

MESTRADO EM TRADUÇÃO  
E SERVIÇOS LINGUÍSTICOS

## **Work Placement at 001 Translation**

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**M**

2020



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Relatório realizado no âmbito do Mestrado em Tradução e Serviços Linguísticos, orientada pela Professora Doutora Elena Zagar da Cunha Galvão

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2020

## **Abstract**

As part of the second year of the master's degree in Translation and Language Services at the University of Porto, I took part in a three month long work placement at the translation agency 001 Translation. This report offers a detailed portrayal of the translation and project management tasks that I was involved in during my time with the company, with additional focus on two examples of translations that I found particularly interesting and challenging. Another section of the report addresses some of my observations with regards to the company's translation processes. These observations are then developed into plausible suggestions as to how 001 Translation might be able to make improvements and potentially make their business more efficient.

**Keywords:** Translation; work placement; official translation; project management.

## **Resumo**

No âmbito do segundo ano do mestrado em Tradução e Serviços Linguísticos na Universidade do Porto, participei num estágio durante três meses na 001 Translation, uma agência de tradução. Este relatório apresenta um retrato detalhado das tarefas de tradução e de gestão de projetos que realizei durante a minha estadia na empresa. Foca-se de uma maneira mais profunda em dois exemplos de traduções realizadas durante o estágio que considero particularmente interessantes e desafiadoras. Outra seção do relatório aborda algumas observações minhas no que diz respeito aos processos relativos às traduções elaboradas dentro da empresa. Transforma-se logo estas observações em sugestões plausíveis que tratam de maneiras que a 001 Translation poderia introduzir melhorias e, potencialmente, tornar as operações mais eficientes.

**Palavras-chaves:** Tradução; estágio; tradução oficial; gestão de projetos.

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Porto, 30 de Setembro 2020

Matthew James Lloyd Elliott

## **Acknowledgements**

I'd like to extend my sincerest gratitude to Elena Galvão for her constant patience and support during my writing of this report and throughout the best part of my time studying at the University of Porto. Your help has really enabled me to hit the ground running with regards to my career as a freelance translator.

Many thanks to 001 Translation and to Denis for allowing me to complete the work placement at the company. Working with you has proven to be valuable experience.

I'd also like thank my parents for their unrelenting encouragement and emotional support. I know they will be over the moon now that I've finally finished writing this report.

Finally, a huge thank you to my close friends and siblings back in the UK and elsewhere that really helped me to hang onto my sanity during the lockdown and social distancing measures implemented as a result of COVID-19, when I only had my computer screen and Microsoft Word for company.

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## Introduction

As a student working towards a Master's degree in Translation and Language Services at the Faculty of Arts and Humanities at the University of Porto, during the final year of the course I was required to make a choice to either culminate my studies by writing and presenting a dissertation or by participating in an *estágio* (work placement in its closest British English equivalent) in a function relevant to the aforementioned area of study. As part of the latter option, upon completion of the *estágio* tenure at a company, students would then be required to write a *relatório* (report in its closest British English equivalent) offering a comprehensive outline of all aspects of the work placement, along with an analytical outlook on the most pertinent difficulties and challenges encountered. This *relatório* would subsequently be presented, by way of a *defesa* (a *viva voce*, or simply *viva*, as it is known in British academic contexts), to an examination committee of senior lecturers and professors of the Faculty of Arts and Humanities at the University of Porto.

After careful consideration of the possible paths available to me, I opted for the alternative that enabled me to participate in an *estágio*, hereinafter referred to as 'work placement', the most important reasons for which I will discuss in the subsequent section. My work placement took place at the translation agency, 001 Translation, a company registered as COMMUNICATION PLAZA LTD, and this *relatório*, hereinafter referred to as 'report', as I mentioned in the previous paragraph, seeks to provide a reflection on my time working with the company, considering all elements relevant to the study area in question.

The first section of this report will provide a highly detailed overview of the work placement itself, taking into account the structure of the work placement; the company, what it specialises in and the markets it operates within; the general methods and ways of working employed by the company and its employees, including the methods employed in the translation process that I was exposed to and that I learnt about; and a description of the types of translations and other work tasks that I was involved in.

In the second section of the report, I will focus on some of the challenges and difficulties that I was confronted with during the placement. My own reflections and input, substantiated by relevant theoretical content from within the area of translation, will be put forth attempting to examine how these could perhaps be overcome both by the company



and, in future, by myself in my own career in translation. I seek to offer a full spectrum of opinion about these particular topics and issues so as to bear into consideration other ideas that may not necessarily adhere to my own. The main crux of this analysis is to look at ways 001 Translation could make the translation process used by their in-house translators more efficient, effective, and straightforward. As I will touch upon in scrupulous detail in later sections of this report, the translation process that 001 Translation has at its disposal for those translators working internally could be much improved; this is something that could only mean positive things for the bottom-line of the company, not only serving to make the lives of in-house translators easier.

Towards the end of the report, I will also touch upon some of the direct difficulties I had with regards to the translation of certain terms or phrases during the work placement with 001 Translation. The difficulties that have been selected will be presented in isolated case study format, along with the thought process and methods used to overcome them.

## Chapter 1 - The work placement at 001 Translation

The work placement at 001 Translation took place on a full-time basis between 4<sup>th</sup> February and 3<sup>rd</sup> May 2019. My working hours were from 9:00 am to 6:00 pm each day from Monday to Friday, with an hour for lunch that was typically taken between 1:00 and 2:00 pm. For motives I will portray in due course, I, along with all other members of the team I worked with directly, was not required to work during any British bank holidays, and I was also permitted to take Portuguese bank holidays off if I wished to, at the discretion of my manager.

My day-to-day working circumstances with 001 Translation actually involved me working from my desk at home on a remote basis, as opposed to at an office owned or rented by the company. I will delve into the reasons for this when we arrive at the appropriate point in the report, but my working from my home in Porto entailed me logging into a user account designated for me on the company server via a virtual machine session on my personal laptop connected to the internet, on which I would complete all of the daily tasks that were expected of me. To complete this setup, I also had access to telecommunications facilities enabling me to communicate in real time on a phone call type basis with my colleagues. This took the form of VoIP (Voice over Internet Protocol) software organised by the company and installed on my laptop, which allowed me to occupy a 'direct line' phone number that my work colleagues could call me on. This also enabled me to call their direct lines, as well as external lines in the event I needed to speak to any particular individual outside of the company, whether they were a customer or an external translator working with us on any given order.

As a matter of fact, I had already been working with 001 Translation for a fair amount of time prior to the official start of the work placement proper on 4<sup>th</sup> February 2019. I had actually started working for the firm back in July 2018 during my summer break from the University of Porto of that particular year. I first came into contact with the company as a result of a trusted colleague of mine, also enrolled on the Master's degree in Translation and Language Services at the University of Porto, who had recently started working for the business himself. About a month prior to me starting to work with them, the university colleague in question informed me that 001 Translation was at that time in the process of looking for Spanish-speaking native English translators for a particular project for

one of their clients. The project in question would entail the successful candidate functioning as a point of contact between the company's client and the Spanish tax authorities, as well as other appropriate departments, speaking with those Spanish departments over the telephone and making a range of enquiries with regards to laws surrounding the payment of Value Added Tax in Spain by companies registered outside the European Union. The project was also likely to involve the translation of numerous documents and forms relating to the payment of Value Added Tax from Spanish to English. Due to my being highly relevant to such a project, my university colleague put me in touch with the CEO and founder of the company, who in turn organised an interview with me. At the end of the interview, the CEO gave me the opportunity to work with them on a freelance basis, not only on the aforementioned project, but also as a Project Manager and in-house Translator working fulltime with the company. The particulars of this position will be described in the next part of this section.

Naturally, I had informed the company CEO of my status as a Master's student and the structure of the time I would have available to myself as a result of being enrolled on a Master's degree, as well as the path I had decided to take with regards to completing a fulltime work placement in the translation industry during the second semester of the final year of the course. From the onset, 001 Translation was very positive about the possibility of my participating in the work placement part of the Master's course with them and specified that they would be interested in accommodating me during this placement as a host institution.

At that particular time, the job offered to me fitted in perfectly with my schedule and continued to be accommodating to me even when I started back at university as a fulltime student for the commencement of the new academic year, during which I reverted to working half days for four hours each day in the morning from Monday to Friday between 9:00 am and 1:00 pm. 001 Translation was very helpful throughout that period and they even allowed me to take most of the month of January off to enable me to study for and take university examinations alongside writing the essays and assignments I was required to submit during the same period. It was at the end of that particular round of examinations that I then returned to the company and began working for them in the same capacity, but as a *estagiário*, or work placement student, instead.

## **1.1. My role at the company: an introductory overview**

The title granted to me when I initially started working with 001 Translation was that of Project Manager and it continued to apply to me when I came back to work after the exam period to begin the work placement. As the title suggests, I would be working on duties relating to translation project management in my day-to-day activities, and this was definitely the case, although it was generally not the main focus of my role.

When I first began working at the company, aside from working on the abovementioned project relating to the payment of Value Added Tax in Spain, which didn't actually take up my whole working day and only lasted for about two weeks; my prime purpose was to work on the translation of Portuguese and Spanish language documents into English, or vice versa, for customer orders. Aside from this, I had also been hired to support non-translator colleagues, whose roles focus on the project management side of the business, helping them with several aspects of their typical remit in order to free up more of their time and to facilitate the quicker completion of project management tasks across our part of the business. These tasks included responding to customer enquiries and pricing up their requests for the translation of their documents, which usually came by way of email; managing all the spreadsheets containing information regarding customer quotes and orders; sending client documents requiring translation to relevant collaborators external to the business that would complete the translations; and searching for other collaborators in the form of freelance translators and interpreters who would be able to work with us on current or future translation and/or interpreting requests; amongst other duties.

Despite these things also being integral parts of my role, the latter cited responsibilities took second fiddle to my duties relating to the translation of client orders, which, when they had been paid for, were of the essence for me to complete as swiftly as possible within the appropriate timeframe.

When I came back to work with the company at the start of February to coincide with the beginning of the work experience period, having completed my end of semester exams and assignments, the role I returned to was more or less the same as before. However, the team had received one new addition in the form of another fulltime operative, with the crux of her role being the fulfilment of the project management duties

mentioned above. As a result of this, I would now predominantly concentrate on the completion of all appropriate client orders relating to the translation of Spanish and Portuguese documents into English, in addition to some orders requiring translation in the opposite direction: I was also the go-to person on the team in terms of searching for new translation and interpreting collaborators, agreeing appropriate rates with them, and then ensuring that they signed the relevant company documents and non-disclosure agreement. Nonetheless, I would also revert back to working on the full spectrum of project management duties whenever one or both of the other Project Managers on my team were absent due to illness or being on holiday.

For the purpose of this overview, it is apt to note that I was reporting directly to two people; the company CEO and the Head of Human Resources. These two individuals were in charge of overseeing and appraising my work and served as my mentors at the company.

## **1.2. The company: 001 Translation**

001 Translation is a translation agency and was founded by the company's current CEO, Denis Supersac. As an agency, it specialises in the translation of official documents, including registry papers, such as birth, marriage, and death certificates, amongst others; certified documents issued by educational institutions, including qualification diplomas and academic transcripts; papers required for official purposes and processes, such as passports and criminal record check documents; and some types of legal texts, including documents and legal papers relating to marriage and divorce, the sale and rental of property, and wills and testaments. In addition, the company receives requests for the translation of other types of documents such as, texts of a medical nature, papers featuring accounting or financial information, amongst others. These requests, however, tend to be more sporadic.

### **1.2.1. The business model**

The vast majority of the clients that 001 Translation works with are private individuals, along with some organisations and companies, which require translation

services on a typically *ad hoc* and non-recurrent basis. Translation orders made by these clients with the company tend not to be hugely voluminous pieces of work and generally fit into the text-type categories specified in the previous paragraph. The company business model with regards to attracting clients appeared to be highly effectual. In my time with 001 Translation, the company never seemed to suffer from a lack of paying customers and almost every day there was an abundance of enquiries and paid orders across many of the different language combinations offered. Hence I deduced that the company's methods for identifying and securing clients were particularly effective.

Although I was not privy to information regarding client acquisition, many clients seemed to come to the company via one of the company webpages, through word of mouth, or by way of one of the company's partner businesses. In relation to the latter mentioned source of clients; as far as I am aware, this method involved the company entering into partnerships with bricks-and-mortar businesses, such as print shops, which would receive and process customer requests for translation services submitted in person at one of their branches and then dispatch them to 001 Translation to be completed and later delivered to the client via email and/or by post.

For the most part, the company is set up to focus on generating a continuous volume of smaller to medium-sized translation orders from individuals, as opposed to companies, and, owing to this, the transaction model is relatively straight forward. Customers are required to upload the documents they wish to have translated to the company either via the company website, email, or at a branch of one of 001 Translation's partner businesses. Translation of documents is then priced by one of the Project Managers in adherence to both company pricing criteria and, in the event that the translation would be done externally, agreed rates established with third-party freelance translators. A price quotation is then sent back to the client via email, which includes several options with regards to translation services offered by the company along with the relevant prices. These different service options relate to the speed that the translation will be completed and returned to the customer, as well as offering the possibility of having a physical printed copy of the translation mailed to them by post, and are priced accordingly.

At this stage, the ball is in the customer's court, so to speak, and whether they proceed with one of the translation service options set out to them in the quotation email

or not is entirely down to them. If the client opts to go ahead and have their documents translated by 001 Translation, they are then required to make the applicable payment by way of one of the links in the email, which redirects them to an e-commerce payment portal on the company's website where they are able to pay using PayPal, by credit or debit card, or another payment facility. The translation process is only begun once the client has paid. This method of working is beneficial in many ways, first and foremost because it avoids the potential cash flow issues and non-payment problems that may arise if most payments are received only after work has been completed, as is often the case with translation agencies that habitually work on a recurrent basis with other companies. Having the appropriate funds related to a customer's order being made immediately available to the company right after the customer in question confirms their wish to proceed with the company's services also has other advantages, including being able to offer external translators and other freelance staff members better payment terms than other similar companies have the possibility of doing; with 001 Translation typically making invoice payments to company partners no longer than 10 days after the invoice submission deadline.

### **1.2.2. Markets**

001 Translation is registered in the United States of America and focuses its efforts on the British, French, and American markets. In other words, the company's services are publicised and have a business presence in these countries, although translation requests are often received via the company's websites from individuals based in other locations. In the UK, which is the area of the company I had most exposure to, this business presence consists of a country-specific company website, complete with location specific website domain suffix, relevant business addresses, and contact phone numbers; a client-facing team of either native speakers or individuals highly proficient in the relevant language spoken in the target region; and partnerships with businesses and institutions of the aforementioned type within the target country. During my time with the company, the business units focusing on the British and French markets were the most developed, whilst presence in the American translation sector was at a burgeoning stage, with that particular market not yet possessing its own designated team and translation requests emanating from the USA being handled by the UK team. It became clear to me that efforts in the US

market were being redoubled and the company was vigorously attempting to cultivate a presence there.

### **1.2.3. Company structure**

The workforce at 001 Translation during my time with the business was split into two main teams; one dealing with translation requests originating from the UK and US markets and the other with those from the French-speaking market. In addition to these two teams, there is also a back office team, most of whom I was not acquainted with, which was responsible for business critical functions, such as accounting and IT administration, across all parts of the company. I would also consider those individuals in charge of overseeing and managing all aspects of the business, including the CEO, Denis Supersac, whom I did have intermittent contact with, to be part of this team.

In terms of specific personnel, the two client-facing teams consist of several project managers, telephone operators, in-house translators, and an employee responsible for stamping completed translations with the official company seal and then delivering them to the client (it's important to note that the exact numbers of employees in each position varies across both the French and UK/US team; I can only truly comment on the basis of the latter due to not having liaised with the French team on many occasions).

As I briefly touched upon above, the core job role of the project managers within both teams include a broad spectrum of duties, such as attending to online client enquiries and questions deriving from emails or website contact forms, determining pricing for individual translation requests and then issuing the resulting invoices to clients, initiating contact and developing working relationships with external translators, distributing translation requests to relevant translators once they have been paid for by the client, and ensuring that these translation requests are then delivered back to the client in a timely manner.

