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بعنوان:

تقييم جودة ترجمة وثائق العمل في شركات حاسي مسعود البترولية

مذكرة مقدمة لاستكمال متطلبات إنهاء شهادة الماستر في تخصص الترجمة وعلم الترجمة

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Dedication

To my parents,

For their unwavering support, care and love.

*To my sisters & brothers, Wafia, Amina, Hadjira,
Omar, and Kouider.*

*for their loving considerations and great confidence in me
all these years.*

Rachida

Dedication

Dear dad & mom, thank you for paving my way with your prayers.

My dear sister and my dear brothers, you've always been my source of joy.

To whoever taught me a letter once....., thank you!

Malak

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The Prophet (ﷺ) said: He who does not thank Allah does not thank people.

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List of Abbreviations

ST: Source Text

TT: Source Text

SL: Source Language

TL: Target Language

HMD: Hassi Messaoud

TQA: Translation Quality Assessment

PPT: PowerPoint

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Abstract

Hassi Messaoud plays a vital role in developing the Algerian economy. These companies invest much in ensuring communication among networks of agents, partners, customers, and government agencies. As a result, translation has become a crucial tool for corporate success.

This research paper aims firstly at providing a clear description of the business document translation process. The subject then shifts to the prerequisites for translation and the usual challenges encountered during the process to give full scope to discuss the study's primary aim; Translation quality. It defines translation quality and draws attention to its importance. It introduces some of the most important approaches and models to TQA, both quantitative and non-quantitative, based on the descriptive-analytical method. , The study concludes the significance of translation assessment and its various models and the necessity of employing them rather than relying on subjective judgment.

Key Words: Examining, Hassi Messaoud, Companies, Business documents, Translation Quality.

Résumé

Hassi Massoud joue un rôle majeur dans le développement de l'économie algérienne. Les entreprises investissent pour s'assurer qu'il y a une communication entre les travailleurs, les partenaires, les clients, les acteurs, les institutions gouvernementales, et cela a fait de la traduction un moyen important de partenariat réussi. Les objectifs de cette recherche sont d'abord d'expliquer le processus de traduction des documents pratiques. La conversation passe ensuite aux exigences pour ce type de traduction et aux défis habituels qui se dressent sur le chemin de la traduction. Afin de fournir un aperçu qui lui permet de radicaliser l'objectif principal de l'étude, qui est la qualité de la traduction. L'étude explique le concept de qualité dans la traduction et aborde son importance. La recherche mentionne également les méthodes et modèles quantitatifs et non quantitatifs les plus importants adoptés pour évaluer la documents pratiques. Il est fondé sur la méthodologie de définition et d'analyse. L'étude montre l'importance d'évaluer la qualité de l'évaluation et les différents modèles et la nécessité de les appliquer au lieu de dépendre de l'autonomie gouvernementale

Mots-clés : évaluation, Hassi Messaoud, entreprises, documents pratiques, documents pratiques, la qualité de traduction,

الملخص

تلعب مدينة حاسي مسعود دورا كبيرا في تنمية وتطوير الاقتصاد الجزائري. حيث تستثمر الشركات لحفظ التواصل بين العمال والشركاء والزبائن وكذا ممثلي المؤسسات الحكومية، مما جعل من الترجمة وسيلة هامة لضمان نجاح الشراكة. وتكمن أهداف بحثنا هذا، أولا في تقديم شرح لماهية عملية ترجمة الوثائق العمليّة (business documents)، ثم تنتقل المحادثة لذكر الشروط والمتطلبات اللازمة لهذا النوع من الترجمة والتحديات المعتادة التي تقف عائقا للترجمة. وهذا من أجل إعطاء نظرة عامة تمكننا من التطرق للهدف الرئيسي للدراسة ألا وهي جودة الترجمة. فالدراسة تشرح مفهوم الجودة في الترجمة وتتطرق لأهميتها، يذكر البحث أيضا أهم المناهج والنماذج الكميّة وغير الكميّة المعتمدة لتقييم جودة الترجمة. وهذا باتباع منهجية التعريف والتحليل (descriptive and analytical method) الدراسة تبين أهمية معنى تقييم جودة التقييم ومختلف النماذج وضرورة تطبيقها عوضا عن الاعتماد على الحكم الذاتي.

الكلمات المفتاحية: تقييم، حاسي مسعود، شركات، وثائق العمل، جودة الترجمة.

Introduction

Introduction

1 Statement of the Problem

Understanding documents itself is a task, and if it is required to translate them into a different language, it becomes more complicated. One slip-off might cause a serious problem. Having a good reputation, building an image for companies, and also surpassing the language barrier is possible only with business translation. Yet, companies are not hiring translators with a clear understanding of what is required to undertake the work. Translating correctly and accurately has always been a challenging task for unprofessional translators in general and bilingual in particular. Hence, when translating business documents, they are usually subject to errors, consequently affecting the quality of their translations. The researchers decided to investigate and shed light on this issue.

2 Aims of the Study

This study aims to present a holistic view and a careful consideration regarding the quality of translation in HMD oil field companies; the primary objective, therefore, is to reconsider the prominence of translation as a significant field rather than a supplementary one. It also aims at raising awareness about the importance of hiring official translators in lieu of amateurs, looking for perspectives for future more accurate translation in these companies.

3 Research Questions and Hypotheses

The following questions direct this study:

- To what extent is translation quality achieved in Hassi Messaoud oil field companies?

That main question is divided into the following sub-questions:

- What distinguishes business document translation?

- Are there scientific and objective methods or models to distinguish translation quality?
- What are these models? How are they underpinned?

The following hypotheses are developed to achieve the research's goal:

Hassi Messaoud companies distinguished for its multinational companies, and one of the mediators needed to achieve that communication between the latter is, well and indeed, translation.

The hypotheses drawn before commencing the research:

- The reliance on machine translation
- Unprofessional translator handles translating in the companies

4 Methodology

The assessment of translation quality of business documents requires adopting an analytical approach by selecting previously translated samples and applying House's functional pragmatic model. The research relied on multiple sources of evidence within its real-life-plus context diverse data sources.

5 Significance of Study

This study will be extremely beneficial to those who deal with document translation in HMD firms. It includes the basics to start with, then it gets more in-depth, leading to reconsideration of the translation importance and, as a result, enhancing translation quality.

6 Literature Review

Since translation quality assessment is a fast-growing sub-field of translation studies, many prior studies have been identified and discussed in this area., distinguishing, (Antoine Berman 1984) Malcolm Williams (2004), (Daniel Gouadec, 2007) (Katharina Reiss, 1971, 2014), Christiane (Nord,2018), and (Juliane House, 2015) The aim was to criticize prior translation quality assessment models and highlight the effectiveness of the methods they proposed.

Among the articles that dealt with the issue of evaluating translation quality is an article entitled: "A Translation Quality Assessment of Two English Translations of Rubaiyat of Omar Khayyam based on Juliane House's Model (1997)" (Ghafouripur and Eslamieh, 2018). The article was written by two researchers, Sonia Gafuripur and Razih Islamiyya. It focused on the relationship between the ST and TT with the application of House's model on the two different translations for the same blog. Moreover, they concluded that House's translation quality assessment model Convenient and practical to evaluate the translation of (literary) poetry.

Our research discussed the TQA in a specific environment which addressed Oil Field companies in HMD, one of the few dissertations that tackled the same concept is "الترجمة في المؤسسات العملية سوناطراك نموذجا". The dissertation studied the status of translation in Sonatrach. Their research aimed to provide a quick overview of translation experience in Sonatrach, as well as an examination of its processes and procedures, followed by a reflection on the techniques that would improve translation in the enterprise and the translator's situation within it.

This study is distinguished from the former as it is not limited to studying the state of translation and translator in Sonatrach; However, it delves into a more accurate analytical method by applying the functional-pragmatic model on the data assembled. This method provides error-free outcomes with pro evidence and examples.

7 Structure of the Study

This study consists of two main parts; a theoretical part and a practical one. The theoretical part is made of two chapters, while the practical one is made of one chapter. The first chapter deals theoretically with the translation of business documents. It discusses the most important particularities of specialized translation concisely and clearly. It shed light on the requirement needed to translate specialized technical documents and most encountered challenges. The second chapter introduces the study of *TQA* and covers all important approaches that conduct the evaluation and assessment. The last chapter will be dedicated to analyzing and evaluating the data based on Juliane house's most recent approach to answer the research questions.

8 Limitation of the Study

The following were the key challenges encountered throughout this research study:

- During the COVID-19 pandemic, the companies have taken strict COVID-19 prevention and control measures. They followed the same strategy of imposing lockdowns and restrictions preventing outsiders visits to control the virus.
- Documents provided were few due to privacy and confidential reasons.
- neglecting translation

Chapter I

Business Documents Translation

1 Introduction

This chapter clarifies the distinction between the overlooked two kinds of translation while distinguished for being the key to minimize the number of incompetent translation amateurs, and to make sure that specialized technical translation is presented in the correct form to use it effectively in the translation of documents and official papers. It includes document types and also provides a clear description of the business document translation process. Next, the discussion moves to the requirements demanded in translation and the common Issues faced during the process.

