

RULES OF PROCEDURE FOR TRANSLATORS

I. Translation order acceptance

1. The Translator shall confirm the acceptance of the order and the date of delivery in writing (via an e-mail).
2. The Translator shall immediately notify the Project Manager (hereinafter also referred to as the "PM") who sent the order (via an e-mail, copy to: realizacja@bireta.pl) in writing of any possible delay in completing the order within the fixed time limit allowing Bireta Translation Agency (hereinafter also referred to as "Bireta") to take any necessary actions. **Every delay caused on the part of the Translator that is not approved by the PM will result in a reduction in Translator's remuneration (see VI).**
3. The Translator shall undertake to keep any translation text and received materials absolutely confidential.
4. The Translator shall undertake to provide translation of the highest quality in accordance with the translation rules, industry-specific terminology and without errors.

II. Translation

1. The Translator shall execute the job with due diligence and preserving the following principles:
 - 1.1. During translation, the Translator shall make unconditional use of the termbases/glossaries (Multiterm/XLS, etc.), translation memories (if the Translator has used CAT) and additional materials that he/she received from a Project Manager together with the source text. As for the translation memories, the most careful attention should be paid to the most recent segments from a given translation memory (see the date of adding segment to the translation memory). The translations provided by several translators within the same project should be consistent (Groupshare allows to preview the already translated segments in real time in the translation memory). If guidelines, the so-called UX brief, are available for a given project, the Translator should get acquainted with it

before starting the translation work. It is also advisable to check the text in the CAT program with the source text (e.g. errors in proper names due to misrecognition by OCR/CAT, checks of words taken from drawings, etc.). In the case of Translators performing PL<>EN translations, the Guidelines for PL<>EN Translators are also applicable and should be read before rendering the translation.

1.2. The Translator should report reasonably in advance any subject-matter and formal problems concerning the execution of the order.

1.3. In case of any doubts concerning the terminology the Translator shall:

- make sure that it is impossible to find the answer to his/her question in the received resources [termbases, the Internet, translation memories (if the Translator has used CAT), additional materials],
- notify the PM of any doubts at a reasonable time in advance before returning the translation in order to enable Bireta Translation Agency to discuss them with a client or an expert in a particular field – it is preferable to ask questions alongside with context and a proposal of translation,
- describe any doubts in an e-mail along with sending the translation back.

1.4. If, for any reason, a sentence which should form one segment has been split by Trados into several segments or if two sentences have been merged into one segment, the Translator is obligated to merge/split such segments using the „Split/Merge Segments" function and if it proves impossible, he/she has to copy the split source text to one segment and translate it according to the original. Similarly, one has to merge/split segments with incorrect segmentation in other CAT tools. Note: in projects with repetitions the Translator SHOULD NOT merge/split the segments (PM shall inform thereof).

1.5. The translation with the use of websites such as Google Translate, DeepL or other similar ones (including machine translation plug-ins available in CAT programs) is strictly forbidden. The machine translation is only acceptable when using insertions proposed by Bireta from the approved machine translation plug-in in the project prepared by the PM and delivered to the Translator for post-editing.

1.6. Before sending the translation back:

- The translated text must be proofread and corrected by the Translator, where necessary!

- If the Translator has used CAT, the translated segments should be marked as "Translated" in a final version, instead of being marked as "Draft" (an unconfirmed segment) or as "Translation Approved" (a segment after review). **The preferred way to confirm segments is to click ctrl+enter after each segment (instead of confirming all segments at the end of the translation).** The status of segments that are not subject to translation (e.g. 100%, CM, if indicated in the order, as well as locked segments) should remain unchanged as regards the file received from the PM.
- The Translation has to be checked in terms of:
 - **spelling and punctuation correctness (the "Spell Checker" tool),**
 - **terminological consistency,**
 - cultural and historical facets, as well as politeness forms,
 - preservation of the syntax, stylistics, and language register suitable for the target language,
 - **correctness of numbers (including dates), double spaces, etc.,**
 - conformity of tags (if the Translator has used CAT)
- If the Translator has used CAT, then the document has to be checked using the QA Checker/F8 (Trados Studio), or a similar tool that guarantees the same end result as QA Checker. All errors identified using those programs have to be corrected.