With regards to the aforementioned telephone operators in each team - of which there were three working in rotation at different times and days in the UK team, as far as I was made aware, and this list may not be exhaustive, the job description comprises the following tasks: taking calls from clients phoning in with queries relating to potential



translation orders (these essentially being business leads), often regarding pricing, the process surrounding them getting their documents to us, and whether the company could actually handle their specific requirements (many of the aforementioned types of queries were then redirected to the project managers, who would more readily have the information, at which point the telephone operator would relay the answer back to the potential client); calls from clients about orders already in progress, perhaps regarding the timing around the delivery of the translation request back to them; calls from existing and potential partners, including freelance translators wishing to make their services known to the company and partner institutions, such as print shops, with particular questions usually relating to things customers had asked them concerning our translation services and the process; alongside other administrative tasks, such as monthly rota building for the teams.

In terms of the functions of the other team members mentioned above, namely the in-house translators and member of staff responsible for certifications and deliveries; their typical work responsibilities are apparent and self-explanatory in their job titles.

### **1.3. The translation process at 001 Translation**

As was mentioned a few pages ago, documents to be translated are sent to the company electronically prior to service options being priced up and relayed back to the customers. As a consequence of the nature of the majority of the documents most commonly translated through the company, a large proportion of the texts sent in have either been photocopied or simply been photographed on a camera phone. This means that most documents worked on by translators, either internal or external to the company, are image (typically in the JPEG format) or PDF files and have not been converted to such a format by way of a word processing programme. The documents in question are often either official or have been certified, or are intended for official purposes, and formal electronic copies of these papers do not tend to be in the possession of the client. It could also well be the case, although this is not confirmed, that the aforementioned file types are the ones most regularly received from clients as a result of the company seeking to make the transaction process as smooth and straightforward as possible (emailing in a photo of a document from a mobile phone is far easier than having to go back to a computer and fiddle

around with a Word document) in order to help maintain a high volume of orders coming through, which I deduce to be highly reasonable and understandable, if it indeed happens to be the case.

At any rate, a collateral outcome of image or scanned PDF files being the file types made available to translators working at or with 001 Translation on any given order, is that these types of files generally have a tendency to be more difficult, at least without any specialist software, to convert to a format allowing them to be edited using a programme such as Microsoft Word. This also means that it is either difficult, very time consuming, or simply not possible to work with these files using a CAT (Computer Assisted Translation) tool. These factors are reflected in the processes in place when it comes to translation at 001 Translation, which I will revisit in due course.

The point at which the translation process can begin is when a client pays for an order. As with many other translation agencies, 001 Translation works with both in-house and freelance translators. Aspects like the language of the document and which language it will be translated into, as well as other factors such as the purpose behind the translation (certain organisations, for example the Home Office in the United Kingdom, will not accept translations completed by individuals who are not accredited by an official translation body), dictate whether the company will be able to have any given translation completed by an internal translator or one external to the business. Understandably, it is typically preferential for the company to have as many translation orders as possible translated in-house, since the labour required is already accounted for financially by way of the salaries paid to translators working internally and an obvious fundamental rule of business is to maximise the labour costs to revenue ratio as much as possible, whilst taking other key factors into account. However, due to the factors mentioned above, this cannot always happen, and as such a certain proportion of translation orders need to be outsourced to freelance translators.

If a translation is deemed to be better completed externally, the project manager will send the translation request to a relevant freelance translator for the language pair in question. Contact databases consisting of translators that have agreed terms with the company are available for project managers within a certain team to access. These databases are straightforward and, beyond the translator's name, contact details, and

language pairs, also contain information such as notes on specialisms, pricing, and whether they are accredited or not. During my work placement, the company was actually in the process of developing a new internal project management software system, which was billed to make many aspects of the project manager role, including the management of external translator information, more efficient. Unfortunately, however, I never got to properly see this new tool in action.

Depending on whether the documents to be translated were easily priced by the project manager or not, the translator may have already seen the document, since project managers frequently reach out to freelance translators with requests for pricing quotes when it is clear that a request would be completed externally and they are in doubt as to what price to charge the client. In any case, when an order has been paid for, external translators will then be sent the document to be translated by email. A translation request email will include the fee to be paid to the translator, which has been arrived at either in line with the rates agreed with the company at the start of the working relationship or by way of an aforementioned pricing quote given by the translator for the piece of work in question, and the proposed deadline for completion, along with the attached files to be translated. The deadline proposed in the translation request email is determined by the service type purchased by the client. Concerning completion and delivery speed, clients have a choice between three different service options: standard service, which ensures email delivery of their completed translation within three days of the customer's payment; premium service, for which email delivery is made within two days from payment; and, lastly, next day delivery. Translators are then required to respond to the email specifying whether they can complete the request within the stated timeframe or not.

In terms of the process followed when it comes to actual completion of translation work, it is difficult to comment on how freelance translators affiliated with 001 Translation operate when producing work for the company, since each of these translators have different tools at their disposal. However, I intend to provide insight as to the procedures in place for the company's in-house translators. If a translation request is to be completed internally, an appropriate in-house translator will be sent a similar email to the type sent to external translators, minus the information concerning a fee, and he/she is then required to complete the piece of work before the deadline specified or beforehand, if possible.


Translators working in-house are trained to know how and where to locate customer files on the company server that are to be translated as part of any given order.

All work conducted internally at 001 Translation, including all of the tasks I worked on as part of the work placement, must take place on the company's server, which all employees are provided log in details for and are able to access via their home computers. Understandably, no work was permitted to be undertaken on sessions outside of the company's server and, furthermore, each employee is required to sign a non-disclosure agreement pertaining to company and client information and documents, contractually binding them to the points specified above as to documents not being permitted to be moved off the company server. This is a highly pertinent matter to take into account when discussing the company's translation process, since it entails all translation work completed by in-house translators having to take place solely using the software programmes available on the company's server, of which the various applications within the Microsoft Office package offering were the only ones of relevance. 001 Translation does not own licences or provide access to any CAT tools at all. Beyond this, although there are free-to-use online CAT tools which, in theory, could be used on the company server via a web browser, due to reasons set out previously, it would still be tricky or impossible to upload many of the files the company receives to a CAT tool; regardless if it were an online CAT tool or one installed on a user's system. Nevertheless, even if an in-house translator happened to have a CAT tool installed on his/her computer, for the reasons detailed above, they would not be authorised to use it to complete translation requests for the company whilst working internally.

Of course, there are certain tools such as OCR (optical character recognition) that feature in an array of different software programmes and are accessible online, which could potentially be used to adapt the aforementioned files to a format enabling customer documents to be properly uploaded onto a CAT tool. In spite of that, as with CAT tools, the company again does not possess the relevant programmes nor does it have the necessary processes in place to facilitate such a way of working.

As mentioned above, translations done in-house are required to be completed using Microsoft Word and relevant reference resources that can be accessed online on 001 Translation's server. There are no in-house terminology databases or other such tools or

application that can be drawn upon to facilitate the translation process. On the other hand, project managers are instructed to archive copies of all translations of documents derived from templates. These include documents like birth and marriage certificates, criminal record check documents, and academic papers; amongst countless other types of documents which follow an identical or very similar format whenever they are issued by the relevant organisation (please see the image below for an example of a template I created during the work placement). These document copies are stored in folders on the company server that can be accessed by all relevant company employees and hence be used as templates by in-house translators whenever a client submits a request for the translation of a document of the same type. When doing this, in-house translators often only need to modify the personal information present on the template, along with other text specific to that particular edition of the document in question. When templates are available and their use is appropriate, this has the potential to improve completion speed and efficiency somewhat, and, at least to a small degree, they can occasionally make up for the lack of both CAT tools and programmes with OCR features which might otherwise make the translation process quicker, more efficient, more consistent, and, consequently, more favourable to the company.

  
 FEDERATIVE REPUBLIC OF BRAZIL  
 GENERAL REGISTER OFFICE

## BIRTH CERTIFICATE

Name  
**[FULL NAME]**  
 REGISTRATION:  
**[REGISTRATION NUMBER]**

DATE OF BIRTH (WRITTEN IN FULL) DAY MONTH YEAR

TIME OF BIRTH MUNICIPALITY AND STATE OF BIRTH

MUNICIPALITY / STATE WHERE REGISTERED PLACE OF BIRTH SEX

**PARENTS**  
 Father: [Father's name] - Native of [PLACE NAME], State of [State]  
 Mother: [Mother's name] - Native of [PLACE NAME], State of [State]

**GRANDPARENTS**  
 Paternal grandparents: [Paternal Grandfather's name] and [Paternal Grandmother's name]  
 Maternal grandparents: [Maternal Grandfather's name] and [Maternal Grandmother's name]

DOES NEWBORN HAVE A TWIN? NAME AND REGISTRATION NO. OF TWIN SIBLING

REGISTRATION DATE (WRITTEN IN FULL) LIVE BIRTH NUMBER

OBSERVATIONS / MARGINAL NOTES

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Certificate drafted by [NAME OF REGISTRY CLERK] - REGISTRY CLERK of the [Municipality] Register Office - [Sub District], which was signed electronically, in accordance with what is set out in article 13 of National Council of Justice Provision no. 13.

I hereby certify that, on [Date], this certificate was drawn from the Birth Registry Network System, with the authenticity of the electronic signature appearing on having been confirmed by myself.

I hereby certify that the content of the certificate is true.  
*[Handwritten signature]*  
**[NAME OF REGISTRY CLERK]**  
 Registry Clerk

Original certificate  
 FEE EXEMPT

[QR Code]

[Barcode] [BARCODE NUMBER]

Figure 1 – A template of a Brazilian birth certificate

Once a given translation request is complete, the in-house translator is then required to place the fully translated files into the folder where the original files are located. The file must be saved with the same filename as the original document, albeit along with a suffix indicating the language the document has been translated to; for instance, if a document

has been translated into English, the filename would include the “\_EN” suffix at the end. Once this has been done, the translator then notifies the project manager via email that the translation request has been fulfilled. In the event that the translation has been done externally, the translator in question simply sends the finished translation back to project manager via email, complete with the filename in same format as specified above. At this point, the project manager makes the relevant notes on the company system and then redirects the translated document(s) to the individual in charge of client deliveries, who thenceforth sends a copy of the translation to the client by email, and, if the option had been selected, a physical copy is also dispatched by way of the postal services.

#### **1.4 Types of texts translated and genre of language used**

As was specified at the start of this report, 001 Translation specialises in the translation of official documents and the texts it predominantly receives from clients are of this nature; however, in addition to this, it recurrently takes on requests to translate more extensive and wordy legal texts. On a more sporadic case-by-case basis, the company will also translate documents of other types, including medical documents, public relations and marketing materials, and papers relating to finance and accounting, amongst other categories of texts. During the work placement, although I largely worked on official document translations, I was able to work on all of these types of documents and, as can be expected, each of them presented their own challenges and difficulties, which will be explored in greater detail in the latter stages of this report.

In relation to the translated texts that have been referred to as official documents, before listing and giving examples of the different varieties of documents that come under this heading, it is pertinent to explore exactly what the translation of official documents entails. Translation of this nature is typically referred to as *official translation*; something that Roberto Mayoral Asensio describes as follows:

Official translation may be broadly defined as translations that meet the requirements to serve as legally valid instruments in a target country (2003, p. 1).

Mayoral Asensio (2003, p. 1) goes on to explain that official translation, as an activity, is not well defined and that it actually overlaps with other fields of translational expertise, including “oral translation, legal translation, court translation and interpreting, and community interpreting”. It’s also worth noting that, in order to avoid confusion, in many countries, official translation is known as *sworn translation*.

There is a vast array of different reasons which might require someone to obtain a translation of a document that is able to function as legal instrument in a given country. A person might be obliged to provide documents originally written in one language to certify assertions in an administrative or legal context or process taking place in another language; this information could be a necessary component of a bureaucratic procedure or court case, perhaps being used as evidence; an institution or individual in a certain country may request a translation of documents originating in another country since it may be necessary to facilitate the recognition or validation of a situation, circumstances, professional or educational qualifications, or merits that derive from or were acquired in that country.

According to Mayoral Asensio, documents that would be necessitated in the abovementioned instances and, hence, could be the subject of an official translation, may comprise any of either recorded, documentary, or validating elements. He goes on to provide a list setting out what would typically contain those elements:

- Recorded elements: birth, marriages, academic studies, deaths, wills, illegal activities, or other legal or administrative acts (such as sales agreements or medical prescriptions)
- Documentary elements, such as letters reports, blank certification forms, completed certification forms, validated certifications, translations, authorized translations and authorized and validated translations
- Validating elements, such as the certification of formalities corresponding to different moments of a proceeding (the certification of a registrar, a notary public, a court clerk, the Hague apostille, for example) (2003, p. 3)

As a matter of fact, an official translation could be requested for any kind of document or text, due to the fact that any information or activity could potentially be a component of the subject matter of legal proceedings, contractual agreements, claims, reports, or any other form of legal act.



One might argue that there is more to the crux of official translation than merely conveying the meaning of source language text in an equivalent target language text. When taking into consideration Christiane Nord's (1997) interpretation of the Skopos theory, the purpose of a given official translation is generally relatively clear cut when compared to other forms of translation. Things have the potential to get more complicated, however, when contemplating the recipient of the translation, since their standpoint may vary drastically to the recipient of the original text written in the source language. Obviously the actual recipient of an official translation would differ in every case, yet the party in question is likely to be an overseer or agent of either a bureaucratic, administrative, or legal process working within a particular organisation or body; but the fact of the matter is that their standpoint is entirely different in almost every case from the recipient of the original document.

To better illustrate this, we can look at the example of a birth certificate. When a birth certificate is issued, the intended primary recipients are typically the individual mentioned in the document and their family, as well as the civil registry that enacted it who would typically keep a copy of the document for archiving purposes. Though, it is worth mentioning that this is not exhaustive, since, ultimately, there may well also be other secondary recipients of the document; examples that come to mind include the human resources department of the employer of one of the parents, who might require a copy of their new-born child's birth certificate before approving a period of maternity (or paternity) leave. Conversely, when producing an official translation of this document, a shift happens in terms of who the recipient is, and, depending on what the intention behind the translation is, they could be a representative or agent of any given organisation or body as specified above; a far cry from who the original recipient was.

This point is of particular relevance here because, depending on who the recipient of a given official translation is, a translation may be required to be written using a language style different to that which was used in the original version of the source text. This could be the case with translations that are intended for the perusal of agents of public administrative bodies, for instance, since documents used and produced for and by these organisations are typically uniform in style and are without colloquial elements. Each organisation, especially those within public administration, has their own series of

standards, requirements, and customs when considering incoming documents; and often these vary drastically from country to country, not to mention from organisation to organisation within the country in question. Naturally, translations are required to take the conventions of the receiving party into account when being put together.

As an example of this, Roberto Mayoral Asensio (2003, p. 30) specifies the tendency of public administrative organisations in the USA and the UK to use plain English in texts, making documents easier to read and understand, and, as a result, “[helping] to guarantee the applicant’s rights and [preventing] problems arising due to a lack of understanding”. Further to this, Mayoral Asensio also stipulates that problems can arise when a document in its original version does not contain information that the foreign administration in receipt of the translation considers to be essential, and goes on to use a very realistic example of Pakistani birth certificates that do not include any information about the new-born child’s mother, whilst these details are an integral part of documents of this nature in many other countries, especially those in the Western world.

In consideration of the linguistic functions of the information contained in a document that would be the subject of an official translation, according to Roman Jakobsen (1960, p. 353-355), the majority of the text within would possess a referential or informative function. This corresponds to what Jakobsen denotes as “a CONTEXT referred to (‘referent’ in another, somewhat ambiguous nomenclature)... [or] someone or something spoken of”. Another more “useful and operative” way of viewing this is set out by Louis Hébert (2011) who states that:

The referential function is associated with an element whose truth value (true or false status) is being affirmed (or questioned), particularly when this truth value is identical in the real universe and in the assumptive or reference universe that is taking it on.

In view of these clarifications, one would deduce that language employing a referential linguistic function could include text containing a description of a situation, object, or mental state. This information could comprise anything from information defining or identifying the document and its performative function, i.e. the name of the document or its reference number, to details portraying or describing an event and its participants.

## 1.5 Project management

As my job title of project would suggest, my job description involved some project management tasks as well. However, I participated much more in duties of that nature earlier on in my tenure with the company. As I mentioned before, this was probably because, shortly prior to beginning the placement duration, the company had taken on another employee to work solely on project management duties in the UK team. This enabled me to focus more time on completing translations, of which there were an abundant amount.