2 Definitions of Technical Translation

Technical translation involves the translation of specialized technical documents written by technical writers to convey information as clearly as possible. P. Newmark (1988) distinguished technical translation from other types. From his perspective, focused on the style, technical texts are usually free from emotive language, connotations, sound-effects, and original metaphor, they are marked by precision, Conciseness and formality. he explains that unlike General translation, this type occurs within a specific context that targets a particular audience and addresses a given domain's more profound subjects. It is highly technical and right on point. This translation makes it hard for intruders to meddle and raises more challenges even to specialists.

3 Definitions of General Translation

General translation has been studied and defined in many ways by different scholars. Nida and Taber (1988) provided one of the most explicit definitions: "Translation consists in reproducing in the receptor language the closest natural equivalent of the source language message." furthermore n. Catford (1965) defined *translation* as "an operation performed on languages."

These two definitions combined together gives a plain summary of the translation process, translation in its general meaning is all about the replacement of textual material

in one language by its equivalent in the target language. Based on Catford definition, each language carries with it its own meaning since the message is the property of language while Nida and Taber insisted on finding a natural equivalent of the st in TT and not to rely only on textual elements.

This type of translation is used when dealing with materials that are not related to any specific domain but instead handles different subject matters with no limitation, so the translator gets flexible and free of control framework, as many other concept related to translation, general translation has been interpreted otherwise according to each misconception circulating by non-practitioners who miss the core knowledge that allow them to interfere; therefore, they view it as a direct transfer of data within two languages disregarding the efforts done by experts to produce accuracy.

4 Business Documents Translation Requirements

Document translation of any given domain, whether it is Technical, Legal, financial, requires specific capacities, experience in the concerned fields and the adaptation of the environment. The one translating also has to be familiar with definitions, terminology, and technical style.

4.1 Specialized Dictionaries and Glossaries

Translation of administrative business documents has its characteristics, which include: unique sentences, specific jargon, and the presence of lexical patterns as confirmed by Nida (1988):

"Technical texts are likely to have more unknown words unless the reader is particularly well informed about some technical subject."

Translators are all-time equipped with dictionaries, but no dictionary ever contains all different usage, contexts, or accurately represents meaning. Some terms can never be found in a dictionary, such as the company regulations, instructions to deal with a new

tool, agreement conditions, exact translation of the names of the parties entering a contract, all proper names, which impose having access to a specific glossary for the enriching of technical vocabulary, in addition to the database, encyclopaedias, and if possible personal notes from fields specialists."

For instance, "X" company provides definitions, abbreviations, and acronyms (Glossary of words) to understand a procedure better.

Example 1: "Lifting and Hoisting Document."

For this procedure, the following terms shall be defined as follows:

- Angle of loading: the acute angle between the sling leg and the plane perpendicular to the direction of applied force, sometimes referred to as horizontal angle when lifting.
- Boom: a member hinged to the revolving upper-structure and used for supporting the hoist tackles.
- Boom angle: the angle above or below horizontal of the longitudinal axis of the base boom section.
- CG: center of gravity.
- Counterweight: weight used to supplement the weight of the machine in providing stability for lifting working loads.
- Crane: power-operated equipment that can hoist, lower, slew, and horizontally Move suspended load.
- JSA: job safety analysis.

Example 2: "Land Transport standard document"

- Driver: Any person (employee, contractor, subcontractor, consultants) that operates a motor vehicle on Company Business.
- High-Risk Trip: A high-risk trip is any trip which the Business Unit (Vice) President (or his delegate) has deemed, must be pre-approved by the Business Unit (Vice)President (or his delegate) before the trip is commenced based on security or Operating environment risk considerations.
- Convoy Leader: The nominated Company or Contractor employee who is designated to lead, Manage and control a trip involving more than one vehicle.

- Trip Authorization [TA]: A TRIP AUTHORIZATION is issued through the Trip Authorization System that includes the planning, risk assessments, risk mitigation plans and approvals for the trip.

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4.1.1 Glossaries and Dictionaries Importance

No technical translation is possible without field-specific terms; the translation glossary is an ideal tool to ensure that terminology is consistent. Glossaries and dictionaries in different fields of specialization are created. Such efforts

are particularly important as highlighted in “*Business translation a personal perspective*” (1993) for four reasons:

1. For Workers to become familiar with the "jargon" of their trade.
2. to serve translators to produce more accurate document translation.
3. to Identify the new terminology for which equivalent is required.
4. The equivalents they list in the target language are normally those which are commonly used and accepted, by themselves and their colleagues.

The translator needs to find definitions and equivalents in the right place whether in a general dictionary, a special subject field dictionary or a glossary.

4.1.2 Difference between General Dictionaries and Specialized Dictionaries

To better understand the difference between dictionaries and special dictionaries, one should differentiate between lexicography and terminography. Henning Bergenholtz (2003) clarifies some of most important characteristics of both concepts to highlight the distinctions: Lexicography describes general-language words, whereas terminography is concept-based

- Terminology is prescriptive (prescribes how a word should be used) whereas lexicography is descriptive (attempts to describe how a word is used)
- The target group of terminology is the expert, whereas, in lexicography is the laymen

- Terminologists aim to help users to understand texts, lexicographers aim to help users interpret them.

In other words, Terminography and lexicography are different in use based on the type of the dictionary. The distinctions do not mean that lexicography and terminography are entirely different; both disciplines complement each other as they both have the purpose of collecting data used by different users. This distinction is the first step towards the right translation,

4.2 Correctness

Many technical texts offered for translation are challenging to understand, making it harder to translate them correctly as they have only one possible translation. In this regard, Mark Herman (1993) defined the Correctness by stating:

"Correctness in a technical translation means two things. First, it means accurate recreation of the ideas and technical terms of the original in the target language (...) Correctness in the second sense means producing an accurate technical document in the target language despite mistakes in the original...The translator should correct such errors in square brackets or footnotes, both in order to render the client a service and to preclude the client's blaming such errors on the translator."

The translator cannot translate a technical text without a clear understanding of its content. He must recreate the style, form, and content of the original text to produce a natural clear TT. Mark Herman point out to the need of back translation and the rewriting of poorly written St to revise vocabulary and grammar in order to create a readable TT, in case of any errors found, the translator should correct such errors in square brackets or footnotes. Besides providing extra information to ensure that the meaning is rendered to the target audience as clearly as possible.

4.3 Technical Style Required

Paepcke (1975) has distinguished four varieties of technical language: scientific, everyday usage level, publicity/sales. Scale like this one is likely to be valid only for one or two terms in a few fields ". Based on medical vocabulary, Newmark (1988) suggests the following levels that can be followed when dealing with other different fields, in our case "Oil field".

(1) Academic. associated with academic papers, e.g., 'Cancer'.

(2) Professional. used by experts, e.g., 'neoplasia.'

(3) Popular. Layman vocabulary, e.g., 'malignant disease.'

4.3.1 Style Variations

The importance or even existence of style in technical texts go completely unacknowledged, due mainly to the belief that technical language is functional; it must be "plain" and stripped of any form of style or linguistic identity. In reality, however, technical translation is a highly complex style is one of its most essential aspects.

Lee-Jahnke (1998), suggests two essential things in order to learn how to deal with technical texts:

- know the text structure in the different languages
- know the subject area

to conclude that style does not matter in technical translation. On the other hand, Geoffrey Kingscott, in his book "*Technical Translation and Related Discipline*", mentioned that the translator must be able to write well in the target language, usually the mother tongue. And that does not just mean elegance of style. The translator must find the correct register for the text in question.

5 Business Documents Translations

In today's business-oriented world, technical document translation is one of the most important types of translation. Companies in different industries are racing to be distinguished in the business competitive arena; As a result, they need translators to facilitate interaction and to reach past borders. The translation of documents of any given domain, whether Technical, Legal, financial, requires certain capacities along with experience in the concerned fields and the adaptation of the environment, they have to be familiar with concepts such as definitions, terminologies, specialized writing, and technical documentation plus they need to be aware of the text structure in a different language.

5.1 Differences between Technical Writer and Technical Translator

An important factor to be taken into account is that translators generally do not have the same level of expert knowledge as text originators and receivers. Consequently, they must learn how to situate terms within their respective conceptual systems rapidly. At the same time, this process should allow translators to increase their knowledge in the specialized domain so that it reaches the threshold that enables them to translate the original text. According to Faber (2004).

