



lengoo GmbH • Poststraße 4-5 • D-10178 Berlin

Guidelines for Linguists

for lengoo GmbH (hereafter referred to as „lengoo“, „us“, „we“)

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1. Qualifications

Speaking multiple languages builds the fundamental principle for any linguist contributing to lengoo. Lengoo exclusively cooperates with linguists who speak at least two languages, of which at least one must be of native level and the second language must be at least of near-native level. If the linguist is not a trained translator with a university degree or a similar educational background, lengoo expects the linguists to have obtained in depth experience in at least one area of expertise or industry and the ability to employ the respective terminology.

All linguists are subject to a multi-step selection and testing process, comprising of personal interviews, the review of the submitted documents, language tests and a test translation. We want to really get to know the people we work with on a daily basis, find out about their hobbies, their general interests and build a connection.

Upon onboarding into the community of linguists at lengoo, all translations submitted to lengoo are subject to a variety of quality control mechanisms. Every translation will be assessed by a proofreader and a linguistic control, as well as final Quality Assurance step by a project manager.

Through continuous feedback and a ranking system that is based on the evaluation of the proofreader, lengoo assures the highest possible quality of translations.

2. Process

Lengoo informs linguists of available jobs that match with both their area of expertise and their respective language pairs via an eMail and a job notification on the lengoo Portal. This eMail and the notification contains all relevant information regarding the job, such as the compensation, the deadline, additional remarks regarding style, glossaries, layout and of course access to the source document. Linguists can accept a job request exclusively in the lengoo Portal

Upon completion of the job, the translation can be uploaded in the lengoo portal and the job can officially be closed with the provision of the document. We

expect linguists to provide translations with a layout that is as closely similar to the source file as possible.

3. Duties

Lengoo reserves the right to check and assess the quality of translations performed by linguist at any time. The time frame offered to perform a translation job varies from job to job and is agreed upon in the job request. By the time of acceptance of a translation job, the linguists agree to the communicated details of the job. Should the linguist fail to deliver a job on time, an extension of the job deadline may be granted by the project manager. Should a linguist fail to deliver after the extended deadline, lengoo reserves the right to withdraw from the contract. Should a linguist identify that a delivery by the agreed deadline is not possible, we ask of them to get in touch with lengoo immediately in order to avoid contingencies as early as possible.

Should a translation job be terminated early by a client or cancelled and the linguist has already started working on the translation, the translation performed will be compensated for according to the amount of words translated by that time, however a minimum of 25% of the original job value should be offered to the linguist.

4. Deliverables

It is our linguists' obligation to keep all contact details up to date at any time. assure that all details are correct, complete, and truthful. If changes occur, these can be entered into the lengoo system in the linguists' log in area. Should it turn out that details are false, incorrect, or not up-to-date, we reserve the right to cancel the working relationship with linguists at any time.

Linguists, too, have the right to terminate the working relationship with lengoo at any time according to the details as laid out in the Framework Agreement for Freelance Linguists.

5. Non Disclosure

All files and data transferred from lengoo to the linguist are to be treated with utmost confidentiality at all times and may at no time be shared with third parties. Linguists are obliged to store confidential information in a way that prevents abuse of the respective information. Please also refer to the Framework Agreement for Freelance Linguists here for more details.



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6. Compensation

Your total earnings for an accounting period (one calendar month) will be transferred to a bank account of your choice on the 15th of the following month.

At the end of each calendar month, a credit note in PDF format will be generated and sent to you by email. Please confirm the receipt of this document by e-mail, as it is otherwise not legally binding. This credit note is deemed a financial report. Insofar as you are so required, the respective valid value added tax must be shown on the invoice. Alternatively, you can send us your own invoices via email. In case you prefer this method, please already let us know during the application process, however at latest before accepting your first job.

Please check the Framework Agreement for Freelance Linguists, the lengoo Privacy Policy and the Guidelines for Communication for more details as these build the fundament for this guideline and can be accessed in the login area of linguists.

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