One part of the repertoire of project management duties with 001 Translation that remained firmly in my remit was the recruitment of new freelance translators, and sometimes interpreters<sup>1</sup>, to work on translation requests on the behalf of the company. The types of translators I would search for would depend on which language pairs my project manager colleagues felt that the company was in need of collaborators for. Sometimes this would be dictated by an immediate requirement correlated with a new translation request the company had received from a customer, and other times, when there wasn't an immediate tangible need, I would look for translators working with language pairs that the company lacked.

This process first entailed me finding appropriate translators online; typically I would use the databases on Proz.com or Translatorscafe.com to find people, although I would also post adverts for new collaborators on translation groups on Facebook.com, and additionally, when an accredited translator was needed, I would look through the databases on the websites of the Institute of Translation and Interpreting or the Chartered Institute of Linguists; both of which are based in the United Kingdom. Upon finding and initiating contact with a relevant translator or interpreter, I would agree rates with them; on the whole, 001 Translation strives to work with freelancers on the basis of 0.05 GBP per word of translation or 5 GBP per page for the translation of documents deriving from a template. Once rates were agreed, I would then ask the potential collaborator to sign the company's non-disclosure and confidentiality agreement, and then notify my colleagues of the particulars of the translator and that we had agreed on specific terms. One of the other

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<sup>1</sup> The company had intentions to expand its operations in the interpreting area at some point, and as a result, took *ad hoc* customer requests for work of that type.

project managers would then submit information relating to the new collaborator on the company's translator database ready for them to be contacted upon receiving the next translation request relevant to them.

In general, during my average day-to-day workload, recruiting new translators was the only project management duty that I had to take care of, and even then it was only something that I would do if I did not have any impending translations to complete. Conversely, there were times when I would be the only project manager at work on the UK team. This was the case when both other project managers in the team either had days off or were off sick. When this happened, I would be responsible for fulfilling the whole spectrum of project management duties required of the UK team. This involved me having to answer emails from clients asking questions about our services or requesting price quotes for potential translations and then formulating quotation emails for them to then to use to pay for our services; allocating paid translation requests to freelance translators and making sure they returned the completed translations in time to be delivered to the client on schedule; then making sure the completed translations got to my colleague in charge of stamping the translations with the company's accreditation seal, who would then deliver the translation back to the client; all the while, I had to make sure all project management spreadsheets and databases remained up to date with translation request information. It was tough work being in charge of all of this at the same time without anyone else to assist me and it kept me extremely busy. However, I had to do this only a handful of times during the work placement.

It's worth noting that, with regards to the tools used at 001 Translation for project management duties, everything was done via Google Drive spreadsheets shared with and modifiable by all relevant staff members and on Microsoft Outlook. Despite this, as mentioned previously, the company was in the process of developing their own in-house translation project management tool, which I believe they were just on the cusp of unveiling at the time I finished the work placement.

## **1.6. Journal of work tasks completed during the work placement**

The tasks that I completed during the work placement are mapped out in a table which describes my activities on a day-to-day basis. It includes all the different types of tasks I did and not just those directly relating to the translation of documents. It is also possible to see all the different types of documents that I translated. This table is included in the annex section at the end of this report (Annex 1).

## **Chapter 2 - Observations pertaining to potential areas the company could improve in**

During the work placement at 001 Translation, naturally I was exposed to the company's processes and way of working. As such, and having already gained some experiences working with other institutions in the world of translation, whilst also gleaning a wealth of valuable information about the profession from an academic perspective during this Master's degree, I feel I was able to form my own judgement as to areas I felt the company was particularly efficient in and also those which presented room for improvement in terms of efficiency.

By my own deduction, it seems that the company shows particular strength with regards to the number of new customers it is able to reach and generate, and then convert into paying patrons. As discussed in prior parts of this report, my exposure to the business generation and marketing side was negligible; however, despite this, I feel that from my own standpoint as an intern working on the translation and project management side of the company, it was still evident that maintaining a high rate of customer generation was probably one of the facets of running a successful translation agency that the company performed best at.

Truthfully, it is difficult for me to pinpoint an exact explanation as to why 001 Translation is so markedly efficient in this area, but it could be a consequence of a number of factors. With regards to how the company markets itself, focus seemed to be more heavily skewed towards its specialism within official translation, which one might deduce as possibly being a conscious move and one that could be deemed shrewd, since there is always demand from people who need their documents translated. Administrative processes never stop happening, whichever country you might live in, and, in the globalised world we inhabit, people of all nationalities are spread all over, in countries right across the globe, and there is a constant requirement for documents to be translated in order to legitimise various particular aspects of living and working or studying or even simply residing in a different country.

Another noteworthy benefit of the company marketing efforts being more dedicated in this area relates to the type of customer that typically uses these forms of translation

services and to the way their orders can be priced and charged. Due to the fact that the model employed is a predominantly business-to-consumer (B2C) sales strategy geared towards customers that use the company's services either on a solitary or sporadic basis and not one of a business-to-business (B2B) nature, this means that 001 Translation is able to maintain its pricing at the same level across the board for all customers on an order-to-order basis. This is typically not the case with translation agencies whose clientele tends to be other businesses, since these types of company, at least in my own experience, are more likely to cut their prices or allow them to be negotiated in order to appear more competitive to potential clients and to increase their chances of receiving repeat business. In addition to this, as was mentioned earlier, a further financial advantage relating to the business model and type of clients the company works with is that no work is started until payment has been received from the client. Such practice must be hugely beneficial in the wider scheme of things for the company's cash flow situation.

However, despite the fact that these last two points are clearly beneficial to the way the company works and undoubtedly filter through down to its bottom line, they do not fully take into consideration what is almost certainly the most vital ingredient for success on the business and marketing side of the company's operations, i.e. the question as to how 001 Translation is able to maintain such a sustained high level of exposure to potential new clients. In all seriousness, the driving factor behind this is difficult to determine, since, as specified previously, I simply am not privy to enough information about the company on this side of things. Since the company's presence online does not seem as prominent as one might imagine given the rate of new customer generation the company enjoys, this could well be the fruit of 001 Translation's strategy with regards to nurturing partnerships with physical print shops that was referred to previously.

In summary, 001 Translation is particularly strong in the aforementioned areas with regards to their operations; at least this is how it appeared to me from my perspective. Despite this, during my time with the business, I came to the conclusion that, on the other hand, there are things that the company could improve on in order to perform even more efficiently. The aspects which could be considered most prominent are intrinsically related to the translation process utilised by in-house translators. The reason I deem them to be prominent and worthy of the management team's attention is because I feel that, if these

areas were improved upon, the company would achieve greater efficiency with regards to how translations are completed in-house; something that, ultimately, would have a favourable effect on its bottom-line. As a result, I have decided to portray a couple of these areas in a business case type format, along with proposed solutions, with the hope that decision makers at the company may perhaps glean some useful tips for improving efficiency.

## **2.1. The case for the use of CAT tools at 001 Translation**

As stated in the previous section of the report, 001 Translation does not own licences nor pay subscriptions for any CAT tools whatsoever. Translations completed in-house are done the traditional way without any auxiliary devices aside from programmes that form part of the Microsoft Office software package installed on the company server. Despite this, the company makes a concerted effort to retain templates of document types that it frequently translates. These are categorised in the company's shared file archives in accordance with document genre and language. Notwithstanding this, templates or no templates, I am of the opinion that 001 Translation's translation process would be substantially enhanced if a CAT Tool was part of the in-house translator's toolkit.

### **2.1.1. What are CAT tools?**

Before delving into specific reasons as to why the company would be better off with at least one CAT Tool in its inventory, it is worthwhile exploring exactly what CAT tools are and what they bring to the table when considering the work of the modern translator. The 'CAT' in CAT tools is an acronym that stands for computer-assisted (or computer-aided) translation and it refers to the use of a selection of different types of software to generate multilingual content and facilitate the translation process for a human translator. Computer-assisted translation is not to be confused with machine translation (MT), since, when using CAT tools, only certain parts of the translation process are made easier and the translation itself is still produced by a human translator, as opposed to by a computer in machine translation.



Broadly speaking, when the majority of people make a mention of CAT tools, they are typically referencing software programmes that harness and integrate an array of different functionalities that supposedly assist with translation creation and enable translators to complete their work more efficiently, as well as providing translation project managers with the tools to better oversee and manage translation assignments. Perhaps some of the best known functionalities boasted by CAT tools include those which channel translation memories (TMs) and terminological databases. There are, however, many more things CAT tools are able to do and, due to there being a whole host of different offerings on the market from the many software providers in this area, different CAT tools boast varying assortments of different types of functionalities.

Translation memories are databases consisting of previously completed translations, along with the relevant original files, which are catalogued and stored by way of 'segments'; or rather, pieces of text (usually, but not limited to, sentences or sentence-like units) in both the source and target language. The segments within the original text in the source language are linked up with the relevant coinciding 'pair' in the text translated into the target language. This linking process creates associations within the translation memory between the words and terms that feature in the segments across the two languages. The outcome of this activity is that when the translator starts working on a new translation within the CAT tool with the appropriate translation memory or memories loaded on the session, the CAT tool is able to recognise and register potential translation 'matches' (essentially suggestions of translation possibilities for a given text segment, word, or term) in the text to be translated resulting from the previously assigned segment associations contained within the translation memory that has been loaded. These matches are often graded on the basis of a percentage correlating to how close they are to what the programme deems to be an exact translation or a 100% match. As the translator moves through the text, which is typically broken up into segments automatically, translating it as they go, the CAT tool will provide these matches, which the translator can choose to apply or not. With each completed translation segment, the programme automatically stores the association within the translation memory that is loaded. With this automatic storing of segment pairings taking place, translation memories typically also take on-board all repetitions on a segmentational level that are present within the text to be translated and

replicate the segment translation in question to other relevant places throughout the remainder of the text.

Terminological database functionalities that work in cohesion with CAT tools are constructed in a manner not unlike how translation memories are put together, however, they operate on the level of individual words and terms as opposed to full text segments, and tend to require the user to manually type in entries and their counterparts in other languages, rather than simply linking up coinciding segments across two full texts. In essence, a terminological database could be considered a type of user-made interlingual dictionary that has been integrated into the CAT tool's work capabilities and functionalities. These tools assist the translator in a similar fashion during a given translation session in that they usually also notify the translator of potential matches by flagging up words or terms in the text that concur with entries in the terminological database.

There are plenty of other things that CAT tools bring to the table, including quality assurance resources. These might include functionalities relating to spelling, punctuation, and grammar correction, as well as formatting and tags, amongst an array of other elements surrounding quality assurance. It is also worthwhile to bring up that, beyond those components existing to directly assist the translator in their work, many CAT tools are additionally bestowed with features that serve to make aspects of the project management process more efficient, and, in this vein, can be categorised as designated project management software (PMS). First and foremost, it is important to mention that many CAT tools permit the close interconnectivity between translator and project manager during the translation process, with project managers being able to accompany, supervise, and guide the completion of tasks. CAT tools can facilitate the effectual and organised handling of various files being translated at once; either for the same or different projects in the process of being fulfilled. In this regard and in many others, CAT tools function as a kind of workflow management device.

There is most certainly an abundance of other feature types employed by CAT tools beyond the range proffered in the last few paragraphs and these vary across all of the different offerings produced by the numerous software houses that specialise and work in the field of translation and language services. This report, however, focuses on the functionalities befitting the categories outlined above, since they are the ones that are most

relevant to my experience during the work placement and potential suggestions I could extend to 001 Translation that might be beneficial to their business.

### **2.1.2. The advantages of CAT tools**

Before delving into the advantages and, subsequently, the disadvantages of CAT tool use, it is pertinent to highlight at this point that what might be reckoned as advantageous or disadvantageous for an individual or freelance translator may not necessarily be viewed as such with the project manager or translation agency in mind, and *vice versa*. It almost goes without saying that what might be considered good for business where a translation agency is concerned, could prove to be detrimental to a freelance translator's work or bottom line.

Given that even the CAT acronym in the term 'CAT tool' touts that the crux of their existence is to serve to help translators with their work, one might assume that there must be an abundance of benefits deriving from their use. According to the findings of Marcos Zampieri and Mihaela Vela (2014), CAT tools with built in TMs facilitate an average increase of between 28% in the speed that translators are able to execute their projects; with this translation time being reduced by a further 17.4% when MT matches are also added other translation aids (Läubli *et al.* 2013). This almost certainly has to be the most prominent advantage and motive as to why an independent or individual translator might opt to use a CAT tool to as part of his or her own translation process. This increase in work speed can essentially be attributed to the functionalities mentioned in the previous paragraphs; perhaps most notably to the tools harnessing translation memories and the reproduction of the translations inserted for repetitions across texts. Having a tool at your disposal that records the ways you translate certain given phrases and words and then prompts you when they arise on other occasions in future pieces of work or in the same text is bound to save you time. Even if the segment is not identical or even close to be the same as the previously translated one, time is saved since the translator is reminded of certain translation choices they made in the past and isn't required to spend as much time consulting reference materials. In the same vein as these observations, CAT tools strive to trim as much time as possible from the translation process by automating or simplifying as many of the more repetitive and rudimentary aspects of a task; this can include things such as replicating

repetitions right the way through a text, as well as making document formatting a lot easier via the use of tags, amongst many other labour saving devices.

All things considered, CAT tools are also often heralded because they enable a great level of consistency across texts or different projects and this is a definite advantage for both translators and project managers. The idea that CAT tools provide an atmosphere conducive to textual consistency definitely has a lot to do with the functionalities mentioned in the previous paragraph, since translation memories ensure that translators are made aware of the terms they opted for when translating certain words, phrases, or segments in the past. These choices can also be managed by project managers and utilised across a number of different projects or translation orders, hence maintaining a certain level of linguistic consistency by stressing the importance of translators keeping to company standards with regards to terminology and obliging them to adhere to terms present in translation memories or terminological databases that form part of the CAT tool being used. This consistency offered by the use of CAT tools can be channelled by project managers in other areas beyond terminology, since CAT tools enable the standardisation of an array of different working methods when a selection of contributing translators are all managed across the same software programme by the project manager. This way of working also makes the consistent formatting of documents across different projects more straightforward to attain.

A further advantage of CAT tools when it comes to the work of translation project managers is that, when a team of translators works with them on the same piece of software on any given piece of work or project, they are often able to economise to some degree on spending for translations completed by external collaborators. The way this works is that, as we have already discussed in the paragraphs above, any choices made with regards to previously translated segments, terms, or words within any given document are stored in the translation memory of the CAT tool in use by the company and translators working through them and appear as either exact or fuzzy matches, the former being for segments that are identical or almost so (in some CAT tools, these exact matches take into account differences in numbers and other figures), whilst the latter applies to matches between segments equating to similarity percentage of between 70 and 99%. This means that these stored segments and terms go 'into the bank', so to speak, and whenever

identical or similar segments appear again in future documents to be translated, they theoretically either, in the case of exact matches, do not require translating at all or, at the very most, only require the very minor tweaking of figures or other similar such case-specific content; or, in the case of fuzzy matches, a lesser amount of work depending on the percentage rating pertaining to the correspondence of the match than what would be required for a completely new segment pairing (this is referred to as a 'new match').

It seems to be common practice at a lot of translation agencies to make adjustments to the rate paid to freelance translators when fuzzy or exact matches are registered by a CAT tool; some agencies also discount payment for segments that are repeated throughout a text, only paying for the first instance it is translated. One could postulate quite decidedly that the reasoning for this must be derived from the presumption that less is required from the translator in terms of actual work when translating or processing these matches. Thus, project managers can use CAT tools to make savings on the amount of money paid to freelance translators for translations completed through CAT tools used at the translation agency, hence improving the amount of profit the agency can make on any given translation. On the other hand, it is possible that agencies are also being paid less by their clients as a result of the advances made in technology used in the translation process.

### **2.1.3. The disadvantages of CAT tools**

This particular point brings us to the potential disadvantages that CAT tools might present. Clearly, the aforementioned advantage is not actually advantageous in any way, shape, or form to the actual translator completing any given piece of work. Rather, it is a feature that entirely benefits the translation agency and likely also the project manager if cost reduction forms part of their company performance assessment criteria; which it almost certainly will do. As touched upon above, many translation agencies now use the segment match system provided by way of the translation memory functionality in CAT tools to award themselves with discounts on these matches that appear in documents they need translated. In the context of the above paragraph, this was referenced as an advantage; however, this is only the case from the perspective of the translation agency. Obviously, being paid less for translation work is not advantageous to the translator.

Translation agencies would probably argue that these discounted rates are apt, since, as a result of the matches, less is required on the part of the translator in terms of actual work and that the translation process is made shorter by this particular labour saving device.