The technical writer is careful to be technically accurate and has to be aware of the educational level and the comprehension ability of the likely reader of instructions. The translator must also be able to write well in the target language and must find the correct register for the text in question.

5.2 Technical and Descriptive Terms

The discussion of style leads to the distinction between technical and descriptive terms. The original SL writer may use a descriptive term for a technical object for four reasons Newmark (1988):

1. The object is new and has not yet got a name.

2. The descriptive term is being used as a familiar alternative, to avoid repetition.
3. The descriptive term is being used to make a contrast with another one.
4. The descriptive term in the SL text may serve other communicative purposes.

As has been cited by Newmark (Ibid), "technical and descriptive terms are usually translated by their equivalents and, in particular, resist the temptation of translating a descriptive by a technical term for the purpose of showing off knowledge" Nevertheless, if the SL descriptive term is being used either because of the SL writer's ignorance or negligence, or because the appropriate technical term does not exist in the SL, and in particular, if an object strange to the SL but not to the TL culture is being referred to, then you are justified in translating a descriptive by a technical term...).

5.3 Terminology Competence Required

To be an expert in a domain is not enough in technical translation, The full understanding of the text and the vocabulary it uses is a very important aspect. Terminology and Translation relation is asymmetric since terminology has no natural need to be in translation. In contrast, translation must use terminology as a mean to achieve the interlinguistic transfer of specialized knowledge units according to Velasquez (2002).

Cabré (1999, 43) defines *terminology* as "the basis for the structure of thematically specialized knowledge." While Sager (1990) refers to the concept as "a unit of knowledge" and sees several overlaps between information science and terminology, such as solving communication problems in special languages and using common information management tools as keywords, indexes so for him terminology is an essential aspect to convey information, i.e., technical translation is not creative; it is simply a reproductive transfer process.

Versig (1976) agreed with both scholars and simplified its definition to be "the designations of special-subject languages which are differently fixed from the vocabulary of general language He sees the role of terminology as establishing relationships between concepts and terms-formation.

5.3.1 Effective Approaches to Terminology Translation

There are different ways suggested to cope with terminological texts:

“*On Translation of Terminology in Specialized or Professional Texts in English*” (2013)

- **The Aid of Online Database:** By using search engine and online database, we can find the technical terms in different contexts with different meanings. Searching engine is much more efficient than dictionaries in terms of finding out meanings of terms. The information contained on the internet is far more than what printing materials can carry. Actually, the information contained on the internet is most infinite and most up-to-date, which made retrieval of contextual meaning of each terminology become possible through the help of obtained data base information.

- **The Aid of Memory Software translation:** Translation memory technology is particularly useful to specialized text that contains specialized terminologies related to a particular industry. Terminology translation receives special attention among translation problems because of its relevance to those translation genres in highest accurate demand (legal, medical, and technical), and because translation memory software neatly facilitates accurate translation of terminology. A translation memory (TM) is a database that stores "segments", which can be sentences, paragraphs or sentence-like units (headings, titles or elements in a list) that have previously been translated, in order to aid human translators. The translation memory stores the technical term in the source text and its corresponding translation in language pairs called "translation units". The translation memory is, in principle, a simple database of fields containing the source language segment, the translation of the segment, and other basic information.

- **The Preparation of Genre Knowledge:** Indeed, a growing body of research interrogates the relationship between knowledge structures and translation practice. The genre approach stresses the importance of genre knowledge in terminology translation and therefore, genre is central to translation pedagogy (Swales 1990). Genre knowledge enables translation to frame messages according to the expectations of target readers (Hyland 2003). In order to build a genre knowledge base, textual samples are evaluated and reconstructed by translators (Swales 1990), while connections between form and

context are explored. The aim is that explicit knowledge of a genre's linguistic and rhetorical conventions will facilitate the process of translating effectively (Tardy 2009, 102). More importantly, according to the research, genre knowledge will greatly improve the accuracy of translation of terminology.

6 Documents Types

Markel (2003) provides an excellent general overview of technical documentation and its production. For him, technical documentation always addresses specific readers. Technical documents are produced taking into account the age profile, job, experience, knowledge, seniority, tasks, problems, aims and objectives. The content, approach, structure, level of detail, style, terminology etc. are all tailored to this profile.

According to Markel, the very nature of the company, its culture, goals and organisation, are reflected in the types of documents that company produces.

We can categorize technical publications as follows:

- Procedural documents such as assembly i instructions, instructions for operation etc.
- Descriptive and explanatory documents such as descriptions of products, services and explanations of processes.
- Persuasive or evaluative documents such as research proposals or engineering projects, product or service

Evaluations as well as reports recommending actions or policies

- Investigative documents such as reports which are intended to present new knowledge

Besides Other official documents including:

6.1 Employment Contracts

An agreement signed by the employees proves his acceptableness of job obligations and the company terms such as days of work, salary, leave entitlements, Termination policies. Moreover, other conditions differ from one company to another.

6.2 Financial Documents

The documents in which invoices, receipt record, benefits, and all money-related papers are written and kept organized and guarded.

6.3 Reports

It covers all information about the business in case of evaluation and progress reviewing to be referred to anytime. “A report consists of a statement providing facts and information to help readers understand, analyze or take action on some situation or idea” (Markel 2003:519).

6.4 Working Procedures

For instance, a written program establishes working at practices for The Company’s employees and contractors, exposed to heights of six feet to decrease the potential danger.

6.5 Land Transport Document

document developed to describe how the company manages all aspects Related to land transportation activities.

6.6 User Guides

provide instructions to use a product.

7 The Technical Translation Process

The technical translation process is not mainly done by the author, the translator, and the reader. The examination of Translated documents production shows that several other parties are involved:

- Document Initiator
- Writer/Text Producer
- Translation Initiator and Translator
- User

The Document Initiator: is the person or entity responsible for the production of the original source language document. In the case of product documentation, this is invariably the company that manufactures the product. The Document Initiator's aim here is to have documentation that will help users learn how to use the product effectively, safely and efficiently. This can be motivated by a genuine desire to help users, to provide a "complete" product, to improve the company's competitiveness and reputation, to reduce calls to technical support or simply to comply with legal requirements.

Writer/Text Producer: then the writer (who maybe in-house or a freelance contractor) to produce the documentation. The writer either receives a detailed brief from the Document Initiator or develops a document specification on the basis of interviews with the Document Initiator and/or the Writer's own expertise. Working to this specification, the writer gathers information from a variety of sources such as white papers, project outlines, hand-written notes, product specifications, and marketing materials and processes them to produce a text which then goes through a number of iterations which is tested at each stage for content, clarity and ideally usability. The completed document is returned to the Document Initiator and distributed to customers.

The Translation Initiator: the person or entity responsible for starting the translation process. The Translation Initiator sends the document and some form of instructions to

The translator: while strictly saying the translator is the next step, in reality this is not

always the case. Frequently, texts will be sent to translation agencies or localization vendors who will then send the document to a translator.

The User: according to Holz-Manttari (1984:111) “the decisive factor in the production of a TT Where technical documents are translated, there are two sets of users the source language user and the target language user”.

8 Challenges Of Translating Business Documents

Translation of documents differs from other translations regarding challenges and difficulties encountered to fulfil correctness and precision.

8.1 The Style

The translator's first attempt is to render the style of the SL text; in our case style is not a problem because most documents have a format and a style to follow. It can still be an issue when punctuations, capitalization, and proper usage are disregarded.

8.2 Research-Based Challenges

If the translator does not understand the main principles of a particular field, he or she will be lost in translation. The key is to have a deep understanding of the subject matter and an eager desire to research things.

8.3 Neologism

Sometimes, because of the lack of appropriate translations for new terminology, field experts create their own terms. Neologism is considered one of the professional translator's biggest problems. They are defined as newly coined lexical units if not existing lexical units, according to Newmark (1988).

They are usually created first to solve a problem or distinguishing concepts, but they become the problem during translation.

8.3.1 Types of Neologisms

Newmark(ibid) suggested different types of neologism, including existing words with old meanings which do not usually refer to further objects or processes. He also mentioned the new non-existing words called Coinages that are common nowadays, and they are spreading fast among social media users. They are created by adding affixations, borrowing, and compoundings, plus Words derived from ancient Greek for modern usage, and Abbreviation and acronyms who have always been a common type of pseudo-neologism.

All that is mentioned above are basic traps that are not worthy to be mentioned, except for novice translators or intruders whom we are addressing here in this current paper. The ones with no competence nor a cognitive process to establish the relationship between the translator's internal knowledge and the external context.

the real challenge which is predictable mostly to be spotted during the observation of the documents that have been collected after the visits done to several HMD companies in the upcoming chapter is highly meaning-based by reason of the fact that the majority of documents consists of terms out of context rather than sentences and texts and that increases the worry to determine an exact equivalence. Lexical items can be interpreted differently, they carry more than one single meaning, but once they are put in a context, the meaning becomes more precise and direct. The translator must find the suitable equivalent to not distort the meaning.

