

## OUR QUALITY SAFEGUARDS

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**Check-reading** We check-read each translation alongside its source text. Any errors that we find are corrected by, or with the agreement of, the translator. If the translation is error free, the translator's pay is increased. If errors are found, the translator's pay may be reduced.

**Checking** The work of each translator is checked at an interval of three or six months. A page or two of one of his translations, with the equivalent part of the source text, is sent with a check report form to another translator, who annotates the translation, completes the form and returns both to us. We send a copy of the check report to the original translator with a note inviting his comments. Checking is anonymous, impartial and very rarely resented.

## FEEDBACK

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We ask you to read our translation when you receive it. If you suspect a fault, no matter how trivial, notify us within 14 days\*. We will investigate every specific fault that is reported and withhold payment from the translator if appropriate. Should you need more time, tell us within 14 days and we will try to agree an extension. HLL will not accept liability for any loss arising from a fault that is not reported within 14 days or within a longer period that has been agreed.

We investigate and record every fault reported to us in compliance with ISO requirements.

## RISK

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We maintain Professional Indemnity insurance cover, to a maximum of £2 million per claim.

\*Our invoice date will be the date we email/send the translation to you.

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# HLL LIMITED

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*Another Pair of Eyes*



### **HLL Limited**

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## TRANSLATING

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A translation should be an accurate equivalent of a *source* text that is written in the idiom of the *target* language. Providing the text is legible, the target language should be the language the translator uses naturally. A translator who may read several source languages will have only one target language.

As a rule of thumb, a translator is assumed to output 2,000 words per day, 10,000 words per week, or half a million words per year. In practice, he\* will usually have too much work or too little. His translating divides into three stages: -

1. studying the text until he understands its meaning. This should take not more than 20% of the allotted time (1½ hours for 2,000 words);
2. keying his translation;
3. proof-reading it, initially against the source text, and correcting it. If this takes less than 20% of the allotted time, he may be cutting corners.

Stage (1) errors, which are infrequent, usually occur because the source text is either: badly written, handwritten or is itself a poor translation. If one asks a translator “what does paragraph five mean?” He may reply “I couldn’t contact you at the week-end – so I kept as close to the original as possible”. He should have added a translator’s note.

Stage (2) errors, which slip through the stage (3) net, have become more frequent; either because translators try to save time by using software unwisely or because they risk their reputations by proof-reading on screen.

\*Man is deemed to embrace woman.

## OUR TRANSLATORS

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We observe seven rules when dealing with members of our helpful team, many of whom lead rather solitary professional lives.

- We insist that each translator accepts responsibility for his work;
- We confirm every aspect of our working relationship in writing;
- We provide all the relevant information we receive. Following an enquiry this would include the language pair, the subject, a word or character count, the authentication required and the deadline;
- We don’t press translators to accept deadlines that are too tight. If one says “I should need another two days”, either we approach another translator or we tell our customer, “we should need two more days”;
- We don’t charge or pay a higher rate for quick delivery;
- We pay each translator a fixed percentage of the amount we charge our customer and,
- Unless we receive a complaint we pay translators on the 14th of each following month.



Caroline



Karen