Despite it not being one of the core functionalities in the majority of CAT tools, machine translation capabilities also feature in some of these software programmes. Although it is perhaps not intrinsically related to the disadvantages of CAT tools *per se*, it is pertinent to highlight the reality that these types of machine translation tools are also used by project managers at some translation agencies to drive down the price of translation work. It is a point worth raising, since it is in a similar vein to those made above relating to agencies giving themselves discounts as a result of full or partial matches provided by inbuilt translation memories. As introduced above, certain CAT tools now include machine translation plugins built into their translation interface so that, when activated, an option appears for the translator or project manager to use segment translation suggestions devised by way of machine translation. It has become relatively common these days at some agencies for certain types of projects to produce a preliminary ‘translation’ on the basis of machine translation, and then procure external services from freelance translators to edit the ‘translation’ to a more realistic and readable native style. This work has been termed machine translation post-editing (MTPE) and, as one might imagine, the market rates for this type of work can often be a fair shade less than those for translation, with some agencies offering rates equal to or less than those paid for standard document editing work.

This is a practice which many translators deem detrimental to their bottom-line; not to mention to the quality of translations being produced. Anthony Teixeira (2020 [online]) postulates that, in practice, “MTPE is a hybrid approach that mixes the disadvantages of both MT and human translation... [which doesn’t] benefit anybody down the process, from the translator to the end customer.” Teixeira goes on to assert that “most of the time, it will require more efforts than a human translation” and that quality suffers for several reasons, including the idea that:

With MTPE, editors fix a text to make it ‘acceptable’, readable. Human translators try to produce texts that are fluent, natural in their native language; something “good” rather than merely “comprehensible” (2020 [online]).

It is clear that translation agencies are happy to utilise this way of working since it is probably seen as a valid cost-saving measure and this would be all well and good if using MTPE meant, in turn, that tasks in themselves were less time-consuming for translators. From I have seen being said about the issue within the online translation community and on the basis of my own experience doing such work, MTPE takes far longer than regular editing would do. On many occasions it takes almost as much time, if not more, than it would to actually translate a text properly using the 'traditional' method. With this in mind, surely this way of working is not sustainable for translators and perhaps in future some degree of realignment, with regards to the way MTPE is used or the prices that translators are paid to conduct it, will need to take place. If no such shift happens, translation agencies that use these methods could be faced with a shortage of high quality collaborators willing to work with them on such tasks.

Another common grievance from professional translators that I happen to have come across on frequent occasions on many of the various different online translation blogs and communities, such as ProZ.com, is that, on the whole and regardless of whether translation agencies are using MT as part of their processes or not, payments to translators for freelance translation work have steadily dwindled in conjunction with CAT tools increasingly becoming a key fixture in more and more aspects of the translation process, especially when working with agencies. Understandably, it was difficult to locate actual concrete figures and statistics to underpin this notion, but one might deduce that the logic behind this encroachment on translator rates for agency work stems from the idea that CAT tools streamline various parts of the translation process and make it more efficient; ergo reducing the amount of time a translator might be required to spend on any given piece of work. In consideration of translator interests, this is all well and good, but the volume of work would also need to increase in synchrony with this supposed phenomenon for translators to remain in the same stead financially and it is unclear whether this is happening or not. The translation sector goes through peaks and troughs like any other industry, but it's highly likely that demand has cumulatively increased over the last couple of decades due to ever increasing globalisation and connectivity amongst the world's populations; at any rate, this is undoubtedly a topic worthy of moot in a whole other different paper.

Another disadvantage worthy of note is the cost, both in monetary and temporal terms, of acquiring and then learning how to use and make the most out of a CAT tool. As should already be evident, this applies to both freelance translators and translation agencies that use them. There is a whole wealth of different programmes of this nature on the market available from a multitude of different software houses covering all sorts of price points; ranging from those that are free-to-use to others which cost in the realms of several thousand pounds annually for a licence. Naturally, those which occupy the higher end of the financial spectrum likely present certain perks which do not feature in CAT tools that are cheaper or free of charge. As with professional licences for almost all over software packages, versions of CAT tools suitable for use in companies are more costly than editions intended for freelancers. No matter which price bracket any given CAT tool resides in, all of them indeed possess a learning curve to a certain degree that users need to scale before they are versed well enough in the programme that they are properly able to get the most out of it. With this in mind and taking agencies into account, this process involves a certain number of people, obviously varying on the size of the company, who would be required to be trained and instructed on how to utilise the software, which again contributes to the overall cost incurred when acquiring a CAT tool.

There is also the very real issue that a freelance translator might be unable to work with a translation agency which uses a given CAT tool for whatever reason. Typically this is likely to be a result of unwillingness on the part of the translator to purchase a certain CAT tool due financial restraints or meeting the price of the software not being fully justifiable to them. With this obstacle in the way, agencies may lose out on talented translators, whilst also the opposite may apply and translators may miss opportunities to take on new work. These types of incidences are almost certainly less likely when inserting free-to-use CAT tools into the equation, albeit these ones do not come without their shortcomings either.

#### **2.1.4. How would 001 Translation benefit from using CAT tools?**

Having closely examined a selection of the advantages and disadvantages of using CAT tools, my standpoint still remains that 001 Translation would certainly benefit from adopting CAT tool use into its translation process, at least for certain types of translations.



The document types this translation method works best with will be explored in the next subsection. With regards to the tangible benefits particular to the company itself, I believe them to be clinical in the way they could improve aspects of organisation's translation process.

First of all, 001 Translation could definitely gain from the increased textual consistency that CAT tool usage would grant to translations produced both internally and externally. As has already been discussed, 001 Translation receives a lot of client requests for the translation of legal texts such as contracts, amongst many, many other types of documents of this nature. As a rule it seems across most languages, legal language utilises a vernacular that includes a multitude of terms and structures which do not habitually appear in normal day-to-day language; whilst at the same time, for the end user, consistently understanding or interpreting all elements of a legal text are of utmost importance. It is a given for different translators to have their own stylistic preferences with regards to linguistic choices in their work and this phenomenon is not restricted to certain text types and genres. Naturally, this also occurs in legal translation, although I feel that in this genre, a divergence in the understanding of wording in legal texts resulting from stylistic differences in translation can potentially lead to disastrous consequences. This is the reason why consistency in relation to terminology is absolutely key.

CAT tools can help bestow a greater degree of terminological uniformity across separate pieces of translation work due to specific choices being recorded in the system's translation memory. This functional characteristic is inherent in CAT tools with TM capabilities and having it at their disposal means that even if 001 Translation wishes to use a selection of different translators over time for any given type of work, then at least translators will be prompted or obliged to opt for certain terminological choices when producing translations for the company. Perhaps the only caveat or requirement that should be borne in mind if this is a path that the company indeed decides to pursue is that only translators of a proven ilk in terms of overall quality and linguistic and terminological choices should be procured, at least during the more nascent stages of the development of a company TM. This would ensure that a sound precedent is set with regards to the strength of the company's TM databases. Additionally, one could argue that textual and linguistic consistency across an array of different texts would be deemed as more pleasing on a

professional level, although it would only become evident if a customer were to return to the company with repeat business.

With the development of 001 Translation's own TMs, there would be notable differences in the speed that translations requests would be completed. I believe this would be especially noticeable in those conducted in-house. In addition, if project managers were able to track the progress of projects being translated via a CAT tool, I believe that orders being completed externally would be returned more quickly as well. The motive behind this added speed -an apparent average increase of 28% as recorded by Marcos Zampieri and Mihaela Vela (2014)- is a consequence both of the elimination of repetitions, which are instead automatically propagated throughout a document, and the presence of translation prompts provided by a TM, which would only improve and become more effective with time and repeated usage. There are many labour saving devices within CAT tools, but these really do depend on the variety being acquired.

On the topic of time-saving mechanisms provided by functionalities within CAT tools, the automation of document formatting capabilities present in many of these types of software programmes would also be highly relevant to 001 Translation. This is because a lot the translation requests received by the company are highly formatted and often require a substantial amount of effort to reproduce them in the final translation being returned to the client. If the right supporting tools are acquired, then there is a possibility that a considerable wedge of the formatting work being done by translators in-house would be eradicated, since it would be automated by the CAT tools in the form of 'tags', a system which simplifies elements related to document formatting. Such functionality would drastically reduce the endless fiddling with tables and text boxes within Microsoft Word.

As previously alluded to, when using a CAT tool, project managers would be able to monitor the progress and status of translations requests being fulfilled both internally and externally. The reason for this is that CAT tools require a translation project or order to be issued to a translator within the programme and, as a result, show the project issuer what percentage of the translation has already been completed.

I am of the mind-set that this type of feature is tailor-made for a company like 001 Translation because of the very nature of the organisation and its structure, in that all work is carried out remotely and its operatives are spread out across an assortment of different

locations internationally. It would enable project managers and more senior members of the management team to keep closer tabs on in-house translators and perhaps help maintain or improve productivity levels.

Last and definitely not least, the cost savings that 001 Translation would almost certainly make as a result of using CAT tools would probably not be copious to begin with but would absolutely be noteworthy in the long run. The nature of a lot of legal contracts and similar types of legal documents is that they generally follow a particular format, featuring various phrases that are doubtlessly replicated across lots of comparable texts, probably not unlike a template. In order to put this into perspective, there is an example of an excerpt from a legal contract written in English, which can be consulted in the annexes segment of the report. Further to this point above, I believe that once a company TM has been sufficiently enriched by terminology at some stage down the line, a lot of the typical legal language featured in many of the texts received by 001 Translation would come to be stored in this database, which, in turn, would be available to be utilised in client translations, since they would appear as matches to translators.

In practice, the process would involve a project manager uploading a client's document into the CAT tool, and then, after collating the number of each type of match (new, fuzzy, and exact), the project manager would calculate the rate which would be offered to a translator on the basis of their rate and the word count, but taking into account fuzzy and exact matches, which are paid at a different rate or not paid at all. The following table provides an example of the deductions applied to the full rate as a result of matches:

Fuzzy match percentage	Percentage deduction on translator's per word rate
No match	0% (full rate)
50-74%	30%
75-85%	50%
95-99%	85%
100%	100%

The translator would then be emailed a proposed rate for a translation service which would also factor in the aforementioned deductions. Once a translator accepts a given piece of work, they will then be sent a link or session file for the request, depending on whether the CAT tool being used is either a desktop software or a web-based browser CAT tool variety, and they would then proceed to complete the translation through the software.

#### **2.1.5. Which tools could be used and how could they be implemented?**

As covered earlier on in the report, 001 Translation receives translation requests for a fairly wide range of text types. Opting to use CAT tools to translate some of these text types seems like it would be a 'win-win' situation, whereas with certain other documents, coming to a conclusion on this is not so straightforward.

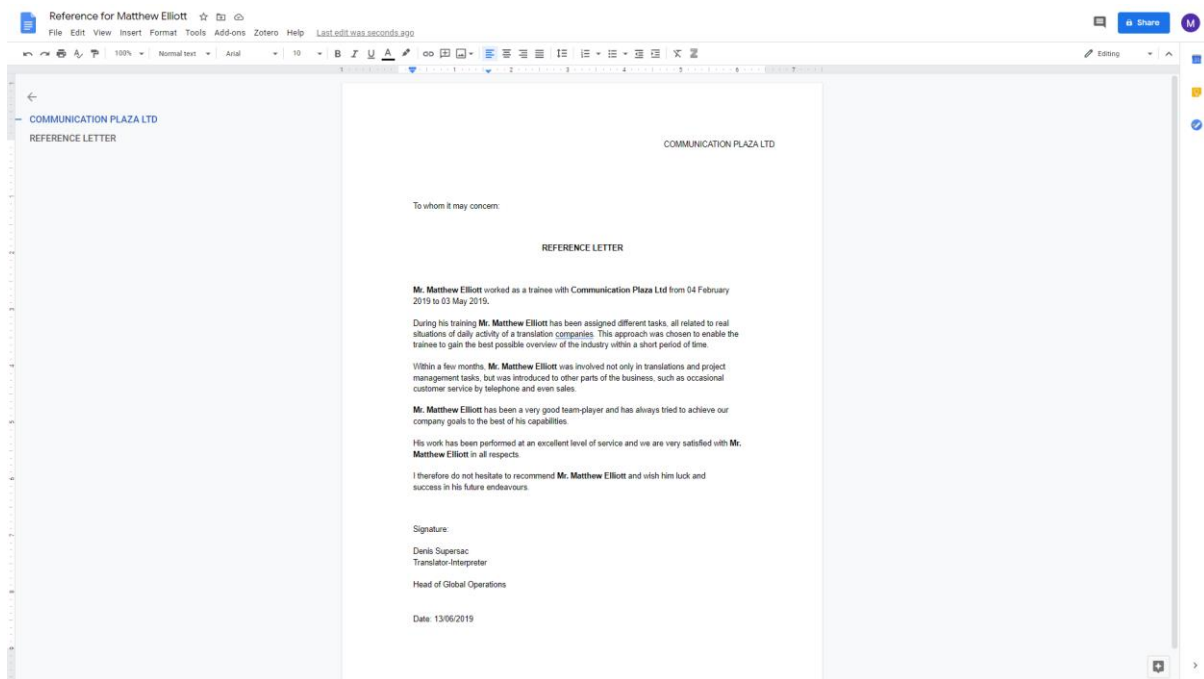
In my own burgeoning experience using CAT tools to complete translations, I have found that by far the easiest documents to run through this type of software and then translate are those that are in a word processor format, such as '.doc' or '.docx' for instance; followed by the aforementioned types of document formats that have in turn been secured or converted to a PDF file. With these types of files, it is often simply a case of uploading the file within the CAT tool without having to make any adjustments before it is ready to be worked on.

When a document has been stored in an image type format, as is the case when a printed page or certificate has been scanned or photographed, the text within is not automatically recognised as such by CAT tools. This is because it is not in a text/word processor format, but rather it is 'read' and interpreted by the programme as part of an image, not unlike the different elements in a photo. Before it can be recognised as text and worked on within a CAT tool, it needs to undergo a conversion process. The types of tools that facilitate this conversion are known as optical character recognition (OCR) tools. As is the case with CAT tools, there is an abundance of software programmes of this type on the market. However, certain CAT tools now have in-built OCR capabilities so that the user can upload PDF files and some image files straight into the software, which automatically converts them so that they are ready to be worked on in the editing interface. An example

of a programme that possesses these capabilities is SDL Trados Studio (editions from the last five years), one of the most widely used CAT tools in the world.

The reason for my mentioning the conversion of this type of file is that the vast majority of files that 001 Translation receives from clients are in either a PDF or image file extension format. It would indubitably be problematic were the company to opt to simply load these unconverted image or scanned PDF files into a CAT tool. As a result, the company would almost certainly also benefit from acquiring an OCR tool if they were to decide to take my suggestions relating to CAT tools on-board. As with anything, these programmes really do vary in terms of price and effectiveness and, as of yet, I feel I have not had the exposure necessary to make a reliable recommendation on which one the company should procure. With this in mind though, I have a very straightforward cost free solution, which I myself employ in my own freelance work.

Google Drive, Google's file storing and sharing service, has an inbuilt OCR facility, which works just as well, if not better, than many paid OCR programmes. I use it almost every time I receive a request from one of my clients to translate a document which has been saved in an image or PDF format. All one is required to do is to upload the file onto Google Drive. This can be done by simply dragging the file icon with your mouse and dropping it onto the Google Drive dashboard. Once it has been uploaded, right click on the file, then click on the "Open with" option, and, afterwards, click on Google Docs. The file is then converted automatically using OCR technology and then opened as editable text within Google Docs. To illustrate the effectiveness of this, I uploaded and converted the document that appears as 'Annex 4' at the end of this report – my reference letter from 001 Translation – which had been scanned into a PDF format from a physical copy of the letter.



*Figure 2 – A PDF converted to an editable work document using OCR in Google Drive*

This method produces a file which can then be copied into a programme like Microsoft Word, saved as a word processor document file type, and then loaded into a CAT tool, after which a translator is able to work on it.

