

## **Subcontractor policy for Hunnect vendors (2022 version)**

The present subcontractor policy is meant to regulate and ease the work of subcontractors performing translation, proofreading and other linguistic tasks for Hunnect Ltd (hereinafter Hunnect). In case of any outstanding questions, please do not hesitate to write to the email addresses listed at the end of the document.

### **1. Communication**

We consider open, honest and quick communication to be of the greatest importance. Whenever you have a general question or problem, or one related to a given piece of work, please feel free to get in touch with the project manager (PM). The channel of communication can be either email, Skype or telephone. If you have linguistic questions, please use the *Query sheet* provided. Please formulate your queries in that document in English and in a polite style. Please send your queries to the PM well before the deadline, or even on a daily basis for large projects. When working on translations, please *do NOT upload a TR note file* to our portal – the PM will only see it much later, after the job is delivered. If you wish to send a message to the proofreader, please upload a separate file with your notes.

- Please do NOT use the *Note for PM* function of the portal to ask questions.
- Please do NOT insert comments in the *sdlxliff* or other work files to ask questions.
- If a question arises, please do NOT wait until the delivery to ask it, because this can cause delayed completion of the job for the client, resulting in a reduction in payment. Please use a calm, neutral and professional manner when communicating with the project managers.

### **2. Availability**

While we know that some of our subcontractors work part-time, due to the quickened pace of the industry we would like to receive an answer to our email enquiries within 30-60 minutes. This way, we can avoid sending “multiple vendor requests” (bids) for urgent projects. Also, we would like to ask you to be available as often as possible on Skype and on the phone (on working days between 9 AM and 5 PM CET). When working on an actual project, it is essential to be reachable. Please, remain available after delivery too, in order to be able to answer any questions. If you know that you will be unavailable for at least a day, or that you will have no capacity, please let us know either personally or on the portal.

### **3. Accepting, rejecting and delivering jobs**

We use the XTRF translation management system to hand off projects, and we provide a detailed user manual for it. The job acceptance process is as follows: by clicking the link received from XTRF you are directed to the Vendor Portal where you can have a look at the details of the project (language combination, volume, deadline). Please, *download and check the files and read the instructions first* before accepting the job! A later rejection due to unread instructions and unchecked files can cause several issues for both parties.

Acceptance in XTRF generates an automatic email, so there is no need for your further confirmation. If you cannot accept a job offer, please click on Decline, which makes Hunnect’s work a lot easier because the PM will receive an automatic notice about it and can start looking for another provider immediately. If you only have objections regarding one particular aspect of the project (e.g. the deadline), please ask the PM about it before rejecting the task. Translators who do not react to several

project offers will eventually not be sent any further offers. Delivery of the completed (or partially completed) tasks should also be done via the XTRF Vendor Portal. We will receive an automatic notice about them, so no further communication is needed in this matter.

#### 4. Deliverables

Please always deliver the files as requested in the instructions. When working in an online tool (e.g. Memsource), there is no need to upload anything to the portal unless instructed otherwise. When no other instructions are provided, our requirements are the following:

- The files should not be renamed or archived (in .zip or other format); if they are contained in folders and subfolders, these can be zipped but keeping the folder structure;
- We ask you to deliver the error report made using [ApSic Xbench QA software](#) in the form of an Excel sheet, and containing only false positive errors;
- When doing revision, we would be grateful if you could send a [Change Tracker](#) report that highlights the changes made to the original translation.

During translation or revision, unless otherwise instructed in the project, *do NOT use the track changes function* in Trados Studio and do NOT insert comments in the file. In case of other online or offline formats, please also *avoid inserting notes or questions in the file*, but instead contact the PM, for example using the Query Sheet. If the task type requires the use of tracked changes, please make sure that these do not feature the name or username of the linguist (you) in an identifiable way.

#### 5. Deadlines

Respecting deadlines is one of the fundamental requirements in a professional working relationship. Therefore, we explicitly ask you to only accept a job when you are sure that the deadline is feasible. If the text type and the volume suggest that the deadline is impossible to keep, due to the difficulty of the task rather than your capacity, then please let the PM know. We might receive a deadline extension from our client.

As the project is going ahead, if you feel that any major external factor or other circumstance will cause you to be late with the delivery, please inform the PM immediately, and not when the deadline comes. The earlier we are aware of a problem, the more likely it is we can find a good solution.

#### 6. Quality

The expected quality for translators, revisors and post-editors is the highest possible quality that could be expected from the given person. The fact that a translation will eventually be revised does not exempt the translator from the highest expectations. This includes the following criteria among others:

- There should be no mistranslations, incomprehensible or ambiguous sentences in the translation;
- There should be no omissions, insertions or unedited fuzzy matches;
- There should be no numeric mismatches, tag errors and other errors that could be discovered with an automated QA check;
- There should be no orthographic errors or typos in the translation;
- The translation should meet the client's instructions in all regards;
- The formatting (text fonts and layout) should also match the original text;

- The target text should be culturally relevant and easily understandable by the targeted readers (for example, text written for the general public or for children should not contain foreign technical terms, etc.).

*Please use the official rules of orthography of the target country for each project (for the Hungarian language, [this is free to download](#)). Spell checking and a QA check is mandatory in all software environments.*

## 7. Fees

We agree on the standard word prices with our subcontractors at the beginning of our cooperation, and these prices are recorded in XTRF. The prices cannot be changed arbitrarily. Please contact our vendor manager if you wish to change your pricing. The fee is based on the “weighted wordcount”, and in each case the wordcount seen in the project offer is the official scope.

## 8. Invoicing

Hunnect will transfer the amount of each subcontractor invoice as part of a monthly, predictable and regular payment. Completed projects can be invoiced from the 5<sup>th</sup> day of the month following the completion. It is not necessary to detail each project on the invoice: it is enough to include the sum of all jobs completed in the previous month. We would like to ask you to refer to “Translation services according to agreement” on the invoice. The agreed amount of the invoice will be transferred in 30-45 days from receipt of the invoice in case all the deliveries were accepted and confirmed. Please inform Hunnect about any changes in your invoicing or banking details and apply the changes to your next invoice.

The Purchase Order (PO) is considered an agreement and therefore it cannot be arbitrarily changed by any party. If the PO seems erroneous to the Subcontractor, they should notify the PM within 24 hours following the issuing of the PO.

## 9. Other provisions, confidentiality

The prepared translations are, in each case, the client’s intellectual property. Any information acquired during a translation project is confidential business information. It is strictly forbidden to share this with any third party, especially with regards to personal data. You can find more information on personal data protection in our privacy notice.

In case you are an individual freelancer, you are not authorized to further subcontract the task.

As some of Hunnect’s clients forbid the use of machine translation, online translation services and machine translation engines (e.g. Google Translation) are not allowed, because they store translations in their database and thus the above confidentiality requirement is breached. The only exception is when Hunnect instructs you to use machine translation (in case of explicit post-editing jobs), but even in these cases only the MT engine provided by the client can be used.

If you need any technical help or have questions regarding the tools to be used, do not hesitate to contact us. We possess many different training materials which we will gladly provide to you.

Our Vendor Managers’ email address: [vm@hunnect.hu](mailto:vm@hunnect.hu); Invoicing: [invoice@hunnect.hu](mailto:invoice@hunnect.hu); IT Support: [kkiraly@hunnect.hu](mailto:kkiraly@hunnect.hu); Our general email address: [mail@hunnect.hu](mailto:mail@hunnect.hu)