**SCOPE OF WORK**

**ATTACHMENT B**

**Code of Ethics, Professional Conduct and Confidentiality**

Contractor agrees that all interpreters and translators who will be assigned to California Energy Commission (Energy Commission) work must adhere to the code of ethics, professional conduct and confidentiality statement as outlined below. All interpreters and translators utilized by the Contractor to perform services under this agreement with the Energy Commission must sign and agree to uphold the following standards, prior to the person providing services to the Energy Commission. The Contractor must keep an interpreter’s/translator’s signed Code of Ethics and provide a copy upon request by the Energy Commission.

**Ethics:**

* Cultural Sensitivity and Courtesy: Interpreters shall be culturally competent, sensitive, and respectful of individuals served.
* Impartiality: Interpreters and translators shall not counsel, advise or project their own personal biases or beliefs. The interpreter/translator shall avoid distorting the message in favor of one party or the other.
* Non-Discrimination: Interpreters and translators shall always be neutral, impartial and unbiased. Interpreters/translators shall not discriminate on the basis of gender, disability, race, color, national origin, age, socio-economic or educational status or religious, political or sexual orientation.
* Conflict of Interest: Interpreters and translators shall disclose any real or perceived conflict of interest which would affect their objectivity in the delivery of services. Providing interpretation or translation services for family members or friends may violate the individual’s right to confidentiality or constitute a conflict of interest.
* Withdrawal: Interpreters and translators who are unable to ethically perform in a given situation shall refuse or withdraw from the assignment without threat or retaliation.

**Professional Conduct:**

* Professional Integrity: Interpreters and translators shall demonstrate professionalism and personal integrity, including:
  + If the interpreter or translator believes they may have interpreted/translated inaccurately or incompletely, they will make this known and, if possible, provide a corrected interpretation/translation.
  + If the interpreter or translator believes they are so impacted by the content to be interpreted/translated that they become unable to interpret/translate accurately and completely, they shall inform the parties of their intent to withdraw without threat or retaliation.
* Accuracy: Interpreters and translators shall render the message faithfully, conveying the content, spirit and cultural context of the original message. This means the interpreter or translator shall interpret everything the speaker or document says without changing the meaning, conveying what is said and how it is said, without additions, omissions or alterations, but with due consideration of the cultural context of both the sender and the receiver of the message.
* Role Boundaries: Interpreters and translators shall maintain the boundaries of their professional role, refraining from personal involvement. This does not mean that an interpreter cannot be friendly or develop a rapport with the person speaking but does not represent personal involvement in their interpretation.
* Self-Evaluation: Interpreters and translators shall accurately and completely represent their certifications, education, training and experience.
* Personal Demeanor: Interpreters and translators shall be punctual, prepared and dressed in an appropriate manner and not distracting from the situation.
* Inability to Perform: Interpreters and translators shall assess, at all times, their ability to interpret/translate. Should interpreters or translators have any reservations about their competency to perform in any given situation, they must immediately notify the parties and offer to withdraw without threat or retaliation.
* Professional Development and Training: Interpreters and translators shall make a reasonable effort to acquire ongoing development of their skills and knowledge through professional training, continuing education and interaction with colleagues and specialists in related fields.
* Cultural Competency: Interpreters and translators shall develop awareness of their own and other cultures in order to promote cross-cultural understanding. Interpreters and translators will strive to bridge the cultural differences between all participating parties by seeking to minimize and avoid potential misunderstandings based upon stereotyping and/or differing cultural practices, beliefs or expectations. When clashing cultural beliefs or practices, a lack of linguistic equivalency or the inability of parties to explain in their own words are encountered, the interpreter or translator may assist by sharing cultural information or helping develop an explanation that can be understood by all.

**Confidentiality:**

* Interpreters and translators shall not divulge any information learned in the performance of professional duties. This includes any documents or other written materials.
* Confidentiality is to be maintained in all situations except when legally mandated to disclose information in specific situation such as child abuse, elder abuse, a person threatening harm to themselves or others where the interpreter/translator determines to the best of their ability that non-disclosure may result in harm.
* Disclosure: Interpreters and translators shall not publicly discuss, report, or offer an opinion concerning matters in which they are or have been engaged, even when the information is not privileged by law to be confidential.

**Compliance:**

Violations of the above standards may result in disqualification of an interpreter or translator or termination of the Agreement.

I agree to comply with the requirements in this Code of Ethics, Professional Conduct and Confidentiality.

Signed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (printed) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Interpreter] [Translator]

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_