Despite how simple this process is, I would generally only recommend it for use with documents that predominantly contain text, and by text I mean .doc, .docx, or .txt files. This method will not work with handwritten text, although it may or may not work for typewritten text – I am yet to attempt this and cannot confirm either way. Documents containing a lot of complex formatting, such as some certificates or registry documents, may not convert well and may look jumbled or garbled when converted to text on Google Docs. This would mean that lots of extra work would be needed on the part of the translator to make the final version of the translation presentable to the client. Nonetheless, in the subsequent subchapter, I will explore an idea I had to simplify the process when translation and formatting these more complex documents. In spite of these potential difficulties, the image to text conversion process using this technique is so easy that it still would be worthwhile attempting to do it even with a complexly formatted document, since there is a fair chance that it might actually turn out acceptably in the word processor.

Apropos of the actual CAT tool that 001 Translation should use, this is a complicated and multifaceted decision that should be weighed up and decided on by the management team. They themselves are aware of what the company's priorities are with regards to the level of expenditure they can commit for these sorts of acquisitions and which specific functionalities they would benefit most from. However, with this in mind and in the event that they are not looking to spend anything by way of funds on a CAT tool, it might be worthwhile for the company to start using a programme called Smartcat, which I myself have used on many occasions. It is a free-to-use web-based browser CAT tool that can be located at [www.smartcat.ai](http://www.smartcat.ai). From my experience, it seems like a more stripped-down, whilst still effective, version of a CAT tool like SDL Trados Studio, which can be accessed and worked on via an internet browser. What the Smartcat CAT tool interface looks like can be seen in the image below.

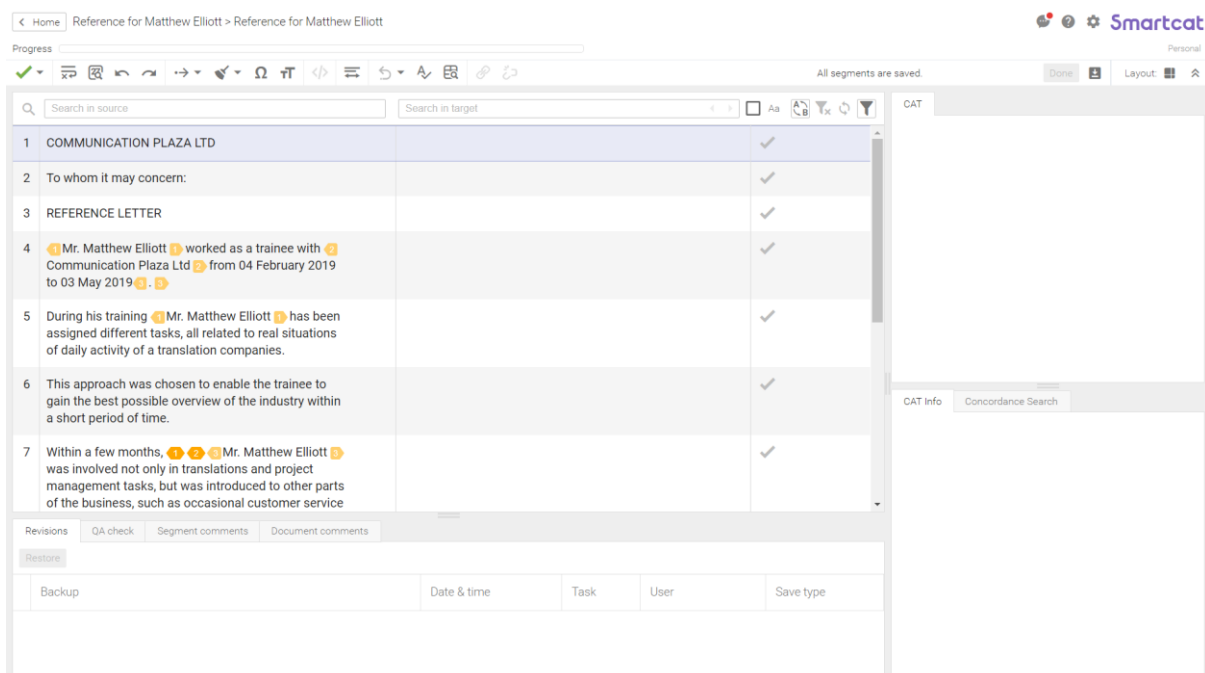


Figure 3 – A screenshot of the Smartcat translation interface

The software would enable the company to create and expand its own TMs across all the languages it works with; something that I believe to be the most critical functionality that the company would benefit from if it were to adopt CAT tool usage. With Smartcat,

translation memories can even be imported from elsewhere, provided that they are in the correct format. In addition to this, it is possible to create terminological databases, which exist as part of the programme referred to as 'glossaries'. The programme also includes a very effective project management element which I feel would suit the company's working style to an even greater extent, as orders and freelance collaborators can both be effectively tracked.

## **2.2 The case for the use of 'virtual documents' in the translation of templated documents**

As mentioned above, 001 Translation receives an abundance of requests for the translation of official documents. These are regularly in the form of heavily formatted pages, such as might be the case with a passport or a birth certificate, amongst many, many other examples. These are the types of documents that derive from templates and which I spent a lot of time producing my own templates for, since the company often gets identical or very similar requests for certain documents, like criminal record check certificates, birth certificates, and marriage certificates. Right at the start of my tenure at 001 Translation, I was informed that any translation done should attempt to replicate the format of the original as closely as possible. I did query senior colleagues as to why this was the case and I was informed that it was company practice to do so and that customers typically expected their translations to look like the originals in terms of format. This is why the templates I created look very similar to the originals (an example of this is the Brazilian birth certificate in Figure 1). I personally do not have an issue with doing this, since, if it is done well, it can bring some added visual quality to the final product – the completed translation. On the other hand, in some countries, it might not be an acceptable practice and could prove potentially dangerous, since no translation is the original; it is merely a version of it and, in some contexts, to present it as such possibly may cause the translator to breach issues of forgery. In addition to this, the reproduction of the designs and formats of many official documents and certificates can be a painstaking process and, ultimately, it is not intrinsically linked to the quality of the actual translation at hand.



With this in mind, whilst I was reading Roberto Mayoral Asensio's (2003) book, *Translating Official Documents*, an idea suddenly came to me. What if it were possible to create a one size fits all template for certain documents commonly requested by the company's clients to be translated that simplified the process, whilst also remaining effective and of excellent visual quality?

### **2.2.1. What is a 'virtual document' and why is it relevant to 001 Translation?**

In the aforementioned book on official translation by Roberto Mayoral Asensio (2003), the author alludes to a concept called 'virtual documents' to describe a source text or document that has been written in a way to make it easier to understand by the intended receptor than the original document, whilst also ensuring that the "applicant's"<sup>2</sup> rights are maintained and any problems resulting from a lack of understanding are prevented. The author also mentions that, if an official document is translated, then, due to it being intended for public administration bodies, the translation should be written in a uniform style, without colloquial elements, and only with the type of information present that is typically required by these bodies. Clearly, the bureaucratic class of each nation has its own standards with regards to what information should be present in a registry document and how it should be depicted. An example that Mayoral Asensio uses is a Bangladeshi birth certificate. Such a document typically contains information on the individual's race and caste, two things that do not feature on a British birth certificate, but does not include any reference to the new-born child's mother, information which is always present in its British counterpart.

In the context of his book, Roberto Mayoral Asensio uses the term 'virtual document' to refer to a document in the source language that contains the essential information required by any given receiving party in an administrative setting. His usage of this term does not seem to apply to the actual translation which is based upon this information. In this report I use the term to refer to the idea of a template that could be used by 001 Translation to keep the entirety of the applicant's relevant information simple, well presented, and easy to read. As specified above, lots of official documents contain

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<sup>2</sup> The applicant in the context of official translation, at least in Asensio's (2003) choice of words, applies to the subject of a given official document or text being translated for official purposes.

information and elements which simply are not needed by the intended recipient in an official translation context. An example of this can be seen in many Mexican civil registry documents, some of which include the following declaration that I have translated to English:

*“In name of the free and sovereign state of [Mexican Federal State], as an official of the state civil registry, I certify and acknowledge that in the official archives of this administrative branch of the civil register, it is possible to find a marriage certificate which contains the following details:”*

Now, there is nothing at all amiss with this utterance. In fact, there are registry documents from elsewhere which are far wordier and with more superfluous information. Nevertheless, it is text that is not necessarily relevant in an official context, if a British administrative body were the intended recipient. I have merely included the above to stress my point that it would only benefit all interested parties in the production and receipt of a translation of an official document for the information and formatting to be simpler and following a templated standard pattern. Mayoral Asensio proceeds to explain that “the ‘virtual document’ would thus ideally include all the elements that will enable it to be accepted by the receptor authorities in the target culture.” Taking this into account, surely it would be better and more efficient if these sorts of translations predominantly contained the information that would be required in the receptor’s culture in an easy-to read format; perhaps with an extra few fields at the foot of the text to include other information that, although not 100% necessary in a typical document in that culture, might be worthwhile inserting just in case.

I am of the view that devising a strategy such as this when translating official documents and certificates would benefit 001 Translation on all levels. Having a template document for each category of official document that could be utilised for all languages being translated into English would produce a uniformity that would only serve to increase the level of visual professionalism that the company has to offer when delivering translations. Also, keeping it simple and visually clean and tidy would alleviate possible issues with the receiving party as to whether a document is missing any information or whether it is difficult to decipher.

Keeping to a simplified format for these translations would also save time and effort, since the translator would not be required to worry about adhering to the format and design in the original document, both of which are very time-consuming, despite being superfluous aspects and not integral to the content and quality of the translation anyway. Whilst on this point it is worth bearing in mind that this change in process would also benefit the translators being commissioned to complete such requests, due to the simplification of the work. As a consequence, this would also probably increase the likelihood of 001 Translation agreeing terms with translators who might not otherwise be interested in working in adherence to the company's preferred payment terms<sup>3</sup>. This is due to the fact that they would be paid the same rate whilst the task that is required of them would be vastly simplified compared to before.

In order to put this plan in motion, the company would be required to conduct some research as to what information the receiving bodies in the various different English-speaking countries regard as mandatory and then adapt the templates accordingly. It would also be necessary for customers to state which country and administrative body would be in receipt of the translation, and for them to outline the general purpose of the translation. This requisite for information is not unlike the "translation brief" set out by Christiane Nord (1997 p.60), which should contain "explicit or implicit" information about the following things:

- the (intended) text function(s),
- the target-text addressee(s),
- the (prospective) time and place of text reception,
- the medium over which the text will be transmitted, and
- the motive for the production or reception of the text.

This information is not typically sought in an active manner by project managers when taking translation requests from clients. This is purely a result of such a practice not being encouraged or taught by the management team and not forming part of company process when processing orders. Despite this, it is information that is integral to the translator for the task at hand and even if the 001 Translation does not decide to adopt my

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<sup>3</sup> 001 Translation typically strives to agree a one-size-fits-all per page payment rate with freelance translators for the translation of templated documents. For documents that are not produced in line with a template, a regular per word rate applies.

suggestions to adopt the usage of a virtual document system, I absolutely recommend that company begins to make an effort to procure information of this nature from their clients.

### **2.2.2. Examples of 'virtual documents'**

In order to acquire a general idea as to what a virtual document would look like, I have provided a couple of examples of templates that could be used in their respective scenarios in the annexes section. One of them (Annex 5) is a translation template of a birth certificate and the other (Annex 6) a template of a University degree diploma.

## Chapter 3 - Examples of translations completed

In order to illustrate the type of translation work that was expected of me during the work placement at 001 Translation, I have enclosed two examples of translations that I completed at the company; along with the original source documents sent in by the client (with all personal information completely erased or blocked out). I will then explain the context behind each translation request, if any was known, and then I will discuss points of interest and difficulties that I encountered whilst in the process of completing the piece of work.

### 3.1. The translation of a Brazilian certificate of a stable union

The first translation I have chosen to highlight is of a Brazilian stable union public deed certificate that was originally in Brazilian Portuguese and which I was required to translate into British English. The original version of this document can be seen in Annex 6 of the report; whilst my translation of it can be seen in Annex 7.

A stable union, or *união estável* as it is in Portuguese, is a type of civil union that is in use in Brazil and can be enacted between either opposite-sex or same-sex couples. As a deed, it can be registered at any Civil Registry Office in Brazil. A peculiarity of this document is that it does not alter an individual's marital status; the subject(s) of the document remain single. One of the reasons as to why one might request it is that it makes it possible to establish a marital property scheme (Consulate General of Brazil in London 2020). Other entitlements deriving from adopting this civil status as a couple include being granted the same rights as married couples with regards to social security and pension benefits, as well as joint parental responsibility for either of the partners' children. In the United Kingdom, the equivalent of this document is the certificate of civil partnership. At the time of completing the translation, however, this type of certificate was only available to same-sex couples and was only introduced and made available to opposite-sex couples midway through 2019.

Client requests for translation at 001 Translation are seldom accompanied by contextual information as to why they require a translation of a given document; amongst

other relevant details. Often it is possible to assume palpable motives; however, it would be risky for translators to rely on such assumptions. As discussed previously, contextual information surrounding each translation would be hugely beneficial to the translator, but it is simply not requested from the client at the time of placing the order. Things were no different for this particular order. One could potentially assume that the reason for the translation was that the client intended to exercise the rights bestowed upon the couple in Brazil as members of a 'stable union' in the legal context of the United Kingdom.

With regards to difficulties that arose during the translation of this document, in adherence to the vast majority of my experience with legal texts written in Brazilian Portuguese, the original text is a lot wordier and longwinded than an equivalent document produced in many English-speaking countries. This has become even more the case, since a lot of legal texts in the United Kingdom, at least, are being written observing standards relating to Simple English. In this particular instance, I kept to the wordier style of the original and made several modifications relating to sentence order, which improved the flow of the text and its clarity. All in all, I would say I used a documentary translation approach (Nord 1997).

The translation of the term *união estável* was initially a daunting prospect since, at the time, there was no equivalent in the UK for this type of opposite-sex non-marital union; beforehand, people of the opposite sex could only opt for a civil marriage, which involves an adjustment in an individual's marital status. I initially thought of using the term 'civil union', yet I deduced that this would be too much of an all-encompassing 'blanket' term and lacked in specificity. After doing some research into the accreditation of these types of unions, I noticed that the literal translation of the source text, 'stable union', had been used frequently.

Other difficulties I have come across in these types of texts can also stem from other terms deriving from common law. My favoured strategy to overcome these difficulties is to compare translations of these types of documents with equivalent documents that are produced in UK if I am translating into British English.

### **3.2. The translation of Spanish court proceedings papers**

The second example I would like to portray is that of a translation of a set of court proceedings papers issued by a court in Spain. The original document can be seen in Annex 8, whilst the translation is in Annex 9. It describes an instance of court proceedings taking place in a magistrates court in Madrid that oversaw the sentencing of two individuals accused of a minor shoplifting misdemeanour in a clothes shop in the centre of Madrid. As with the example given above, no contextualisation was offered when I received the request to complete the translation from my project manager colleague. In this instance, due to the client also requiring a criminal record check certificate to be translated, one could guess that the client was required to disclose his/her past criminal offences or lack thereof as part of some administrative process; maybe even as part of a job application.

Once again, the main difficulties in this particular piece of work were related to having to adapt the wordiness of a legal document to an appropriate form in British English. In this case it is a Spanish document, as opposed to one written in Brazilian Portuguese, but the writing style of legal documents is not too dissimilar between the two languages, which are closer together in this aspect than they would be to an English equivalent. As in the previous translation, I overcame this particular challenge by seeking court proceedings papers for similar types of crimes written in English, which offered plenty of useful terminology that words in the original text at hand could be adapted to. I also find that for this type of document, there is an abundance of legal language glossaries (such as the one on Proz.com) that offer potential solutions deriving from consensus reached amongst professional translators.

## **Conclusions**

This report has extensively detailed the work placement that I participated in at the translation agency - 001 Translation. I have described the nature of the company's business, the types of translation it specialises in, and the company structure; as well as how I fitted into it and what my function was. I went on to set out some observations in terms of the way the company works and its internal process relating to translation. These observations

were then built upon and I offered suggestions as to ways the company could improve the efficiency of these processes. These suggestions included introducing the use of CAT tools and 'virtual documents' to simplify and make more efficient the way the company produces translations for its clients. The final section of this report portrays two examples of interesting and challenging translations that I completed whilst at the company. Information is provided with regards to difficulties I encountered during the translation process and how I managed to overcome these.

The work placement gifted me with the opportunity to go behind the scenes and witness the inner workings of a successful translation agency, whilst gleaning a wealth of valuable experience for my own future career in the field of translation. The exposure I have managed to get to the areas of legal and official translation has particularly piqued my interest and I am now exceedingly keen to pursue more work of this nature as a freelance translator; something I have actively been doing since the end of the work placement.