9 Conclusion

This section explains how specialized translation requires recruiting professionals with cognitive capacities to deal with the essential aspects that matter and to prevent unnatural translations. It introduces most important documents types, not stopping on that, most common challenges of the process are briefly explained at the end.

Chapter II

Quality in Translation

1 Introduction

Quality in translation was the primary concern of scholars since the emergence of translation studies as a subfield in the late 1970s and early 1980s new field of study. The importance of the field has led to the insertion of translation in an academic framework. Holmes's (1975) blazed the trail by introducing his work "In the name and nature of translation", he considers translation as a new discipline as cited in; Munday 2001:16). Many problems in the translation industry revolve around customer dissatisfaction with someone's translation quality and disputes between translators when one is revising the work of the other. To determine whether someone has attained translation quality, one must be able to measure it. To measure translation quality, one must be able to define it. And to define translation quality, one must be able to define both translation and quality.

2 Definitions of Translation

Although there are numerous definitions of translation and their interpretations of it, only a handful of them are accepted and favored by theorists in the field of contemporary translation studies.

2.1 Definition of Peter Newmark

One of the prominent definitions of translation is stated by Newmark. He defines *translation* as "rendering the meaning of a text into another language in the way that the author intended the text." (Newmark, 1988, 2001, p.5). a process of rendering meaning, ideas, or messages of a text from one language to another. It stresses that translating a text should begin with a detailed analysis of a text, such as the intention of the text and the translator, its readership, attitude...etc.

2.2 Definition of Nida and Taber

On the other hand, Nida and Taber (1982: 12) state that "translating consists in reproducing in the receptor language the closest natural equivalent of the source language message." This definition is more comprehensive than the previous ones. Nida and Taber explicitly state that translation is closely related to the problems of languages, meaning, and equivalence.

3 Definition of Quality

Although practitioners and academics quite widely use the term quality, there is no generally agreed definition of it since different definitions of quality are appropriate under other circumstances it is a vague concept with a broad range of meanings based on the perspectives of various stakeholders. Such concepts are mainly criteria-driven, with a focus on following a pre-defined set of guidelines, specifications, and requirements, while others focus on exceeding the highest expectations in search of excellence and exclusivity.

3.1 Feigenbaum Quality Definition

"Quality is what the user, the customer, says it is. That, I think, is the critical starting point. It sounds simplistic, but it's anything but that." (Feigenbaum,2014). In simpler words, one can say that a product has good quality when it "complies with the requirements specified by the client". He also mentioned that quality is the total outcome of a product or service as a result of the activities that enable the fulfilment of customer needs and desires.

3.2 ISO Quality Definition

The term "quality" as expressed by the (ISO 9000:2000) "The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs". In simpler terms, a product is of high quality when it "fulfils the specifications

defined by the customer." Quality may be described as "delivery of accurate information within an agreed time under agreed conditions, at agreed costs, and with required aftercare" when applied to analytical work.

3.3 Crosby Quality Definition

Crosby stressed that quality is neither uncertain nor immeasurable. According to him, the extent to which quality is achieved is measured through costs of nonconformity. *"We must define quality as conformance to specifications if we are to manage it."* (Crosby,1979). Acceptable consistency or fault thresholds and conventional quality management methods are indicators of regression rather than performance guarantees. i.e., Conformity with the requirements and emphasizing prevention rather than inspection and cure.

3.4 Juran Quality Definition

As per Juran, Quality, when a product meets customer needs leading to customer satisfaction. Thus, the ability of the product to provide the best performance and the most authentic qualities. another modern definition of quality derives from Juran's "fitness for intended use." it emphasizes the scalability of quality (a concept which has its roots in the Skopos theory and its idea of degrees of translation adequacy, cf. Nord 2010: 122)

According to the definitions mentioned above, it is clear that quality is a far more nuanced concept than it seems. Dictionary meanings are often insufficient to assist a quality specialist in comprehending the term. Every quality specialist seems to describe quality in a somewhat different way. However, when projected on analytical work, quality can be defined as *"delivery of reliable information within an agreed span of time under agreed conditions, at agreed costs, and with necessary aftercare"*.

4 Definition of Translation Quality

Though the many attempts of scholars to define and measure translation quality, there is no standard approach or model agreed upon. (Drugan,2013) in her book. "*Quality in professional translation: assessment and improvement*" presents and critically analyses a wide variety of approaches used to measure and improve the quality of translation, discussing different models adopted in the translation sector but also addressing theoretical models adopted in the academic field. She claims that the divergence of approaches is due to various quality evaluation of theorists and professionals as they pursue different goals and ask different questions. Thus, translation became a playground for amateurs and intruders. With hindsight, the quality concept in translation is automatically linked to values such as accuracy, correctness and fidelity to source text (Nord, 2009: 248-249).

(Koby, Geoffrey S., et al., 2014) suggested two definitions of translation quality as broad and narrow put forward in " Defining Translation Quality" despite the absence of a consensus on the term.

4.1 Broad Definition

A quality translation reflects the accuracy and fluency required for the audience and purpose, as well as compliance with any other standards established between the requester and provider while taking end-user demands into account.” It implies that providers should collaborate with the requester to understand the requester's requirements and the needs of the end-users. Moreover, those standards and needs should be met. (pp. 416–417)

4.2 Narrow Definition

“A high-quality translation exhibits the accuracy and fluency required for the audience and purpose, as well as compliance with any other standards established between the requester and supplier while taking end-user demands into account in order, to create a culturally relevant work that reads as if it were written by a native speaker of the target language for readers in the target culture." (Page 416)

The broad definition does not exactly identify a degree of quality. Instead, it defines it situationally for the audience and purpose, as well as according to the requester's demands. Does not exactly identify a degree of quality. Instead, it defines it situationally for the audience and purpose, as well as according to the requester's demands. The narrow definition; On the other hand, the broad definition could be called a traditional concept of human translation quality and how it should be generated. It implies that there is a basic level of precision and fluency below which a work must be labelled as a poor or unsatisfactory translation, or even not a translation at all.

Although this is a clear matter, there have been many debates about what exactly constitutes the 'calibre' or, as the degree or grade of excellence or worth of a text and many contributions to the topic have been produced. In spite of the terminological confusion, the above-mentioned scholars' findings and discussions were fruitful in that they have also brought a set of characteristics of translation quality definition to the foreground.

5 Translation Quality Assessment

Translation quality assessment (TQA) is a way to evaluate the existing translations so as to differentiate suitable translations from those which are not translated with great care. An important thing to consider is that the assessment of translation quality should be as objective as possible. To prevent any subjective assessment, one should do it systematically according to a theoretical view or model. Since TQA is a fast-growing sub-field of translation studies, there are many theoretical views or models in this area.

In order to avoid any further conceptual misunderstandings, it is also useful to clarify the difference between the two interpretations of the abbreviation *TQA*, since both are equally important to both the industry, including institutions, and research. Although the occurrence of the abbreviation *TQA* is fairly frequent, its meaning is not stable and may vary depending on the user. For some, it means translation quality *assessment*, the topic

of the present section. For others, however, it refers to translation quality *assurance*, and is related to the translation process.

The process-oriented approach is linked with the notion of quality assurance (QA), which Mossop (2001) defines as the full set of procedures applied before, during and after the translation production process, and even after the delivery of the translation. Translation quality assurance includes, for instance, the "decision process in translator assignment: which translator(s) are best match to the task, factoring in skill level, prior QA scores, availability and domain of expertise" (TAUS 2013: 22). Consequently, translation quality assurance both precedes and follows translation quality assessment

translation quality assessment on the other hand is a type of evaluation Michael Scriven, a leading evaluation researcher, defines it as follows: Evaluation 'is taken to mean the determination of merit, worth, or significance' (2007: 1). Quality assessment deals with the evaluation of correct or incorrect, good or bad. It deals with testing the translation, judging the quality and similar aims. In other words, quality assessment tests (or evaluates) a target text in comparison with the source text and focuses on the text in the framework of correct or incorrect on the one hand and good or bad on the other hand

Just like evaluation in the broad sense, Translation quality assessment presupposes a theory of translation. Different views of translation itself lead to different concepts of translation quality, and different ways of assessing it (House, 2011, p 222).

TQA can be quantitative or qualitative: it can be based on mathematical/statistical measurement (as in the case of most academic instruments) or on reader response, interviews and questionnaires (e.g. Nida). TQA can be diagnostic (determining areas for improvement at the outset of a course of study), formative (measuring progress and giving feedback during a course of study) or summative (measuring the results of learning).

