecessarily on the other hand.
  - a. **Urgent:** Matters to which you must have answers in order to continue with the assignment. Queries of this kind must be addressed directly to LanguageWire by telephone - or via the Dialogue system, ensuring that you receive a confirmation of your query.

- b. **Need to know:** Matters you need answers to, as you do not possess immediate knowledge, such as special terms, queries about the source text, etc. These queries should be submitted via the Dialogue system. If you fail to receive answers to these, you must carry out the assignment as best you can and explain your uncertainties concerning the matters to which you received no answers in the delivery note.
  - c. **Nice to know:** Matters about which you would simply like to be completely certain. These should be sent to the Project Manager via the Dialogue system. But do not send the Dialogue directly to the customer - send it only to the LanguageWire Project Manager, who will decide whether to forward it.
26. **Professional communication:** Your communication with LanguageWire must be professional. Your delivery comments on the assignments will go straight to the client, and for this reason you should write in a manner that will not offend the clients. It is possible that the recipient at the client's company is the actual writer of the source text. Consequently, it is important to act with tact as though you were addressing the owner of the source text himself or herself. The same goes for the Dialogues sent through LanguageWire's system.
27. **Software:** We encourage you to have the current most common software programs and that you are completely familiar with using them, including: the MS office package, Adobe Reader or Writer, WinZip, etc.
28. **Be available:** At LanguageWire we focus on arranging preferred supplier teams on each client – this is to retain consistency in terminology and in style and tone. If you have become a specific client's preferred supplier, we expect you to be more dedicated towards the client's translation assignments and to give priority to these assignments. You will get more information from the Project Manager when we offer you the title of primary preferred translator on one of our end clients.
29. **Ownership of an assignment:** As you know, it is strictly forbidden to place assignments or texts from LanguageWire on ProZ or other translators' website communities, as stated in the "Supplier and Invoicing Agreement" that all of you have accepted when registering with us. Violation of these guidelines shall lead to immediate exclusion from LanguageWire assignments and possibly result in legal proceedings as well.

**Freelancer:** When you accept a job from us, we expect that you are executing the job yourself.

**Agency:** When you accept a job from us, we require that an in-house translator or a translator from your agency's own, closed network is executing the job.

30. **Reference texts or samples:** It is not allowed to upload files that you have been translating for us as reference text/samples on ProZ or similar communities, nor on your own homepage.
31. **Terminology:** Likewise, it is forbidden to place parts of text on ProZ or similar sites in order to get help with terminology from colleagues in the business. Even if you cross out the customers' and products' names, you risk revealing confidential information through the context. Although you may be posting text

with the best intentions, namely, to deliver a top quality translation to us and to our end customer, it is not permitted. Our customers' information is confidential, and they trust us to respect that confidentiality with regard to their files. Thus, this material must never be published anywhere. If you are in doubt about any particulars in this regard, you are always welcome to ask the Project Manager for clarification or advice.

32. **Ask for help:** Do not hesitate to ask for help. Do not deliver translations that you are uncertain about. Do not deliver translations that have layout problems or contain SDL Trados codes that you have failed to "clean". Call us at LanguageWire - we are always ready to help you when you are working on a job for us.

If you have any questions or comments about our general guidelines, please do not hesitate to contact LanguageWire's Supplier Relations team. Write to: [supplier@languagewire.com](mailto:supplier@languagewire.com)