In hindsight, I am able to deduce that the types of translations I was given the chance to work on were of a challenging nature, which seemed daunting at the time, but which has put me in excellent stead to effectively propel my career in this area and allow me to be considered for projects that I would not have imagined I would be working on a few years ago.

Another element of the work placement and the writing of this report that I greatly enjoyed was getting to look into the workings of the agency itself and come up with methods that offer improvements to the company's processes and the way it functions as a business. This is definitely something I relish doing and I hope to get more opportunities to work within, perhaps even with regards to my own business in the translation space.

Finally, it is interesting to note that the remote way of working at 001 Translation has proven remarkably precedential with regards to how many companies have been operating this year as a result of the COVID-19 pandemic, and how they may continue to operate for at least the near future. The reality is that the work placement in its entirety, bar one meeting, was completed completely remotely. All work was completed via my home computer on a session on the company's server and all necessary contact between colleagues was conducted either over the phone or by way of video calling software, such as Zoom. Back in 2019 when the work placement took place, several of my friends and



university colleagues queried me as to how it was that my role and the company could actually function properly in this way. As it turns out and as many people around the world have seen this year, it can indeed be a highly effectual way for an organisation to operate.

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## Annexes

### Annex 1 – Journal of work tasks completed during the work placement

Week	Day	Type of Task	Type of Document/Task sub-category	Language Pair	Nº of Pages
04/02 - 08/02	04/02	Training	New project management spreadsheets	-	-
		Searching for collaborators	Translators	EN>Czech Turkish>EN	-
		Translation	Academic transcript	ES(EU)>EN	2
	05/02	Searching for collaborators	Translators	Hungarian>EN Polish>EN	-
		Project management	Assigning requests to collaborators	-	-
	06/02	Translation	Birth certificate	EN>ES(EU)	1
		Translation	Criminal record check certificate	ES(EU)>EN	2
		Translation	Divorce decree papers	ES(EU)>EN	2
		Searching for collaborators	Translators	Albanian>EN Bengali>EN German>EN Hungarian>EN Polish>EN	-
	07/02	Searching for collaborators	Translators	Afrikaans>EN Azerbaijani>EN Bengali>EN Georgian>EN Hungarian>EN Polish>EN Tamil>EN	- - - - - - -
		Organising translation templates	Organising completed templates into categories	PT>EN ES>EN	-
	08/02	Translation	Death certificate	ES(EU)>EN	1
		Searching for collaborators	Translators	Arabic>EN Polish>EN PT(Br)>EN Tamil>EN	-
		Meeting	Signing contract	-	-
	11/02	Translation	Marriage certificate (full)	PT(Br) >EN	2
Searching for collaborators		-	German>EN	-	
Translation		Academic transcript	ES(Cub)>EN	2	
Translation		European health insurance card form & Birth certificate	ES(EU)>EN	3	
12/02	Searching for collaborators	Translators	Arabic>EN Tamil>EN	-	
	Project management	Organising collaborator NDAs into folders	-	-	

<b>11/02 - 15/02</b>		Organising translation templates	Organising completed templates into categories	PT>EN ES>EN	-
	<b>13/02</b>	Translation	Medical report	ES(EU)>EN	5
		Translation	Enrolment certificate	PT(Mo)>EN	1
	<b>14/02</b>	Searching for collaborators	Translators	Arabic>EN	-
		Translation	Medical certificate of cause of death	ES(EU)>EN	1
	<b>15/02</b>	Translation	Common law stable union certificate (full)	PT(Br)>EN	2
Translation		Death certificate	ES(Dom)>EN	1	
<b>18/02- 22/02</b>	<b>20/02</b>	Translation	Birth certificates; marriage certificates; banking documents; legalisation documents; passports with visas	ES(Ven)>EN	22
		Translation	Legal instrument for financial purposes	PT(EU)>EN	4
		Translation	Divorce decree papers	ES(EU)>EN	3
	<b>21/02</b>	Translation	Academic certificate and transcript; certificate of vocational training	PT(EU)>EN	5
		Translation	Marriage certificate	ES(Mex)>EN	2
		Translation	Birth certificate (full)	ES(Ven)>EN	1
	<b>22/02</b>	Translation	Legal instrument for business purposes	PT(EU)>EN	1
<b>25/02- 01/03</b>	<b>25/02</b>	Translation	Birth certificate	PT(Br)>EN	1
		Translation	Property and financial information; property rental contract; residence certificate; payment receipt	ES(Col)>EN	10
	<b>26/02</b>	Translation	Academic transcript	PT(EU)>EN	2
		Searching for collaborators	Translators	Arabic>EN Japanese>EN Russian>EN Ukrainian>EN	-
		Project management	Sending translation order quotations to customers	-	-
	<b>27/02</b>	Searching for collaborators	Translators	Arabic>EN French>EN Japanese>EN Pashto>EN Russian>EN Ukrainian>EN	-
		Project management	Sending translation order quotations to customers	-	-
		Translation	Marriage certificate	ES(Mex)>EN	1
		Translation	Divorce certificate	ES(Mex)>EN	2
	<b>28/02</b>	Translation	Property sale contract	ES(EU) >EN	9
		Translation	Birth certificate	PT(EU) >EN	1
	<b>01/03</b>	Searching for collaborators	Translators	Danish>EN	-
		Proofreading	Marriage certificate	French>EN	2

04/03-08/03	04/03	Translation	Vocational training certificate; academic transcript	PT(EU) >EN	2
		Searching for collaborators	Translators	Danish>EN	-
	05/03	Translation	Academic transcript; diploma	ES(Ven) >EN	3
		Translation	Birth certificate	PT(Br)>EN	1
		Proofreading	-	French>EN	1
	06/03	Searching for collaborators	Translators	Bengali>EN Croatian>EN Czech>EN Romanian>EN Russian>EN Ukrainian>EN	-
		Translation	Baptism certificate	ES(Col)>EN	1
		Translation	Marriage certificate	ES(Mex)>EN	2
	07/03	Searching for collaborators	Translators	Bengali>EN Croatian>EN Czech>EN Romanian>EN Russian>EN Ukrainian>EN	-
		Project management	Sending translation order quotations to customers	-	-
		Translation	Criminal record check certificate	ES(Chi)>EN	1
	08/03	Searching for collaborators	-	Bengali>EN Japanese>EN Slovakian>EN	-
11/03-15/03	11/03	Translation	Divorce decree papers	ES(EU)>EN	4
		Translation	Criminal record check papers	ES(EU)>EN	3
		Project management	Sending translation order quotations to customers; delivering completed translations; other tasks	-	-
	12/03	Translation	Court proceedings papers; criminal record check papers	ES(EU)>EN	6
	13/03	Translation	Divorce decree papers	PT(Br)>EN	2
		Translation	Marriage certificate	PT(Tim)>EN	1
		Translation	Marriage certificate	ES(Dom)>EN	1
	14/03	Translation	Certificate of registration in national register of healthcare providers; formal letter	ES(Chi)>EN	3
		Translation	Divorce decree papers	ES(EU)>EN	4
		Proofreading	-	Fr>EN	3
	15/03	Translation	Academic transcript	ES(Arg)>EN	2
		Translation	Criminal record check certificates	ES(EU)>EN ES(Mex)>EN	3
		Proofreading	-	Fr>EN	1
		Searching for collaborators	CIOL accredited	French>EN PT(EU)>EN	-

<b>18/03-22/03</b>	<b>18/03</b>	Translation	Birth certificate	EN(UK)>PT(EU)	1	
		Translation	Enrolment letter	ES(Per)>EN	1	
		Searching for collaborators	CIOL accredited	Dutch>EN French>EN Malay>EN	-	
	<b>19/03</b>	Searching for collaborators	CIOL accredited	Dutch>EN Malay>EN	-	
		Proofreading	-	Fr>EN	2	
		Translation	Letter regarding CITES permit	ES(Bol)>EN	2	
	<b>20/03</b>	Proofreading	-	Fr>EN	1	
		Searching for collaborators	CIOL accredited	Dutch>EN PT(EU)>EN	-	
		Translation	Marriage certificate	ES(Mex)>EN	1	
	<b>21/03</b>	Translation	Diploma	German>EN	1	
		Translation	Birth certificate	PT(Br)>EN	1	
		Searching for collaborators	Translators	Danish>EN Malay>EN	-	
		Project management	Taking order request for French interpreter for a conference	French<>EN	-	
		Searching for collaborators	CIOL accredited conference interpreter	French<>EN	-	
	<b>22/03</b>	Proofreading	-	Fr>EN	1	
		Searching for collaborators	Translators	Polish>EN Ukrainian>EN	-	
		Translation	Curriculum vitae	EN>ES(EU)	3	
		Translation	Marriage certificate	PT(Br)>EN	1	
	<b>25/03-29/03</b>	<b>25/03</b>	Translation	Birth and marriage certificates	PT(Br)>EN	4
			Translation	Police report to assist in asylum claim	ES(Ven)>EN	2
Proofreading			Verifying the work of new CIOL accredited collaborator	ES(EU)>EN	41	
Project management			Sending translation order quotations to customers; assigning requests to collaborators; delivering completed translations	-	-	
<b>26/03</b>		Project management	Completing collaborator fee sheets	-	-	
		Searching for collaborators	CIOL accredited	Urdu>EN	-	
		Proofreading	Verifying the work of new CIOL accredited collaborator	EU(EU)>EN	6	
		Project management	Organising translation test to send to potential EN>ES collaborators	EN>ES	-	
		Translation	Birth certificate; criminal record check certificate	PT(Br)>EN	2	
<b>27/03</b>		Proofreading	-	Fr>EN	1	
		Searching for collaborators	Translators	Czech>EN Italian>EN	-	

		Translation	Birth certificates	ES(EU)>EN	6	
	<b>28/03</b>	Proofreading	-	Fr>EN	1	
		Searching for collaborators	Translators	Czech>EN Italian>EN	-	
		Translation	Letters regarding CITES permit	ES(Bol)>EN	2	
		Translation	Birth certificate; divorce decree paper	PT(Tim)>EN EN(UK)>PT(EU)	2	
		Searching for collaborators	Translators	French>EN	-	
	<b>29/03</b>	Training	Conference call about new software and phone interpreting	-	-	
		Project management	Organising translation collaborator folders	-	-	
<b>01/04-05/04</b>	<b>01/04</b>	Project management	Sending translation order quotations to customers; assigning requests to collaborators; delivering completed translations	-	-	
		Project management	Organising conference interpreting assignment	French<>EN	-	
	<b>02/04</b>	Translation	Marriage registration document; marriage certificate	ES(EU)>EN	3	
		Translation	Birth certificate	ES(Ven)>EN	1	
		Project management	Working with manager to organise phone interpreting facilities	-	-	
	<b>03/04</b>	Translation	Financial documents: balance sheets and profit & loss accounts	ES(EU)>EN	7	
		Translation	Family book registry document	ES(EU)>EN	2	
		Proofreading	-	EN(UK)>ES(EU) Arabic>ES(EU)	-	
		Training	Call to organise direct phone line to desk	-	-	
	<b>04/04</b>	Translation	Financial loan contract	PT(Br)>EN	2	
		Proofreading	-	French>EN	-	
		Translation	Birth certificate; apostille	EN(UK)>ES(EU)	2	
		Searching for collaborators	Translators	Finnish>EN	-	
		Organising translation templates	Putting recently completed templates into relevant categories	PT>EN ES>EN	-	
	<b>05/04</b>	Translation	Safety guidelines for racing sailing trip; legal disclaimer	EN(UK)>ES(EU)	2	
		Translation	Death certificate	EN(UK)>ES(EU)	1	
		Translation	Medical certificate of cause of death	ES(EU)>EN	1	
		Translation	Birth certificate; divorce decree paper	PT(Br)>EN	1	
	<b>08/04-</b>	<b>08/04</b>	<b>Day off due to illness</b>			



12/04	09/04	Translation	Marriage certificate	ES(Col)>EN	1
		Translation	Marriage certificate	ES(Mex)>EN	2
		Translation	Marriage certificate	ES(CR)>EN	1
		Translation	Death certificate	PT(EU)>EN	2
		Translation	Marriage certificate	ES(Mex)>EN	1
	10/04	Translation	Marriage certificate; birth certificates	EN(SA)>ES(EU)	3
		Translation	Diploma	ES(EU)>EN	2
		Translation	Degree completion certificate; academic transcript	PT(EU)>EN	3
	11/04	Project management	Taking order request from Portuguese speaking client	PT(EU)<>EN	-
		Translation	Apostille; divorce decree papers	PT(EU)>EN	4
		Translation	Birth certificate	ES(EU)>EN	1
	12/04	Project management	Call with client organising interpreting assignment	Spanish<>EN	-
15/04- 19/04	15/04	Translation	Marriage certificates	PT(Br)>EN	2
	16/04	Project management	Call with client about conference interpreting assignment	French<>EN	-
		Searching for collaborators	Translators	Italian>EN	-
	17/04	Translation	Tax return forms and personal income tax statements; letter certifying employment and earnings	ES(EU)>EN	15
		Translation	Death certificate	PT(Br)>EN	1
		Translation	Diploma	ES(EU)>EN	1
		Translation	Diploma	ES(Col)>EN	1
	18/04	Searching for collaborators	Translators	Finnish>EN	-
		Organising translation templates	Putting recently completed templates into relevant categories	PT>EN ES>EN	-
	19/04	<b>Day off due to Good Friday UK bank holiday</b>			
22/04	<b>Day off due to Easter Monday UK bank holiday</b>				
22/04- 26/04	23/04	Translation	Birth certificate; marriage certificate	PT(Br)>EN	3
		Searching for collaborators	Translators	Finnish>EN	-
		Organising translation templates	Putting recently completed templates into relevant categories	PT>EN ES>EN	-
	24/04	Searching for collaborators	Translators	Finnish>EN	-
		Translation	Marriage certificate	ES(EU)>EN	2
		Translation	Marriage certificate	ES(Dom)>EN	2
	25/04	<b>Day off due to Dia da Liberdade Portuguese bank holiday</b>			
26/04	Translation	Marriage certificate	ES(Dom)>EN	1	

<b>29/04-03/05</b>	<b>29/04</b>	Project management	Sending translation order quotations to customers; assigning requests to collaborators; delivering completed translations	-	-
	<b>30/04</b>	Project management	Delivering completed translations	-	-
		Translation	Letter regarding invoice for loan repayment; vehicle registration card	ES(Mex)>EN	2
		Translation	Birth certificate	ES(Ecu)>EN	1
		Translation	Death certificate	ES(Dom)>EN	1
		Translation	Birth certificates	ES(Cub)>EN	3
	<b>01/05</b>	Translation	Birth certificates (full); marriage certificates (full)	ES(Ven)>EN	6
		Project management	Sending translation order quotations to customers	-	-
	<b>02/05</b>	Translation	Divorce decree papers	PT(Br)>EN	3
		Translation	Power of attorney declaration	PT(EU)>EN	1
		Project management	Delivering completed translations	-	-
	<b>03/05</b>	Translation	Diploma	PT(EU)>EN	1
		Project management	Discussing interpreting options with a client	-	-
		Searching for collaborators	CIOL accredited	Bulgarian>EN Japanese>EN	-
		Organising translation templates	Putting recently completed templates into relevant categories	PT>EN ES>EN	-

**Abbreviations:**

EN(UK): British English

ES(CR): Costa Rican Spanish

ES(Ven): Venezuelan Spanish

EN(SA): South African English

ES(Cub): Cuban Spanish

PT(Br): Brazilian Portuguese

ES(Arg): Argentinean Spanish

ES(Dom): Dominican Spanish

PT(EU): European Portuguese

ES(Bol): Bolivian Spanish

ES(EU): European Spanish

PT(Mo): Mozambican Portuguese

ES(Chi): Chilean Spanish

ES(Mex): Mexican Spanish

PT(Tim): East Timorese Portuguese

ES(Col): Colombian Spanish

ES(Per): Peruvian Spanish

**Annex 2 – An example of the first page of a legal contract written in English  
(<https://legaltemplates.net> 2020)**

**Lease Agreement**

This Lease Agreement (this "Agreement") is made this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between \_\_\_\_\_ located at \_\_\_\_\_, \_\_\_\_\_, NY, \_\_\_\_\_ ("Landlord") and \_\_\_\_\_, located at \_\_\_\_\_, \_\_\_\_\_, NY, \_\_\_\_\_ ("Tenant"). Each Tenant is jointly and severally liable to Landlord for payment of rent and performance in accordance with all other terms of this Agreement.