5.1 Quantitative Approach to Translation Quality Assessment

5.1.1 SICAL Approach

The development of SICAL in the 1970s was the first move toward developing a more formal and objective model for qualified TQA within the Canadian government's Translation Bureau (*Système Canadien d'appréciation de la Qualité Linguistique*⁴). This system is aimed at discarding the evaluator's value judgment. It is based on the comparative stylistic approach for both (Vinay and Darbelnet). As they divide the text into translation units and then count the successes and weaknesses. The final result is calculated by dividing the total number of negative points (errors) by the number of terms in the document. Later, the scheme developed into two general error types (transfer and language). The Translation Bureau has established three acceptable quality levels or ratings and one unacceptable level, which form the basis of SICAL III. In this third- errors generation, SICAL texts were graded on the number of major and minor errors in a 400-word passage:

- a. superior (0 major errors/maximum of 6 minor)
- b. fully acceptable (0/12)
- c. revisable (1/18)
- d. unacceptable

As such, it was a standards-based model: quality levels were specified in terms of the errors that a given standard's text might contain.

“In theory, then, a fully acceptable translation of 400 words could contain as many as 12 errors of transfer, provided no major error was detected. However, the designers of SICAL III predicated the lowering of the tolerance level on the statistical probability that a translation with 12 such errors would also contain at least one major error.” (Williams, 2001: 330)

Rating	Description	Quantified standard: Maximum number of major and minor errors per 400 words of source text
A	superior	Major 0 - Minor 6
B	fully acceptable	0 - 12
C	revisable	1 - 18
D	unacceptable	>1 - >18 (no maximum)

Figure 1: SICAL approach to TQA (Williams,1989, p.16)

SICAL approach resulted in criticism of the acceptability of a translation's content as a whole, as well as the imprecision of the specific number of errors and their type. Furthermore, the large number of error types made this model difficult to use. However, it proved to be popular, since numerous other organisations and agencies in Canada.

5.1.2 SAE J 2450 Quality Metric Approach

In 1997 the Society of Automotive Engineers (SAE) had initiated a task force intending to establish a translation quality metric that automotive companies could use to compare the quality of service information translation deliverables. This task force has recently published a proposal that defines eight quality metrics for language translation of automotive service information [SAE J2450, 1999]. The model is based on seven error types that focus on content issues that may hinder general comprehension of the text rather than on style (Figure 2). it aims at standardizing grades for technical maintenance translations and repair institutions, and because it is strictly technical, it is unconcerned with stylistic faults. Is the error simple or a blunder if the evaluation suspects it? To assure the safety precautions contained in the technical documentation, he should see it as a major error. the translation quality is determined by multiplying the number of

errors by the error factor and dividing the result by the number of words in the text as illustrated below.

$$\text{Score} = \text{number of errors} \times \text{error factor} / \text{number of words in the text}$$

Error category	Weight: Serious	Weight: Minor
Wrong term	5	2
Syntactic error	4	2
Omission	4	2
Word structure or agreement error	4	2
Misspelling	3	1
Punctuation error	2	1
Miscellaneous error	3	1

Figure 2: The seven error categories in the SAE J2450 translation quality metric

SAE J2450 metric is based on terminological evaluation; thus, it is inappropriate as a quality indicator for industries concerned with grammar, spelling, and style. However, the essential advantage of this metric is its simplicity and applicability regardless of ST or TT. its use in the GM translation department yielded positively. It reduced cost and time by automatically assigning the appropriate value to each inaccuracy found by the human evaluator by eliminating post-translation

5.2 Qualitative Approach to Translation Quality Assessment

Qualitative, i.e., "non-quantitative" models are translation assessment approaches that aim for a qualitative evaluation of translations based on the text and its intended audience and the translation's purposes and cultural characteristics that should be preserved during the transition from one language to another. In other words, the evaluation is entirely qualitative rather than quantitative.

5.2.1 House's Approach

Juliane House's model of translation quality assessment has been used by various translation scholars and researchers for the past twenty years. The model was a pioneer in the development of more accurate translation quality assessment models. House's model for evaluating translations is reintroduced as a "functional-pragmatic" model, in which proposed an evaluation framework and analysis of the linguistic situational particularities of source and target texts.

“The model is an eclectic one and is based on pragmatic theory, Hallidayan systemic-functional linguistics, notions developed in the framework of the Prague school of language and linguistics, register theory, stylistics and discourse analysis. The model is also firmly based on the notion of equivalence....” (House, 2015, p. 21)

Following Halliday (1994)., House distinguishes three basic functional components which are co-present in every text: the ideational, interpersonal and the textual functional components.

-Ideational: The ideational function is a part of the meaning which concerns the way external reality is represented in the text.

-Interpersonal: incorporates all kinds of the speaker's interference into the speaking situation and the speech act, as well as all uses of language to communicate social and personal interactions.

-Textual: “fills the requirement that language should be operationally relevant- that it should have a texture.” Halliday (1973)

These three components are to be kept equivalent in translation (House, 2006:29) [8]. By means of the different dimensions of the model a text can be analysed in terms of Language/ Text, Register and Genre, as presented in the following scheme.

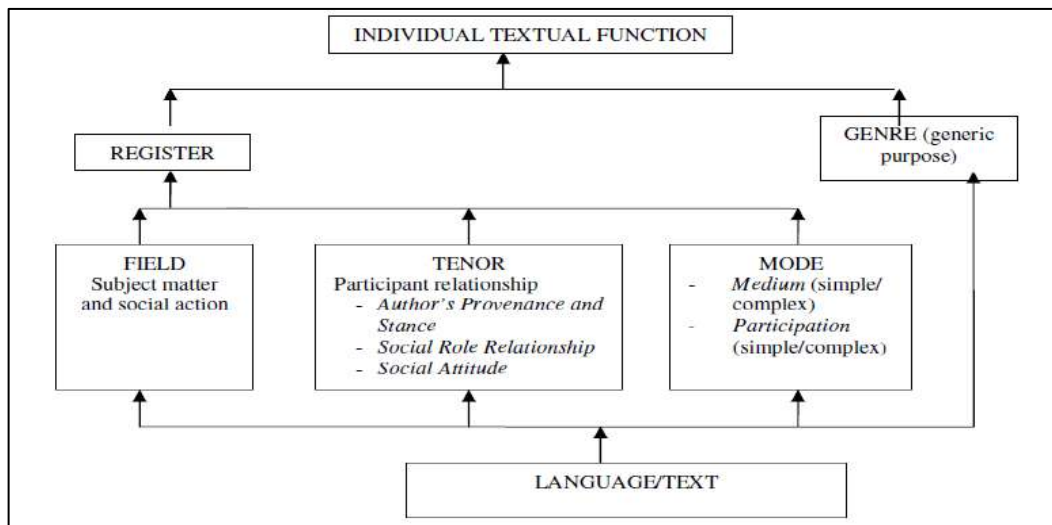


Figure 3: House Translation Quality Assessment Model

"register" refers to a functional language variety. Thus, register is concerned with how meanings are conveyed in a given setting through words, grammatical constructs, and textual choices. It includes field, tenor, and mode.

- **Field:** refers to the subject matter “it captures what is going on,” i.e., the field of activity, topic, content of the text”, and social action “it explains the amount of detail in lexical items according to rubrics of specialized, general, popular.”
- **Tenor:** It represents three situational dimensions, according to House (1997), it refers to the author’s provenance and stance “relationship between the addresser and the addressees”, social role relationship “either symmetrical (marked by the existence of solidarity or equality) or asymmetrical (marked by the presence of some kind of authority), and social attitude “the degrees of social distance or proximity resulting in relative formality or informality”

- **Mode:** By mode, House means the medium (which can be “simple,” e.g., “written to be read” or “complex,” e.g., written to be spoken as if not written”) and the degree of participation (can be “simple”, i.e., a monologue with no addressee participation built into the text, or “complex” with various addressee involving linguistic mechanisms characterizing the text”.

" Genre", on the other hand classifies texts into bigger categories and seek regularities and abstraction above the text level. Hatim and Mason (1990) identify genre and genre membership as key factors which affect the translator's decision-making process.

House (2001a: 139-141) also considers the underlying differences between overt and covert translations while evaluating a translation. These two types of translation place different requirements on translation critique.

- **Overt translation:** Overt translations are source text (ST) focused. According to House (1997:66), overt translation is one in which the addressees of the translation text are quite „overtly“ not being directly addressed, faithful to the source text and culture. It is related to the original language community and culture. An overt translation is required whenever the source text is heavily dependent on the source culture and has independent status, referring to those translations that are close to the ST under this heading, House lists belles-lettres and creative writing along with persuasive pieces like religious sermons and political speeches.
- **Covert translations:** are target text (TT) focused. It enjoys the status of a source text in the target culture. a covert translation is required when neither condition holds, i.e., when the source text is not source-culture specific referring to the type of translation that is far from the syntax and semantics of ST, yet it is similar to the original writings of TT. Under this category, House lists commercial text, legal texts, scientific text, a journalistic article, and a tourist information booklet.