III. Sending the order back

1. The Translator has to write an ID number received from the PM in the e-mail title when sending the translation back.
2. The translated document should have the same name as a file received for translation.
3. The translation made in GroupShare should be sent back by returning the file to the server using the Check In option and changing the phase from Translation to Review (Change phase to > Review). The translation made in Trados Studio outside Groupshare must be sent as a return package. The document translated in another CAT tool should be sent back as a bilingual file in a format offered by particular CAT software.
4. When using Trados Studio or other CAT tools (that do not offer an option to split files), sending back partially translated documents is not allowed, unless it has been agreed with the PM.

IV. Additional information

While cooperating with you, we use the following terminology and act according to the following assumptions:

1. The segments applied by Trados and retrieved from the translation memory (also called pre-translated segments) are the segments with a minimum match value of 75%:
 - 75-99% – all the segments with a minimum match value of 75% have to be proofread, save for the segments marked as CM (Context Match) or PM (Perfect Match), as well as those of 100% match value. The Translator does not proofread these types of segments only if expressly agreed with Bireta or the PM.
 - CM (Context Match)/ PM (Perfect Match) and 100% – those types of segments are subject to proofreading by the Translator exclusively when expressly requested by the PM; otherwise, the Translator does not interfere with the content of such segments.
2. A translation (a given text subject to translation by the Translator) is one of the Translation Process stages, preceding the Review (proofreading) stage and, unless requested otherwise by the PM, consists in translating segments with a match value of 74% or less exclusively; such segments will be empty in the Trados software. Possible suggestions from translation memories will appear as the individual segments are translated.
3. The Review is a stage in the Translation Process following the Translation. Unless requested otherwise by the PM, the Reviewer is obliged to proofread the entire document (both the translation and all the segments applied to the translation based on the translation memory).
4. Post-editing of machine translation is a process different than the Translation Process. As part of the Post-editing, the Translator/Reviewer has to edit the automatically translated text so that it becomes suitable. Machine Translation segments are marked as AT or NMT. Segments with a match value ranging from 75% to 99% do not represent Post-editing – they are recognized as pre-translation. Segments with a match value of 100%, CM (Context Matches) and PM (Perfect Matches) are subject to review exclusively when expressly requested by the PM.
5. Repetitions in Trados Studio: segments repeated within a document or package of documents submitted for translation in Trados shall not be subject to settlement.
6. Segments blocked in Trados Studio are not subject to proofreading/translation. In case any omissions or mistakes are found by the Translator in blocked segments, they should be immediately reported to the PM.

V. Settling the performed orders

1. A translation is settled based on the number of pages calculated according to the number of characters in the source file in accordance with the MS Word statistical tool and Trados Studio analysis, if applicable (or in another manner indicated in exceptional cases in the order, or the specification attached to the translation).
2. On or before the third day of a given month, the Translator shall send to the e-mail address rozliczenia@bireta.pl or another address designated earlier his/her records of the work performed in the previous month.
3. The records of the work (orders) performed in the preceding month shall be sent by Bireta to the Translator on or before the sixth day of the month to serve as the confirmation of conformity.
4. After the Translator receives the confirmation of conformity said Translator shall issue an invoice/make out a bill for services rendered.
5. The payments under the above-mentioned invoices or bills shall be made by Bireta within 30 days of the receipt thereof (i.e. the sixth day of the following month, provided that the date does not fall on a public holiday. In this case, the payment will be made on the first business day after that date).
6. In case of a defectively performed translation work, Bireta Translation Agency reserves the right to withhold settlements until the Translator corrects the erroneous translation. If the Translator fails to correct the translation within the time limit indicated by the PM, Bireta Translation Agency has the right to reduce the Translator's fee to cover the cost of correcting the translation by another translator. If the deadline for returning the translation to the client does not allow the Translator to correct the translation, Bireta Translation Agency has the right to have the translation corrected by an internal proofreader and then file a complaint with the Translator.