1. **Premises.** The premises is a \_\_\_\_\_ located at \_\_\_\_\_, \_\_\_\_\_, NY, \_\_\_\_\_ (the "Premises").

2. **Agreement to Lease.** Landlord agrees to lease to Tenant and Tenant agrees to lease from Landlord, the Premises according to the terms and conditions in this Agreement.

3. **Term.** This Lease will be for a term of \_\_\_\_\_ months beginning on \_\_\_\_\_ and ending on \_\_\_\_\_ (the "Term").

4. **Rent.** Tenant will pay Landlord a monthly rent of \_\_\_\_\_. The rent is payable in advance and due on the \_\_\_\_\_ of each month during the Term. The rent will be paid to the Landlord at the Landlord's address stated above (or at another address as directed by Landlord) by mail or in person and accepted via one of the following methods: \_\_\_\_\_.  
The first rent payment is payable to Landlord when Tenant signs this Agreement.

5. **Additional Rent.** There may be instances under this Agreement where Tenant may be required to pay additional charges to Landlord. All such charges are considered additional rent under this Agreement and will be paid with the next regularly scheduled rent payment. If Tenant does not pay rent, Tenant will pay a late charge in the amount of \_\_\_\_\_ of the monthly rent and such late charge will be paid as additional rent. Landlord has the same rights and Tenant has the same obligations with respect to additional rent as they do with rent.

6. **Use of Premises.** The Premises will be occupied only by the Tenant and his/her/their immediate family and used only for residential purposes.

7. **Landlord's Failure to Give Possession.** In the event Landlord is unable to give possession of the Premises to Tenant on the start date of the Term, Tenant will not be liable for rent until after Landlord gives possession of the Premises to Tenant. This does not affect the end date of the Term.

8. **Security Deposit.** At the same time Tenant signs this Agreement, Tenant will pay a security deposit in the amount of \_\_\_\_\_ to Landlord. The security deposit will be retained by Landlord as security for Tenant's performance of obligations under this Agreement. If Tenant does not comply with any of the terms of this Agreement, Landlord may apply any or all of the security deposit in payment of any amount owed by Tenant and for any damages and costs incurred by Landlord due to Tenant's failure to comply.

## Annex 3 – 001 Translation Training Evaluation Grid

COMMUNICATION PLAZA LTD



### Training Evaluation Grid

Name: Mr. Matthew Elliott

Training period: from 04 February 2019 to 03 May 2019

Performance Evaluation	Poor	Fair	Good	Excellent	Outstanding
Attendance				✓	
Productivity				✓	
Quality of work				✓	
Initiative			✓		
Dependability				✓	
Attitude					✓
Interpersonal Relations					✓
Professionalism				✓	
Communication Skills				✓	
Overall Performance				✓	



## Annex 4 – 001 Translation Reference Letter



COMMUNICATION PLAZA LTD

To whom it may concern:

### REFERENCE LETTER

**Mr. Matthew Elliott** worked as a trainee with Communication Plaza Ltd from 04 February 2019 to 03 May 2019.

During his training **Mr. Matthew Elliott** has been assigned different tasks, all related to real situations of daily activity of a translation companies. This approach was chosen to enable the trainee to gain the best possible overview of the industry within a short period of time.

Within a few months, **Mr. Matthew Elliott** was involved not only in translations and project management tasks, but was introduced to other parts of the business, such as occasional customer service by telephone and even sales.

**Mr. Matthew Elliott** has been a very good team-player and has always tried to achieve our company goals to the best of his capabilities.

His work has been performed at an excellent level of service and we are very satisfied with **Mr. Matthew Elliott** in all respects.

I therefore do not hesitate to recommend **Mr. Matthew Elliott** and wish him luck and success in his future endeavours.

Signature:

Denis Supersac  
Translator-Interpreter

Head of Global Operations



Date: 13/06/2019

105 Eade Road, OCC Building A, 2nd Floor, Unit 11A, London, N4 1TJ, UK  
Company Number: 10357796

## Annex 5 – Virtual document Translation template of a birth certificate intended for use by an administrative body in the United Kingdom



### TRANSLATION OF A BIRTH CERTIFICATE

Country of issue:

Language of original:

Birth registration no. (if applicable):

Registry entry no.:

Location of registration:

Registration district:

Registration sub district:

Administrative area (state, county, region):

#### REGISTREE

Registree name and surname:

Date of birth:

Place of birth:

Gender:

#### FATHER

Name and surname:

Place of birth:

Usual address:

Occupation:

#### MOTHER

Name and surname:

Maiden surname/surname at marriage:

Place of birth:

Usual address:

Occupation:

#### INFORMANT

Name and surname:

Usual address:

Qualification:

#### ADDITIONAL INFORMATION (if applicable)

Signature of the informant:

Signature of the registrar:

Date of registration:

Certification information (including stamps):

*I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Portuguese, and that this translation is true to the best of my knowledge. For and in collaboration with 001 Translation UK, 9<sup>th</sup> September 2020. Tel. 0203 445 0062. Translation Reference #: 20-0909-01*





**TRANSLATION OF A UNIVERSITY DIPLOMA**

Country of issue:

Language of original:

Diploma registration no. (if applicable):

**AWARDING INSTITUTION**

Institution name:

Institution type:

Faculty/department name:

Address:

Country:

Name and position of awarding university official:

Additional university officials undersigning the diploma:

Additional information about graduate on the certificate:

**GRADUATE**

Graduate name and surname:

Date of birth:

Place of birth:

Gender:

Identification no.:

Identification type:

Additional information about graduate on the certificate:

**COURSE**

Course title:

Qualification type:

Qualification level:

Course dates:

Diploma award date:

Additional information about graduate on the certificate:

**ADDITIONAL INFORMATION (if applicable)**

[Empty box for additional information]

Signatures on diploma:

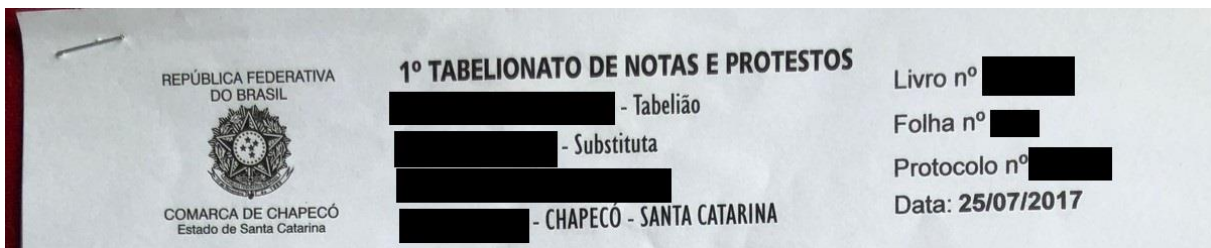
Stamps on diploma:

Logos on the diploma::

Certification information (If applicable):

[Empty box for certification information]

*I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Portuguese, and that this translation is true to the best of my knowledge. For and in collaboration with 001 Translation UK, 9<sup>th</sup> September 2020. Tel. 0203 445 0062. Translation Reference #: 20-0909-01*



**1º TABELIONATO DE NOTAS E PROTESTOS**

[Redacted] - Tabelião

[Redacted] - Substituta

[Redacted] - CHAPECÓ - SANTA CATARINA

Livro nº [Redacted]

Folha nº [Redacted]

Protocolo nº [Redacted]

Data: 25/07/2017

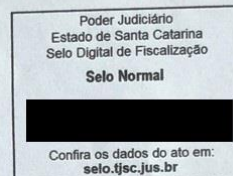
Espécie: ESCRITURA PÚBLICA DE DECLARAÇÃO DE UNIÃO ESTÁVEL

converter-se em casamento, mediante pedido dos companheiros ao juiz e assento no Registro Civil. Eu, [Redacted],  
Escrevente Notarial do 1º Tabelionato de Notas e Protestos da Comarca, que a digitei, conferi e assino em público e raso. Protocolo nº [Redacted] de 25/07/2017. Emolumentos: Escritura pública - R\$ 33,00 + Selo - R\$ 1,85 = Total R\$ 34,85. Chapecó, SC, em 25 de julho de 2017. Selo Digital de Fiscalização nº [Redacted]. Assinaram o ato: [Redacted]. Nada mais. Legalmente selada, trasladada em seguida. Eu, [Redacted],  
Escrevente Notarial, conferi, achei conforme, dou fé e assino em público e raso.

EM TESTEMUNHO

DA VERDADE


[Redacted]  
Escrevente Notarial



1º TABELIONATO DE NOTAS E PROTESTOS  
[Redacted] Tabelião  
[Redacted] Escrevente  
[Redacted] CHAPECÓ - Santa Catarina  
DE NOTAS E PROTESTOS



## Annex 8 – Translation of a Brazilian civil union public deed certificate

 <p>FEDERATIVE REPUBLIC OF BRAZIL</p> <p>DISTRICT OF CHAPECÓ State of Santa Catarina</p>	<p><b>NOTARY PUBLIC OFFICE NO. 1 FOR NOTARISED DOCUMENTS AND CLAIMS</b></p> <p>[Omitted] – Notary [Omitted] – Deputy [Omitted]</p> <p>Postcode: [Omitted] – CHAPECÓ – SANTA CATARINA (BRAZIL)</p>	<p>Book No. [Omitted] Page No. [Omitted] Record No. [Omitted] Date: 25/07/2017</p>
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**Type of document:** PUBLIC DEED FOR THE CERTIFICATION OF COMMON LAW STABLE UNION

PUBLIC DEED FOR THE CERTIFICATION OF COMMON LAW STABLE UNION between Mr. [Omitted] and Ms. [Omitted], as per the details constituted below:

*(Handwritten signature)*

THIS IS TO CERTIFY to whom this public Deed for the Certification of Common Law Stable Union may concern that, on the twenty-fifth of July, two thousand and seventeen (25/07/2017), in the city of Chapecó, at the headquarters of the Municipality and District of Chapecó, State of Santa Catarina (Brazil), at this Notary Public Office, at [Omitted], in the presence of myself, [Omitted], Notarial Clerk of Notary Public Office No. 1 for Notarised Documents and Claims of this District, appeared the following individuals in the capacity of declaring parties, Mr. [Omitted], British national, mechanical engineer by profession, divorced, of sound state of mind, holder of Foreign National Brazilian Identity Card RNE (Brazilian National Register of Foreign Persons) no. [Omitted] – CGPI/DIREX/DPF (General Administration of Brazilian Border Control Police/Federal Police Department of Brazil) and registered with taxpayer no. [Omitted], born in Stafford – England on [Omitted], son of [Omitted] and [Omitted], in accordance with the marriage registration entry listed as having been dissolved by way of divorce, issued on 05/06/2017, taken from deed no. [Omitted], recorded on page no. [Omitted] of Book no. [Omitted] of the Civil Register Office of the City and District of Chapecó – Santa Catarina (Brazil), with authentication stamp [Omitted], residing at [Omitted], Centro, in the city of Chapecó, State of Santa Catarina (Brazil), and Ms. [Omitted], Brazilian national, interior designer by profession, legally separated, of sound state of mind, holder of Brazilian National Driver's Licence no. [Omitted] – DETRAN/SP (State Department of Transport – São Paulo), pertaining to Brazilian Civil Identity Card no. [Omitted] – SSP/SP (State Department of Public Security – São Paulo) and taxpayer no. [Omitted], born in Bom Jesus dos Perdões – state of São Paulo (Brazil) on [Omitted], daughter of [Omitted] and [Omitted], in accordance with the marriage registration entry listed as having been dissolved by legal separation, issued on 01/07/2017, taken from deed no. [Omitted], recorded on page no. [Omitted] of Book no. [Omitted] of the Civil Register Office of [Omitted] residing at [Omitted], in the city of Chapecó, State of Santa Catarina (Brazil); the appearing parties have been identified by myself, Notarial Clerk of Notary Public Office no. 1 for Notarised Documents and Claims of this District, as being the individuals they state to be as a result of the documents that have been presented to me, and I hereby certify this as fact. And, I was requested by the declaring parties to register the following certification via Public Deed: 1.) That, from the month of JUNE of this year (2017), the declaring parties entered into a de facto stable union with one another, openly living together under the same roof in a continual manner as a family unit; 2.) That they are not incurring any of the legal impediments of article 1.521 of the Civil Code and that they are not married, and do not maintain any other relationships with the aim of becoming a family unit; 3.) That, they will obey the requirements pertaining to loyalty, respect and support, and the raising, care, and education of any children they might have; 4.) That, with no marital property system having been agreed in advance of this union, with the property relations that will apply, as appropriate, will be the PARTIAL COMMUNITY PROPERTY system, in accordance with all that is set out in article 1.725 of the Civil Code; 5.) That, there are no children that have been born of this union. It was at the behest of the DECLARANTS, that I recorded this Certification Deed in the Archives of this Office using the information they passed onto me, of which, after having read and found to be accurate, they accepted it and signed it as being the full expression of what they declared to me, of which I hereby certify. The parts were set out so that this deed is able to present the necessary legal effects within itself and against any third party agreements registered in the relevant office, and that, this stable union shall

Phones: [Omitted] – [Omitted] – Opening hours: Monday to Friday from 08:30 to 12:00 and then from 13:30 to 18:00

*I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Portuguese, and that this translation is true to the best of my knowledge. For and in collaboration with OOL Translation UK, 15 February 2018. Tel. 0203 445 0062, Translation Reference #: 19-0215-01*



FEDERATIVE REPUBLIC  
OF BRAZIL



DISTRICT OF CHAPECÓ  
State of Santa Catarina

**NOTARY PUBLIC OFFICE NO. 1 FOR NOTARISED DOCUMENTS AND CLAIMS**

[Omitted] – Notary

[Omitted] – Deputy

[Omitted]

Postcode: [Omitted] – CHAPECÓ – SANTA CATARINA (BRAZIL)

Book No. [Omitted]

Page No. [Omitted]

Record No. [Omitted]

Date: 25/07/2017

Type of document: PUBLIC DEED FOR THE CERTIFICATION OF COMMON LAW STABLE UNION

become a marital union, at the request of the two joined parties to the judge and incumbent official of the Register Office. I, [Omitted], Notarial Clerk of Notary Public Office No. 1 for Notarised Documents and Claims of this District, of which I have typed, checked, and signed publicly. Record no. [Omitted] of 25/07/2017. Fees: Public Deed – R\$ 33.00 + Stamp – R\$ 1.85 = Total R\$ 34.85. Chapecó, state of Santa Catarina (Brazil), on 25<sup>th</sup> July 2017. Digital Authentication Stamp no. [Omitted]. The following parties have signed the deed: [Omitted], [Omitted]. Nothing more. Legally stamped, and transferred to the archives straight away. I, [Omitted], Notarial Clerk have checked the document and confirmed it to be accurate, and I hereby certify and publicly sign it.

IN WITNESS OF THE TRUTH

[Handwritten signature]

[Omitted]

Notarial Clerk

[Stamp:  
NOTARY PUBLIC OFFICE NO. 1 FOR  
NOTARISED DOCUMENTS AND CLAIMS

[Omitted] – Notary

[Omitted] – Clerk

[Omitted]

Postcode: [Omitted]  
– CHAPECÓ – SANTA CATARINA

Judicial Power  
State of Santa Catarina (Brazil)  
Digital Authentication Stamp  
Normal Stamp  
  
[Omitted]  
Confirm the details of this deed at:  
Selo.tjsc.jus.br

Phones: [Omitted] – [Omitted] – Opening hours: Monday to Friday from 08:30 to 12:00 and then from 13:30 to 18:00

I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Portuguese, and that this translation is true to the best of my knowledge. For and in collaboration with 001 Translation UK, 15<sup>th</sup> February 2018. Tel: 0203 665 0052, Translation Reference #: 19 0215 02

## Annex 9 - Spanish court proceedings papers (original document)



### JUZGADO DE INSTRUCCIÓN Nº 32 DE MADRID

Pza. de Castilla, 1 , Planta 8 - 28046

Tfno: 914932397,914932398 y 99

Fax: 914932400

43012710

NIG: [REDACTED]

Procedimiento: Juicio inmediato sobre delitos leves [REDACTED]

Delito: Hurto

GRUPO 9

:

Denunciado:

[REDACTED]

ES COPIA

SENTENCIA Nº [REDACTED]

MAGISTRADO- JUEZ: Dña. [REDACTED]

Lugar: Madrid

Fecha: nueve de enero de dos mil diecinueve

Vistos por mí, DÑA. [REDACTED] MAGISTRADO-JUEZ de este Juzgado de Instrucción nº 32 de Madrid, los presentes autos de Juicio sobre Delito Leve nº [REDACTED] contra [REDACTED] y [REDACTED] asistidos del letrado D. [REDACTED] en los que ha sido parte el Ministerio Fiscal y el establecimiento Zara como perjudicado, en virtud de las facultades que me han sido dadas por la Constitución y en nombre del Rey, dicto la siguiente Sentencia.