The content of the text determines the decision between overt and covert translation. As a result, a text may require covert translation rather than overt translation for specific purposes.” A good translation then is not countered with the denotation but with its connotation of words, and it must generate the same effect aimed at by the original” (Eco,2000:8). The subjective interpretation and transfer choices of the translator have a significant impact on the translation's quality. Categorizing the translation into overt or covert requires first identifying the error; House in her model, distinguishes two types of error:

- **Covertly erroneous errors:** Covertly erroneous errors are typically caused by the dimensional mismatches, i.e., the failure to take parameters such as field, mode and tenor into consideration when translating.
- **Overtly erroneous errors:** by overtly erroneous errors House (1977) means the mismatches of denotative meanings of the source text and target text and breaches of target language system. categorized into seven subcategories
 - a. **Not translated:** This category includes those words/ expressions which are not translated. often occur due to the translator's negligence or not being able to translate intentionally or unintentionally
 - b. **Slight change in meaning:** It results in little distortion of meaning, partial transference of meaning or not complete faithfulness to ST. but this change in meaning is not so severe as to impair communication.
 - c. **Significant change in meaning:** This category materializes when there is a big difference between the ST and the TT. It might result in a big change while rendering the meaning.
 - d. **Distortion of meaning:** This category refers to those mistakes which result in complete distortion of meaning of the ST.
 - e. **Breach of the language system:** This category is recognized when the TT has deviated from the norms or syntax or grammatical rules of the ST. “both

mismatches of the denotative meanings of the source text and target text elements and breaches of the target language system” House (1977)

- f. **Creative translation:** In this case, the translator translates the ST somehow freely by adding some extra words or information which did not exist in the ST.
- g. **Cultural filtering:** cultural filtering occurs when there are some cultural phrases, words or local names and titles, which are untranslatable. In such cases, translator usually tries to find some alternative equivalents according to target culture and intended readers.

House's TQA model can be used to evaluate a wide range of text kinds, including scientific texts, commercial texts, journalistic pieces, tourist information booklets, and fictional and non-fictional writings (House, 1977: 67). Steiner E, (2003:17) [12] states that House's TQA model is "a particularly strong example of how macro- and micro-level phenomena can be incorporated, rather than isolated and opposed to each other, in analysis."

6 Conclusion

The preoccupation of the numerous studies and theories in the field is almost confined to One goal," producing a perfect translation". Translation quality is a central concern for translation theory and has been debated in particular contexts for centuries. There is no single objective methodology to judge, determine or measure translation quality. In this chapter, different models of translation assessment: Qualitative and Non-Qualitative have been introduced.

Chapter III

Examining the Quality of Business Document Translation

1 Introduction

Hassi Messaoud plays a pivotal role in promoting the Algerian economy as it is the destination of both international and national companies and bodies. These companies spend significant resources to ensure communication within networks of agents, partners, customers and government agencies. Therefore, translation has become an essential mean for the success of the business. This chapter aims at evaluating the quality of translation in these enterprises by assessing previously translated documents applying House's functional pragmatic model to TQA.

2 Corpus of the Study

To ensure correct outcome, The corpus is made of a collection content of three different types of data.

- covid-19 flyer entitled “**Tous ensemble contre le covid-19**” which was present in every company barring no place or office due to the current status quo. the flyer was written in French and translated into English
- A business contract “**Contract De Travail A Durée Derterminée**” drafted in French and translated into Arabic
- An HSE PPT introducing “**Les Règles D’or De Sécurité**” presented in French and translated into English

3 Methodology of Analysis of the Corpus

The research required first conducting questionnaires and interviews with people concerned to uncover answers to specific, important questions that helped assemble data with care. Then, the discussion moves to the corpus that required applying an analytical approach where the data assembled was assessed based on House's functional-pragmatic model.

Following House's model, both ST and TT profiles were identified in terms of Register, function, and genre. Then their overtly and covertly erroneous errors were determined and subcategorized. Finally, the type of translation (overt or covert) was identified to determine whether it corresponded to House's functional-pragmatic model of TQA.

The following steps

- a. Doing a register analysis along with the dimensions of Field, tenor, and mode and stating both function and genre to set up the text profile for both ST and TT.
- b. Comparing the two text profiles to produce a statement of "in-equivalence" according to the situational dimension of the genre and register. Then Categorizing the errors into two kinds of covertly and overtly erroneous errors.
- c. After reference to the previous step, it is essential that the fundamental differences between overt and covert translations be taken into account Thus, translation must be categorized into overt or covert.
- d. Regarding all the steps mentioned above, a statement of quality is provided based on text analyzers' opinions concerning the translation.

4 Questionnaires and Interviews

Both the interview and the questionnaire were designed to investigate the state of translation inside HMD oil field companies. It has been a practical way to collect massive amounts of data on our subject.

4.1 Questionnaires

Questionnaires are a type of research instrument which is simple to administer, and it consists of a series of closed-ended and open-ended questions or a combination of both. They allow respondents to respond either by writing their answers or selecting from a list of pre-existing answers and elaborating on their ideas. It also facilitates the researcher's task.

The findings of the questionnaire are embodied in the followings:

1. How are translators / interpreters chosen in your company, On what basis?

- a. **The Resources Coordinator:** the procurement team prepare a test to choose the best candidates as pr Shlumberger standards.
- b. **The HSE Engineer :** le premier responsable du processus ou de l'opération à Sonatrach c'est le département d'APCO.
- c. **The Translator:** the translator is selected according to a diploma in translation or foreign languages especially English language. They are selected on the basis of in-depth knowledge of the languages needed, generally English, French and some Arabic for administrative docs and Safety materials.

2. What kind of texts or documents are usually translated?

- a. **Resources Coordinator:** different papers such as the call of tender, contracts, legal letters, and other administrative documents
- b. **HSE Engineer:** réponse pareille
- c. **The Translator:** mostly technical documents relating to oil/gas industry with some administrative and contracts.

3. To what extent Arabic is used in your company?

- a. **Resources Coordinator:** among workers inside the company and when dealing with local Algerian authorities.
- b. **HSE Engineer:** réponse pareille.
- c. **The translator:** the Arabic is generally limited to administrative texts and Safety subjects intended to give awareness to all personnel.

4. Compared to last years, do you feel that Translation Quality in your company has become better, worse, or stayed about the same? Please provide reasons for your answer.

- a. **Resources Coordinator:** no answer.
- b. **HSE engineer:** réponse pareille.
- c. **The translator:** compared to previous Years, translation improved given translation softwares, they are always being developed helping translators to manage heavy workload much better than ever before.

5. Some of the most common challenges of translation include:

- a. **Resources Coordinator:** no answer.
- b. **HSE Engineer :** réponse pareille.
- c. **The Translator:** some of the challenges are purely technical documents and the style adopted by non-native speakers. Plus, meaningless sentences.

6. Does your company hire translators, if not, who is in charge for the process?

- a. **Resources coordinator:** no, the procurement department is in charge of translation request coming from different segments
- b. **HSE Engineer :** no, le premier responsable de l'opération c'est le département d'APCO.
- c. **The Translator:** yes, it does depend on the competent requirements, Human resources Is the relevant entity

7. Documents offered for translation are challenging to understand, if yes, Justify

- a. **Resources Coordinator:** no.
- b. **HSE Engineer :** Je pense que oui, pour certaines documentations techniques il aura des difficultés à les traduire sans avoir demandé des explications et éclaircissements auprès des personnes concernées.
- c. **The Translator:** yes, it does depend on the company requirements, Human resources is the relevant entity.

8. Are you aware of the difference between General and technical Translation, if yes, Give a brief definition of the two

- a. **Resources Coordinator:** no.
- b. **HSE Engineer :** je pense qu'une traduction générale est simple que celle des documents techniques. Puisque dans les documents généraux les mots et phrase

utilisées sont courantes, par contre pour ceux d'ordre technique le traducteur sera confronté à choisir des mots ciblés pour ne pas modifier le sens des phrases.

- c. **The Translator:** yes, they are, as the documents handled covers different technical fields with new items all the Time, I dare to say it's really challenging.

9. Have you experienced translating any document, do u think you are qualified and capable of translation?

- a. **Resources Coordinator:** yes, I have experienced translating Procedure, some internal documents, from French to English but not official documents. However, for myself I'm not qualified to do translation.
- b. **HSE Engineer:** réponse pareille.
- c. **The Translation:** general translation can be performed by the majority, whereas technical translation requires languages skills plus knowledge of the technical fields, i.e. It is specific and limited to a certain category of fellows.

