**LANGUAGE EMBASSY, LLC**

**~ CODE OF ETHICS ~**

**ARTICLE 1: Employment Ethics**

**Section 1: Hiring Process**

**Language Embassy, LLC** fully abides by the regulations of the U.S. Equal Employment Opportunity Commission (see www.eeoc.gov). When advertising positions, screening, interviewing, hiring, electing, and appointing project managers, independent contractors, and other administrative employees, will not in any way discriminate candidates based on gender, age, race, ethnic background, immigration status, disability, religious beliefs or affiliation and lack thereof, and sexual orientation.

**Section 2: Termination Process**

1. **Language Embassy, LLC** will terminate project managers, independent contractors, and other administrative employees for the following non-discriminatory reasons:

a) resignation

b) conflict of interest

c) non-compliance with the requirements of the position as outlined in the employment contract

c) public misrepresentation of the organization's mission or fundamental principles

e) deployment of verbal and/or physical expressions and conduct that negatively impact or that have the potential of negatively affecting the company's public image and internal functioning

2. **Language Embassy, LLC** will not issue negative references (either verbal or in writing) for project managers, independent contractors, and other administrative employees if the termination reason is one of the issues stipulated on Article 1, Section 2 (a-e).

**Section 3: Non-Discriminatory Reasonable Accommodations**

**Language Embassy, LLC** will provide reasonable accommodations related to disability, ethnicity, and religion to its project managers, independent contractors, and other administrative employees, in compliance with ADA and EEOC laws and regulations.

**ARTICLE 2: Internal Employment Ethics**

**Section 1: Honesty**

All the **Language Embassy, LLC** project managers, independent contractors, and other administrative employees will act in absolute honesty to each other and to outsiders to the extent to which this does not infringe on any of the privacy stipulations elsewhere mentioned in this Language Embassy, LLC Code of Ethics document.

**Section 2: Privacy**

Personal data, including work performance records, and private contact information, belonging to all the **Language Embassy, LLC** project managers, independent contractors, and other administrative employees will not be publicly disclosed by anyone representing **Language Embassy, LLC** in any position unless required by an authorized law enforcement agency. Photos or videos of members of the **Language Embassy, LLC** staff will be shared on the **Language Embassy, LLC** website or used in advertising materials with the signed written permission of each individual.

**ARTICLE 3: Client-Relations Ethics**

**Section 1: Non-Discriminatory Treatment of Clients**

**Language Embassy, LLC** will not discriminate its clients, based on gender, age, race, ethnic background, immigration status, disability, religious beliefs or affiliation and lack thereof, and sexual orientation, in the following areas:

a) pricing

b) deadlines

c) service quality

d) customer service promptness and reliability

**Section 2: Clients' Privacy**

1. **Language Embassy, LLC** will not disclose any client's identity and contact information to any third party unless it is done with the client's signed written consent or unless this information is legally and formally requested by a law enforcement verifiable agent.

2. **Language Embassy, LLC** will provide advertising space to clients who opt for having their name, logo, or any other identifiable image or wording placed on the **Language Embassy** website. This will occur after an advertising contract will be signed by both **Language Embassy** and its client and will not be held against **Language Embassy, LLC** as a violation of Article 3, Section 3.1 of this Code of Ethics.

**Section 3: Document/Material/Information Confidentiality**

1. In order to avoid any ulterior legal liabilities, **Language Embassy, LLC** will discard from our computers any original documents or recorded materials submitted by our clients for translation, editing, or transcription after 30 net days since the day the final project is initially delivered to the client. Therefore, it is important that any complaints, concerns, or questions be addressed to **Language Embassy, LLC** within 30 days from the initial delivery.

2. No part or entirety of the information, text, or data contained in the original documents or recorded materials submitted by our clients for written or recorded projects or mentioned during interpretation sessions will be copied, stored, or shared with third parties by any **Language Embassy, LLC** staff member at any time and for any reasons whatsoever.

**Section 4: Conflict Resolution**

1. All **Language Embassy, LLC** projects will be formally initiated by a signed contract, which will include commitment to payment and project delivery deadlines, as well as conflict resolution and conciliatory clauses in case any of the parties cannot fulfill any of the terms of the contract.

2. Any **Language Embassy, LLC** work-related conflict will have to be reported by **all** involved parties within 30 days from the date when it occurred. The resolution steps are as follows:

a) The President will collect the written version of each of the involved parties

b) The President will consult all existing and applicable laws and regulations.

c) A neutral third-party with a training and experience record superior to those hired initially to execute the project will be asked to assess the complaint.

c) The President will conduct negotiations with all involved parties to reach an amiable resolution. During this process, **Language Embassy, LLC** will correct legitimate errors and/or explain why corrections are not advisable.

d) The resolution will protect equally the rights of **Language Embassy, LLC** staff and clients and the financial interests of our company.

**Section 5: Non-Compromising Policy**

**Language Embassy, LLC** would like to contribute to a peaceful, discrimination-free, drugs-free world and is committed not to participate in the production and distribution of materials that, in our opinion, are harmful for people's physical, mental, psychological, and spiritual health. Therefore, at its discretion, **Language Embassy, LLC** will choose not to perform services if the product we are hired to deliver has a content that promotes any of the following:

* adult entertainment products, child pornography, prostitution
* the marketing, sale, and consumption of illegal drugs
* witchcraft and related topics
* any ideology that fosters suicide, euthanasia, abortion, or political unrest
* discriminatory/defamatory statements that offend certain ethnic, political, or religious groups

**ARTICLE 4: Public Relations Ethics**

**Section 1: Advertising**

1. **Language Embassy, LLC** will never produce any untrue, misleading, deceptive, or fraudulent advertising materials, at any time and for any reasons whatsoever.

2. **Language Embassy, LLC** will never produce any advertising materials that would contain any discriminatory, condescending, or disparaging content for any social or racial group.

3. **Language Embassy, LLC** will never produce any advertising materials that will fuel smear campaigns about its competitors or clients.

4. **Language Embassy, LLC** will never promote its services by using negative comparative information about its competitors.

**Section 2: Customer Service**

1. **Language Embassy, LLC** is committed to treat any individual or company that contacts our company, for any reason, with the utmost respect and absolute confidentiality.

2. All calls and emails addressed to **Language Embassy, LLC** will be returned or replied to within 48 hours (most within 24 hours).