VI. Penalties for delays in performing translations

1. Bireta Translation Agency is well known for its punctuality in performing translations for its clients, therefore any delay caused on the part of the Translator that is not approved by the PM will result in a reduction in remuneration for the Translator.

2. Penalties for delays that have not been approved by the PM will be charged in accordance with the table below:

Delay (time)	Penalty for delay
0.5 h – 1 h	3% of the basic rate
1 h – 2 h	5% of the basic rate
2 h – 4 h	15% of the basic rate
4 h – 24 h	30% of the basic rate
Above 24 h	50% of the basic rate

In case when the delay impacts the client's deadline and the Translator is unavailable, Bireta Translation Agency reserves the right to withdraw translation task from the translator and refuse to pay the remuneration.

VII. Quality-based settlement of the order

1. If the Translator fails to execute the order properly, including failure to check the spelling and perform the final quality control (QA Checker, etc.), Bireta reserves the right to reduce the remuneration of the Translator by deducting from 30% to 50% of the remuneration due to the Translator (in extreme cases, when the entire translation is not suitable for use, the reduction of the remuneration may exceed the aforesaid 50%).
2. The reduction of the remuneration is based on the Reviewer's grade assigned in accordance with the quality criteria set out in the procedure "Review Process and Duties of the Reviewer" (available on request) and in the Rules of Procedure for Translators cooperating with Bireta Translation Agency, which each Translator receives together with the order. Bireta Translation Agency also reserves the right to file a complaint and return the translation for correction on a short complaint form in which the Reviewer shall briefly describe what should be corrected in the translation without giving a grade.
3. If the translation is verified by using the review form, the Translator shall receive an e-mail with the review form in which the grade is given. Bireta Translation Agency stipulates that only selected files receive an evaluation based on the review form.

For correct translations, i.e. those graded between 3 and 4.5 the basic rate is paid. For very good translations (grade 5) and excellent translations (grade 6) the translators receives 103% of the basic rate. For a translation at an unsatisfactory level, which is graded 2.5, the Translator receives 70% of the basic rate. Whereas for a translation

graded as 1-2, the translator receives 50% of the basic rate. In case of translations graded as 1-1.5 and not approved for further use, Bireta Translation Agency reserves the right not to pay out the Translator's remuneration.

Review process of translations graded as 2.5 and below requires a lot of work due to numerous and recurring serious and critical errors. If the translator continues to receive grades at the level of 2.5 or below, the cooperation between the Translator and Bireta Translation Agency shall be terminated.

4. Summary of settlement rates according to the scale of grades:

Grade	Rate
5 – 6	103% of the basic rate
3 – 4.5	100% of the basic rate
2.5	70% of the basic rate
1 – 2 translation approved for further use	50% of the basic rate
1 – 1.5 translation not accepted	No remuneration

- 5.** The Translator has the right to appeal against the Reviewer's grade, on the basis of which the remuneration was reduced, providing adequate arguments for his or her position.

VIII. Translation assessment by Reviewers

- 1.** The assessment in the review form is based on nine quality criteria:

• Criterion	Definition of the criterion	Weight
Occurrence of critical errors, serious omissions, untranslated fragments, omitting unnecessary	Critical error – an error changing the sense of the original. This may include a missing negation, switching the parties to the contract (the translation reads "Contractor" instead of "Employer"), change of the order into a possibility ("is obligated" -> "may"), misunderstanding of the sense of the original resulting in distortion of the meaning (e.g. changing the word	8