10. Are there any glossaries provided for better understanding of documents?

- a. **Resources Coordinator:** no.
- b. **HSE Engineer :** oui, chaque société doit avoir des glossaires
- c. **The Translator:** there are many examples for that and they are classified by specialty and developed by highly qualified specialists e.g., Oil field glossary developed by Schlumberger Company for hydrocarbon industry, and aviation glossary drawn UP by IATA and so on.

11. Are there any comments you would like to make about Translation as a profession?

- a. **Resources Coordinator:** translation is key for multi-national companies, it is the link between the company and the country where it operates if they are not from the same nationality, translation and translators are the ambassadors of communication by excellence.
- b. **HSE Engineer :** vu que le domaine de la traduction présente une difficulté et qu'il exige un certain niveau, on a besoin des traducteurs Professionnel qui maitrisent parfaitement leurs langues donc à mon avis personnel, je vois que les sociétés doivent recruter des bons traducteurs qui sont à la hauteur de leur profession pour des besoins technique et pas juste pour des besoins matériels.

- c. **The Translator:** Special trainings for technical translators are not available in Algeria, except overseas, conferences need to be organised in the fields to boost this treasure.

4.2 The Interview

On the 27th of April, we had an online interview with the contract manager of Shlumberger department in Algiers. (S.C) Showed compliance and has been an unstinting source of wise responses that were of great importance to the topic of the research. Contract managers solely focus on the contracting process. For companies that regularly enter into contracts with other firms and/or clients. For (S.C) his role is occasionally consisting in translating.

The interview with the contract manager mentioned above discussed the followings.

Q1: Shlumberger is a leading company in oilfield services across the world, is the translation activity prominent in all its sectors?

- **A1:** For our case, translation is considered a crucial part especially that we work on an international level, we deal with contracts from Morocco, Tunisia, Tchad and Nigeria.

Q2: What are the commonly used languages, and to what extent Arabic is used?

- **A2:** Contracts, for example are oftenly issued in French and sometimes in English. We rarely use Arabic when dealing with administrative documents, yet we it is used among the employees for simple communication purposes.

Q3: As a contract manager, do you usually translate contracts? If yes, do you think you are qualified to do so?

A3: Yes, when there's a need for translation, I handle it. Personally, I believe that it is not a matter of qualification, I've been in the industry for several years now. I can tell whether I am eligible or not. In other words, "experience matters"

Q4: Do you refer to official translators in some situations or when translating certain documents? Cite some examples.

- **A4:** Yes, official translators could not be dispensed with regarding documents of a legal nature and other documents like financial statements and the trade register of the company, sometimes the agents request for stamped translated documents, which also require officials.

Q5: Since translation plays an integral role in your domain, why doesn't your company consider hiring translators.

- **A5:** As previously mentioned, any bilingual in the company can practice translation, thus hiring translators is not seen as crucial. In addition, companies do not favor spending money on unnecessary position.

4.3 The Analysis

The interview and the Questionnaire were both developed to investigate the state of Translation within businesses. The answers were quite similar. If not, it can be said they lead to the same conclusion. Translation is being limited to transferring the meaning and information intended based on their answers. Neither a department nor an office of Translation is to be found. They do not hire translators claiming that they favor spending money on unnecessary positions as long as any bilingual can do the job. Also, some responses captured their perception toward Translation. Like any other unprofessional, their knowledge concerning Translation is basic. They appreciate its role as a link between cultures and people but neglect its complexity as a cognitive process.

5 Analysis of the Corpus

The corpus is made up of a collection of three different sorts of documents, to ensure accurate results, each document was assessed based on the previously mentioned steps in the "Methodology of Analysis of Corpus".

5.1 Covid-19 Flyer

The flyer entitled “**Tous ensemble contre le covid-19**” consisted of important range of preventive measures. It was present in every company barring no place or office due to the current status quo. the flyer was written in French and translated into English.

5.1.1 ST and TT Profile

– ST and TT Register

	ST Profile		TT Profile
Field	<i>Subject matter</i> Covid-19	Field	<i>Subject matter</i> Covid-19
	<i>Social action</i> General and Popular		<i>Social action</i> General and Popular
Tenor	<i>Author's provenance</i> Instructor	Tenor	<i>Author's provenance</i> Translator
	<i>Social role relationship</i> symmetrical		<i>Social role relationship</i> Asymmetrical
	<i>Social attitude</i> Formal		<i>Social attitude</i> Formal
Mode	<i>Medium</i> Simple	Mode	<i>Medium</i> Simple
	<i>Participation</i> Complex		<i>Participation</i> Complex

– ST and TT Genre and Function

	ST		TT
Genre	<i>Sensitizing and Guidance</i>	Genre	<i>Sensitizing and Guidance</i>
Function	<i>Interpersonal</i>	Function	<i>Interpersonal</i>

5.1.2 The Analysis of ST and TT Profile

The subject matter and social action of both the source text and its translated version are the same as shown in the table above; Covid-19, general and popular. The author's provenance and stance in the original is an instructor. In the TT, the author's provenance is that of the translator, whose primary intention is to deliver the St content. The second situational dimension, social role relation, in ST is symmetrical. The author treats the audience equally and considers himself concerned with the subject matter. He noted at the beginning his involvement by stating: "le present context Sanitaire planétaire *nous impose* adoption de mesures preventative". on the other hand, the statement was rendered to be "نظرا لهذا الوضع الصحي الغير مسبوق عالميا الذي يفرض تبني التدابير الوقائية على الجهات المعنية ". This and other examples reveal how the author treats the readers objectively and that changes the social role relation of the TT to be asymmetrical. Mode: it is divided into medium and participation. As ST and TT texts are written to be read, the medium is alike. The participation of the ST and TT is complex. Not only the ST but also the TT addresses a large community with different perspectives and mentalities. Regarding the genre and function, the TT genre is also an explanatory flyer which function is interpersonal. In conclusion, the covert errors identified were the mismatch between the author's provenance and stance (the instructor and that of the translator). The other mismatch considered was in the social role relation under the register category of the tenor.

5.2 Overtly Erroneous Errors:

The flyer has been assessed as well based on the seven categories of overt errors mentioned earlier in the second chapter. The following table represents excerpts of both ST and TT from the flyer.

ST	TT
1. Barge	1. شاحنة نقل الوقود البحري
2. Matériels des collègues	2. معدات الزملاء
3. Tous ensemble contre le covid-19	3. الكل معا ضد فيروس كورونا

4. Favoriser le recours aux NTIC pour la réunion de travail....	4. تشجيع استخدام تكنولوجيات المعلومات والاتصال لعقد اجتماعات العمل
5. Porter les visières	5. ارتداء الواقي الوجهي
6. S'assurer de la régularité des opérations de nettoyage	6. الحرص على التنظيف والتطهير المنتظم للمكاتب وغرف الانتظار
7. Contrôler la température frontale du personnel, au retour du travail	7. مراقبة درجة حرارة جبهة العمال المقيمين بالمركب السكني للعمال عند رجوعهم من العمل
8. Bureaux, Salles de réunion et formation	8. قاعات الاجتماعات والتكوين والمكاتب
9. Halte au covid-19	9. إيقاف تفشي فيروس كورونا
10. Carte de visite médical et /non doté de bavette	10. من دون قناع واقى و، او بطاقة زيارة طبية

1. Slight Change in Meaning

- **Example02:** (matériels) in the source, text refers to the belongings of colleagues, but it has been translated into (معدات), so it is not the appropriate equivalent, and it leads to a significant change of meaning.
- **Example04:** (Favoriser le recours aux) is translated into تشجيع استخدام, The ST recours means relying on technology innovation center. At the same time, the meaning was rendered to encourage using the technology innovation center, and here there is a bit of change in meaning.
- **Example10:** Translating by non-equivalence changes the meaning of the sentence, the equivalence of (bavette), which refers to a surgical medical masque is not (بطاقة زيارة طبية) also, (visière) also, (شهادة طبية) does not convey the complete meaning intended by the author referring to (شهادة طبية)

2. Significant Change in Meaning:

- **Example09:** The word (تفشي) is not mentioned in the ST (Halte au covid-19), and it is in the TT translation (فيروس كورونا تفشي إيقاف), The writer of the ST is giving instructions to prevent having any case at the workplace not to prevent the spreading of the virus at the workplace as the TT conveys. In other words, there may be no actual case. This error changes the meaning considerably.