#### ANTECEDENTES DE HECHO

**PRIMERO.-** Que, tras la denuncia recibida en este juzgado por hechos que se reputaron como delito leve y convocadas las partes a la celebración del correspondiente Juicio Oral, y, celebrado en el día de la fecha, el acto del juicio, el Ministerio Fiscal calificó los hechos como constitutivos de un delito leve de HURTO en grado tentativa del art. 234.2 y 3, 16 y 62 del Código Penal, considerando en concepto de autores a los denunciados [REDACTED] Y [REDACTED] para los que solicitó una pena de 45 días de Multa, a cada uno de ellos, con una cuota diaria de 5 Euros, con responsabilidad personal subsidiaria en caso de impago del Art. 53 del C.Penal y alzamiento del depósito.

**SEGUNDO.-** En la tramitación de la presente causa se han seguido las formalidades legales.





## HECHOS PROBADOS

**ÚNICO.-** Probado y así se declara que el día 8 de Enero de 2019, los denunciados [REDACTED] Y [REDACTED] puestos de común y previo acuerdo y con ánimo de obtener un provecho económico se dirigieron al establecimiento Zara sito en el Paseo de la Florida s/n de Madrid, y se apoderaron de prendas valoradas en 51,97 y 51,90 euros, y tras desalarmar las prendas, las introdujeron en cada una de las mochilas que ambos portaba, siendo interceptados por un vigilante jurado a la salida del local sin haber abonado las mismas.

## FUNDAMENTOS DE DERECHO

**PRIMERO.-** Los hechos enjuiciados y que han sido declarados probados son constitutivos de un delito leve intentado de hurto, previsto y penado en el art. 234.2 y 3 del CP, lo que viene determinado por el apoderamiento, quitando las alarmas de las prendas, de los objetos/efectos detallados en el anterior relato de hechos probados y cuyo importe resulta inferior a 400 €, actual límite entre el delito menos grave y el delito leve de hurto. No obstante, la infracción debe ser sancionada en grado de tentativa, con arreglo a los arts 16 y 62 del C.P., al no haber podido lograr el autor el resultado de apoderamiento pretendido por haber sido sorprendido en la comisión del hecho.

**SEGUNDO.-** De dicha infracción penal son responsables en concepto de autores los denunciados por haber realizado por sí mismos los hechos que la integran, con arreglo al art. 28 del CP.

Tales hechos han resultado acreditados en el acto del juicio, y tras la valoración de la prueba realizada por esta juzgadora conforme a lo dispuesto en los arts. 741 y 973 de la Ley de Enjuiciamiento Criminal, apreciando en conciencia y conforme a las reglas de criterio racional, las pruebas practicadas en el acto de juicio oral así como las declaraciones y razonamientos expuestos por las partes intervinientes. *Es de destacar en particular como ha sido muy clara la declaración testifical prestada por uno de los propios vigilantes de seguridad, que ha explicado como pudo presenciar perfectamente los hechos antes relatados especificando los detalles de la maniobra de apoderamiento, detalles que sólo puede conocer por su observación directa de los hechos.*

Además, [REDACTED], reconoció íntegramente los hechos, asumiendo toda la culpa, pero en modo alguno resulta creíble la declaración del otro denunciado, su primo [REDACTED], de que a pesar de compartir probador con su primo y proveerse de prensas para ambos, no hubiese visto las alarmas retiradas, ni que no se devolvían al salir de la sala de probadores, ni que su mochila estaba más abultada, por lo que no resulta creíble su versión, y se entiende acreditado que actuando de común acuerdo, se apoderaron de las prendas que fueron encontradas en su mochila.

Por ello, el denunciado [REDACTED] no ha desvirtuado el relato de hechos antes referido, aportando por su lado una versión de los hechos coherente que destruya o pueda valorarse como suficiente contradictoria de la prueba practicada, no ofreciendo explicación plausible en su descargo de lo sucedido.







**TERCERO.**- De conformidad con lo previsto en el art. 66.2 del C.P., en aplicación de la pena prevista para los delitos leves, los jueces procederán según su prudente arbitrio, dentro de los límites de cada una, atendiendo a las circunstancias del caso y del culpable.

Asimismo, conforme al art. 62 del C.P., a los autores de tentativa de delito se les impondrá la pena inferior en uno o dos grados a la señalada por la ley para el delito consumado, en la extensión que se estime adecuada, atendiendo al peligro inherente al intento y al grado de ejecución alcanzado.

Por todo ello, se estima adecuada la imposición de la pena en la extensión y cuota casi mínimas solicitada por el Ministerio Fiscal, al no constar la concreta situación económica del inculpado y entendiéndose que el importe total de la multa resultante se corresponde con una capacidad económica media de cualquier ciudadano por mínimos que sean sus ingresos, siendo asimismo un importe proporcionado con la entidad de los hechos cometidos.

**CUARTO.**- Las costas del juicio serán impuestas al declarado responsable del delito cometido, ex art. 123 CP.

VISTOS los preceptos legales citados y demás de general y pertinente aplicación,

#### FALLO

Que debo condenar y condeno a [REDACTED] Y [REDACTED] como autores responsables de un delito leve intentado de hurto a la pena de CUARENTA Y CINCO días de multa a cada uno de ellos, con una cuota diaria de CINCO Euros, con el arresto sustitutorio legalmente previsto en caso de impago, de un día de privación de libertad por cada dos cuotas no satisfechas, con levantamiento del depósito de los efectos intervenidos y con imposición de las costas del juicio.

Notifíquese la presente resolución a las partes previniéndoles de que contra la misma podrán interponer, ante este Juzgado, recurso de apelación para ante la Audiencia Provincial de Madrid en el plazo de cinco días, siguientes al de su notificación. Durante dicho periodo, las actuaciones se hallarán en la Secretaría de este Juzgado a disposición de las partes; el recurso se formalizará por escrito con los requisitos establecidos en el art. 790 de la Ley de Enjuiciamiento Criminal.

Así por esta mi Sentencia de la que se unirá certificación a las actuaciones originales para su notificación y cumplimiento, definitivamente juzgando, lo pronuncia, mando y firmo.)

Así por esta mi Sentencia de la que se unirá certificación a las actuaciones originales para su notificación y cumplimiento, definitivamente juzgando, lo pronuncia, mando y firmo.)





**PUBLICACIÓN.** - La anterior Sentencia ha sido dada, leída y publicada el día de su fecha en audiencia pública por la Magistrada-Juez que la suscribe

NOTA: De conformidad con el Reglamento (UE) 2016/679, del Parlamento Europeo y del Consejo, de 27 de abril de 2016, se informa que la difusión del texto de esta resolución a partes no interesadas en el proceso en el que ha sido dictada sólo podrá llevarse a cabo previa disociación de los datos de carácter personal que los mismos contuvieran y con pleno respeto al derecho a la intimidad, a los derechos de las personas que requieran un especial deber de tutela o a la garantía del anonimato de las víctimas o perjudicados, cuando proceda.

Los datos personales incluidos en esta resolución no podrán ser cedidos, ni comunicados con fines contrarios a las leyes.



## Annex 10 - Translation of Spanish court proceedings papers

[Logo:  
Department  
of Justice of  
Spain]

**MADRID MAGISTRATE COURT No. 32**  
Pza. De Castilla, 3, Planta 8 – 28046  
Tel.: +34 914932397, +34 914932398 and -99  
Fax: +34 914932400

43012710

Case No. (NIG): [Omitted]

Proceedings: Summary misdemeanour hearing [Omitted]

Misdemeanour: Shoplifting

GROUP 9

:

**Defendant:**

[Defendant 1]

[Defendant 2]

PHOTOCOPY

**VERDICT No.** [Omitted]

**MAGISTRATE:** Ms. [Omitted]

**Location:** Madrid (Spain)

**Date:** ninth of January two thousand and nineteen (09/01/2019)



Upon hearing these Court proceedings with regards to summary misdemeanour hearing no. 42/2019, initiated against [Defendant 2] and [Defendant 1], represented by the barrister Mr. [Omitted] in the case taken against them by the Prosecution Ministry of Spain and the business establishment, Zara, as the aggrieved party, in virtue of the power granted to me by the Constitution and in name of the King of Spain, I MS. [Omitted], MAGISTRATE of the Madrid Magistrate Court No. 32, have issued the following Verdict.

### FACTUAL BACKGROUND

**ONE.** - That, after the claim was received by this court on the basis of reputed misdemeanour, and having summoned the aforementioned parties to the corresponding Public Hearing, and, after the judicial proceedings were conducted on the same date, the Prosecution Ministry of Spain pronounced the facts as constituting an attempted SHOPLIFTING misdemeanour, considering the defendants, [Defendant 2] AND [Defendant 1], to be in breach of article 234.2 and sections 3, 16 and 62 of the Criminal Code, for whom the following penalty has been passed down. Both parties must each be required to pay a penalty fee of a daily sum of 5 Euros for a period of 45 days, with them both being liable for the corresponding secondary penalty in the event that the amount is not paid, in accordance with article 52 of the Criminal Code, along with a deposit fee being charged.

**TWO.** In the filing of this case, the appropriate legal formalities have been followed.

[Logo:  
Madrid]

Madrid Magistrate Court No. 32 - Summary misdemeanour hearing [Omitted]

1 of 4

I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Spanish, and that this translation is true to the best of my knowledge. Eoc and in collaboration with DOL Translation UK, 12<sup>th</sup> March 2019, Tel. 0203 445 0062. Translation Reference #: 18 0312 01



## PROVEN FACTS

**ONE (only provision).** - On 8<sup>th</sup> January 2019, it was found that the defendants, **[Defendant 2]** AND **[Defendant 1]**, having previously colluded, proceeded to the business establishment, Zara, situated at Paseo de la Florida s/n in Madrid, and in an attempt to make financial gain, they took hold of garments valued at €51.97 and €51.90 respectively, and, upon deactivating the security tags on the items, they both inserted an item each into their respective backpacks, which both of them were wearing at the time, when they were then intercepted by an authorised shop security guard, whilst attempting to leave the location without having paid for the items.

## LEGAL GROUNDS

**ONE.** - The grounds being prosecuted on and which have been declared as having been proven constitute an attempted shoplifting misdemeanour, punishable as set out in article 234.2 and section 3 of the Criminal Code, which has been determined as the seizure and subsequent removal of security tags from the garments, the specifics of which were detailed in the previous clause relating to the proven facts, and the value of which equates to less than €400, the current threshold between what constitutes a lesser misdemeanour and a more serious shoplifting misdemeanour. Notwithstanding this, the infraction shall be punishable as an attempted shoplifting, in accordance with articles 16 and 62 of the Criminal Code, due to the accused parties not being able to carry out the attempted seizure of the items mentioned due to having been caught during the act.

**TWO.** The defendants are deemed to be guilty of the aforementioned disciplinary infraction, since it has been proven that they themselves committed the act, in accordance with article 28 of the Criminal Code. These facts have been accredited during the process of the hearing, and as a result of the assessment of the evidence conducted by the Magistrate in accordance with what is set out in articles 741 and 973 of the Code of Criminal Procedures, taking into conscious account and following the rules of rational criteria, the evidence taken in the public hearing, as well as the declarations and reasoning given by the appearing parties. *Of particular note was the clarity of the witness statement given by one of the security guards of the shop, who explained how he was able to witness the previously mentioned events, specifying the details of the manoeuvres taken to seize the items; details which could only be known through the direct observation of the events.*

Furthermore, **[Defendant 1]**, fully recognised the facts of the events detailed above, assuming full responsibility, but, the statement given by the other defendant, his cousin **[Defendant 2]**, seems somewhat credible, which specified that, despite sharing the same fitting room with his cousin and providing garments for both of them, he did not see that the security tags had been removed, nor that the garments had not been returned when they left the fitting room, nor that his backpack was larger than before, something that makes his version of events (this part at least) not seem true, and it is taken as proven that, acting in collusion, they seized the garments that were found in their backpacks.

Thus, the defendant, **[Defendant 2]**, has not detracted from the aforementioned statement of events, providing, for his part, his own coherent version of events that can be valued as sufficient contradictory evidence against the indictment committed; without a plausible explanation being offered in his statement of what happened.

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of Justice of  
Spain]

**THREE.** - In accordance with what is set out in article 66.2 of the Criminal Code, in applying the penalty set out for the misdemeanours specified, the Magistrates proceeded by their discretion, within the boundaries of the legal attributes bestowed to each one, taking into account the circumstances of the case and of the culpable parties.

Additionally, in accordance with article 62 of the Criminal Code, those accused of the attempted misdemeanour will be imposed with a lesser penalty, one or two grades lower than that specified by law for the misdemeanour committed, the extent of which is deemed to be adequate, since it addresses the risk inherent with the intent and degree of severity of the act that was carried out.

Thus, the imposition of the penalty in adherence to the near minimum extent and amount specified by the Prosecution Ministry of Spain is deemed to be adequate, which does not feature of the full financial situation of the defendant and understanding that the total amount of the resulting fee corresponds with the financial capacity of the average citizen in terms of their minimum income amounts, and, as a result, the amount extended due to the committed acts, is as such.

**FOUR.** Legal costs will be levied to the defendant responsible for the misdemeanour committed, as per article 123 of the Criminal Code.

IN OBSERVATION of the legal precepts mentioned above, along with all other general precepts relevant to this case.

#### VERDICT

I hereby declare **[Defendant 2]** AND **[Defendant 1]** to be the perpetrators of an attempted shoplifting misdemeanour and that each of them must pay a penalty fee of a daily amount of FIVE Euros for a period of FORTY-FIVE days, with them being legally taken into custody in the event of non-payment, for a period of detention of one day for each two daily fees not paid, with a deposit being raised for the amounts covered in the trial and for imposition of legal costs.

It is hereby ordered that notice will be given on this resolution to the relevant parties, informing them that the decision is final and that any request for an appeal hearing to be held at the Provincial Court of Madrid can be lodged at this court within a timeframe of five days after the ruling. During this period, the records of the proceedings can be located at the Office Chambers of this Court available to the relevant parties; the request for appeal should be lodged in writing in accordance with the requirements established in article 790 of the Code of Criminal Procedures.

It is so ordered that this is my ruling, whose certification will be affixed to the original court records for fulfilment and notification purposes, and I hereby declare as such, mandating and signing it.

It is so ordered that this is my ruling, whose certification will be affixed to the original court records for fulfilment and notification purposes, and I hereby declare as such, mandating and signing it.

[Logo:  
Madrid]

[Handwritten signature]

Madrid Magistrate Court No. 32 - Summary misdemeanour hearing **[Omitted]**

3 of 4

I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Spanish, and that this translation is true to the best of my knowledge. Etc and in collaboration with DDI Translation UK, 12<sup>th</sup> March 2019, Tel. 0203 645 0062. Translation Reference #: 18 0312 03

*[Logo:  
Department  
of Justice of  
Spain]*

**PUBLICATION.** The previous verdict has been given, read, and published on the date of its Public Hearing by the undersigning Magistrate.

NOTE: In accordance with (EU) Regulation 2016/679, of the European Parliament and Council, of 27<sup>th</sup> April 2016, it is advised that the dissemination of this text of this resolution to non-interested parties in the process of which it has been issued can only be carried out upon prior separation of the personal details contained within them and in full compliance of the right to privacy, and to the rights of those individuals that require special protection or the guarantee of anonymity of the victims or harmed parties, where applicable.

The personal data included in this resolution cannot be given out, nor communicated for purposes outside of the law.

*[Logo:  
Madrid]*

Madrid Magistrate Court No. 32 - Summary misdemeanour hearing **[Omitted]**

4 of 4

*I, Matthew Elliott, professional translator, hereby certify that I have translated this document into English from the original source document in Spanish, and that this translation is true to the best of my knowledge. Etc and in collaboration with 001 Translation UK, 12<sup>th</sup> March 2018, Tel. 0203 445 0052, Translation Reference #: 18 0312 04*