<p>fragments from pre-translation/machine translation</p>	<p>order causing the impossibility to understand who / what is the performer of the activity). Detailed description in 030_Procedure Verification and obligations of the Reviewer.</p> <p>Missed sentences, omissions or untranslated fragments – this applies to situations where, for example, there is no verb at the end of the sentence, the translator has "forgotten" to translate the phrase in parentheses, a compound-complex sentence is incomplete compared to the original, the Translator has skipped the sentence or several sentences. Unnecessary fragments left from pre-translation or machine translation – this refers to a segment inserted from the translation memory with a match lower than 100%, where the "historical" sentence was longer than the one translated, and the Translator did not remove the unnecessary fragment.</p>	
<p>Occurrence of omissions, which do not significantly change the content of the original (ones that we do not consider to be critical)</p>	<p>This criteria refers to situation where there are minor omissions that do not change significantly the content of the original text and do not make it impossible to understand. An example of an omission that should be assigned to this criteria (rather than to criterion #1): In a sentence: By clicking "Accept all" you grant your consent to the application of all these Cookies. The omission of the words "all these" is not a critical omission. Omitting the word "all" in "Accept all" would be a critical omission.</p>	<p>4</p>

Terminological correctness	A terminological error is an error resulting from the non-application or incorrect application of terminology and specialized vocabulary specific to a given field. This criterion does not include errors due to non-compliance with MultiTerm termbases, project termbases, project translation memories and other materials provided (see point 3)	5
Compatibility with MultiTerm glossaries, project glossaries, project translation memories and other materials provided*	Compliance with MultiTerm termbases, project termbases, project translation memories and other materials provided means that the translation demonstrates compliance with the terminology knowledge base and translation practice of the project (MultiTerm and translation memories attached to the project, as well as client materials and other arrangements received from PMs before and during work on the project). Justified deviations from the abovementioned sources of knowledge, if the Translator shows an error in previous practice or a different context for a given application - comments in the text or information provided by the Translator to PM are desirable.	5
Internal coherence of the document	The internal coherence of the document is the consistent use of the register, terminology, style and wording found in the text. This criterion does not include terminological or linguistic errors, it only considers whether the Translator consistently uses the translation choices he/she has made throughout the document.	3
Occurrence of numerical errors (also on dates, addresses, numeric symbols)*	Numeric errors are errors resulting from incorrect "rewriting" of numbers in the text, such as numeric data, address data, amounts, dates written in digits (including translation of digital forms into words), and symbols containing digital notations. Also obvious numerical errors resulting from incorrect formatting of the text to be	5

	edited in Trados.	
Linguistic correctness (spelling, punctuation, flexion, style)	Linguistic correctness - the translation does not contain spelling and punctuation errors, no flexion errors, the style and the register are adapted to the type of text, the correct use of idiomatic expressions, lack of loan translations, the way of constructing sentences (passive / active, word order) are in accordance with the rules applicable in a given language.	1.5
Merge / Split segments	Merging or splitting segments / sentences that the CAT software recognized incorrectly. It is desirable for a Translator to merge/split incorrectly joined sentences, given that the entire sentence may be found in the translation memory of the project, and its use will allow to maintain a consistency of the project. Note: the Merge/Split requirement does not apply to situations where a so-called file with repetitions is being translated! This requirement also does not apply if the Translator has reported technical problems with the Merge/Split feature to PM.	2
Performing Quality Check	Document quality control (in Trados QA Checker). This criteria refers to performing a final quality assurance check of the document along with the use of tools available in the CAT programs. They allow to spot missing/wrong numbers, spelling errors, double spaces, spaces at the end of a sentence, missing parentheses, etc.	2
General reception of the document	This criteria allows an overall evaluation of a given translation in terms of clarity, rendering the sense and form of the original, adherence to the source formatting, adherence to linguistic norms and the reviser's workload involvement. In this case, it is also essential to check the text in the CAT program against the original document (e.g. errors in proper names due to misrecognition by OCR/CAT). It is not possible to award the highest grade (translation of very high quality	6

	translation – exemplary translation) if there are critical errors in the translation.	
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2. Each criterion is assigned weights (from 1.5 to 8), adopted on the basis of many years of practice of the Bireta Translation Agency in assessing the significance of errors commonly found in translations. Grades depend on the number of given errors / defects in translation in a given criterion per number of pages.
3. The entire assessment process is as objective as possible and is carried out based on the internal document titled review form that the Translator receives once the order is completed and grade issued. The review form allows the automated calculation of the average grade for the entire translation.

Acceptance of an order by the Translator shall be deemed as agreeing on the above-specified rules of procedure.