3. Distortion of Meaning

- *Example 01:* (barge) is translated into (شاحنة الوقود البحري) the reader first captures a truck when reading the translation rather than the actual meaning which refers to containers that hold liquid an oil tank.
- **Example05:** (Les visières) are masks that cover all face, the translation in Arabic (الواقى الوجهي) is literal, it would be better to say (قناع), which is the closest equivalent that serves the meaning.
- **Example 07:** Body temperature measurement is possible at several parts of the human body. Still, the Forehead is the most common for non-contact measurement. The translator adopted the literal translation of the ST fragment (*la température frontale du personnel*) instead of finding its correspondent equivalent, leading to such an unnatural, distorted TT (درجة حرارة جبهة العمال)

4. Breach of The TT Language System

- **Example03:** There was no need to add the pronoun (الكل) to fulfill the meaning of the original (Tous ensemble), This second example asserts that the translator is unacknowledged about the norms, syntax or grammatical rules of the TT.
- **Example08:** Linking conjunction serves the purpose of connecting and separating ideas in the Arabic language system. which explains the systematic error that occurred misusing comma in this translated fragment: (قاعات الاجتماعات، (المكاتب و التكوين)

5. Creative Translation

- **Example 04 and 10:** Both terms (Covid- 19 and Corona كورونا) are linked to each other, but they are not the same. The translator chose the term (كورونا) which has been given to the virus because it appears crown-shaped, rather than its scientific identifier covid-19 which is the term used talking about the type of coronavirus discovered recently in China. He translated freely by choosing the other term which did not exist in the original ST.

- **Example6:** (s'assurer de la régularité des opérations de nettoyage) is translated into (الحرص على التنظيف و التطهير المنتظم للمكاتب و غرف الانتظار), addition is noticed in the TT.

5.3 HSE PPT Document

An HSE PPT introducing “Les Règles D’or De Sécurité” presented in French and translated into English to “Safety Golden Rules”

5.3.1 ST and TT Profile

– ST and TT Register

	ST Profile		TT Profile
Field	<i>Subject matter/</i> Health and Safety Environment	Field	<i>Subject matter</i> Health and Safety Environment
	<i>Social action</i> Specific		<i>Social action</i> Specific
Tenor	<i>Author's provenance</i> Safety Engineer	Tenor	<i>Author's provenance</i> Translator
	<i>Social role relationship</i> Asymmetrical		<i>Social role relationship</i> Asymmetrical
	<i>Social attitude</i> Formal		<i>Social attitude</i> Formal
Mode	<i>Medium</i> Simple	Mode	<i>Medium</i> Simple
	<i>Participation</i> Complex		<i>Participation</i> Complex

- ST and TT Genre and Fuction

	ST		TT
Genre	<i>PPT Slides</i>	Genre	<i>PPT Slides</i>
Function	<i>Interpersonal</i>	Function	<i>Interpersonal</i>

5.3.2 The Analysis of ST and TT Profile

The subject matter and social action of ST and TT are similar; specific health safety environment procedures are discussed. The author's provenance and stance in the original is the safety engineer also In the TT the presence of translation marked in few examples reveals the author's provenance is the engineer who is at the same time the translator. The writer apparent authority in the field made the second situational dimension, social role relation, asymmetrical in both texts. Mode, As ST and TT texts are written to be read, the medium is alike. The participation of the Source and the target is complex, readers are engaged with the content. Concerning the genre and function, they are successfully rendered in the TT. In closing, no covert mismatch is found

5.3.3 Overtly Erroneous Errors

. The following table represents excerpts of both ST and TT from HSE document.

ST	TT
1. Agir lorsque vous voyez une condition où acte dangereux peut sauver des vies. Si vous voyez une des règles d'or de sécurité outrepassée, intervenez si vous pouvez le faire en sécurité.	1. Safety Golden Rules allow us to STOP any unsafe situation, as a result, save lives.
2. Les règles d'or de sécurité ne sont pas nouvelles. Elles ont été sélectionnées parce qu'elles ciblent des activités pour lesquelles le non-respect de ces règles est le plus susceptible d'entraîner des blessures graves ou la mort	2. Safety Golden Rules are covering the critical activities where risks are high and lead most likely to result in serious injury or death
3. Permis de Travail sur Equipement Électrique	3. Electric Permit
4. Conditionnées par des évaluations des risques.	4. Conditioned by the risk assessments
5. Continuera à mettre en place des actions	5. will continue to put in place actions
6. Les personnes clés du système	6. Key people of the work permit system
7. Des risques spécifiques de nos métiers	7. the specific risks of our businesses
8. La raison pour laquelle nous devons suivre les règles d'or de sécurité de SH-FCP est de rentrer chez soi sain et sauf	8. SH-FCP Safety Golden Rules are made to return back home safe

a. **Creative Translation**

- **Example01:** The writer here rendered the information freely; he expressed it differently by adding some extra words/ information which did not exist in the original ST.

b. **Not Translated**

- **Example02:** The fact that the rules are not new but existed before is not mentioned in the TT.

c. **Significant Change in Meaning**

- **Example03:** In English, adjectives are usually placed before their antecedent. The translator omitted the antecedent leading to a complete change of meaning.

d. **Slight Change in Meaning**

- **Example04:** Assessment and evaluation are not equivalents in all contexts.
- **Example05:** Literal translation is attempted to prevent the loss of meaning, yet it would be better to transfer the meaning intended rather than the literal meaning.

e. **Distortion of Meaning**

- **Example06:** (les personnes clés) in English are called "A- players" employees who are at the top of their profession on an industry-wide basis for salary-based.
- **Example08:** none of the words of the ST matches with correspondent equivalents of the first translation, thus a distortion of meaning took place.

f. **Breach of TL System:**

- **Example07:** "business" is an uncountable noun unless it refers to " companies," which is not the case in this example. Such errors result from the lack of grammar knowledge.

5.4 The Contract

A business contract “Contract De Travail A Durée Derterminée” drafted in French and translated into Arabic.

5.4.1 ST and TT Profile

– ST and TT Register

	ST Profile		TT Profile
Field	<i>Subject matter</i>	Field	<i>Subject matter</i>
	Legal Document		Legal Document
	<i>Social action</i>		<i>Social action</i>
	Specific		Specific
Tenor	<i>Author’s provenance</i>	Tenor	<i>Author’s provenance</i>
	Contract manager		Translator
	<i>Social role relationship</i>		<i>Social role relationship</i>
	Asymmetrical		Asymmetrical
	<i>Social attitude</i>		<i>Social attitude</i>
	Formal		Formal
Mode	<i>Medium</i>	Mode	<i>Medium</i>
	Simple		Simple
	<i>Participation</i>		<i>Participation</i>
	Complex		Complex

– ST and TT Genre and Function

	ST		TT
Genre	<i>Explanatory Flyer</i>	Genre	<i>Explanatory Flyer</i>
Function	<i>Interpersonal</i>	Function	<i>Interpersonal</i>

5.4.2 The Analysis of ST and TT Profile

The subject matter and social action of St and TT are compatible, the contract and its translation are of legal nature. They exchange specific values and official information. The author's provenance and stance in the original and Target is a contract manager, the style is tough and objective, which produced an asymmetrical social role relationship.

Mode, As ST and TT texts are written to be read, the medium is alike (simple). The participation of the ST and TT is complex; each party is legally responsible for what is specified in the contract. Concerning the genre and function, they are successfully carried out in the TT. Finally, no covert mismatches have been discovered.

5.4.3 Overtly Erroneous Errors

The following fragments include some overt errors, were extracted from the contract.

Article06 : Période d'essai et visite médicale	المادة 06: مدة التجربة والفحص الطبي
1. Sous réserve de la visite médicale d'embauchage	1. تحت التحفظات الخاصة بصدور النتائج الإيجابية للفحص الطبي للتشغيل
2. Le présent contrat de deviendra ferme qu'a l'issue d'une période d'essai	2. لا يصبح هذا العقد مثبتا الا بعد مدة تجريبية
3. Chacune des parties pourra mettre fin au contact à tout moment sans indemnité, ni préavis.	3. يجوز خلالها لكلا الطرفين ان يفسخ في أي وقت، علاقة العمل دون تعويض ومن غير اشعار مسبق
4. Pour le présent contrat, la période d'essai qui est de... Jours pend fin le.....	4. تحدد مدة التجربة لهذا العقد ب..... وتنتهي يوم.....
5. En tout état de cause, la décision de cessation de fonction pour essai non concluant doit être notifiée au plus tard, le dernier jour de ladite période	5. في حالة عدم جدوى نتائج مدة التجربة يبلغ قرار انتهاء علاقة العمل في آخر يوم هذه المدة على اقصى تقدير.

a. Slight Change in Meaning

- **Example01:** In the first sentence, the fragment (sous reserve) was translated literally to "تحت التحفظات" which doesn't convey the same meaning of the ST,
- **Example02:** The word (ferme) in the 2nd example is translated into (مثبتا) a slight slight distortion of meaning occurred as the word in Arabic isn't the exact equivalent in the legal documents similar to the subject matter.

b. Significant Change in Meaning

- **Example03:** (علاقة العمل) in the second example, lacks rendering the meaning of "contrat" a promise " (enforceable by law" (T. Mehren,2019); however, (علاقة العمل) includes the relationships between various stakeholders in any business network"(W. Kenton,2021), the difference in meaning is clear, thus a significant change in meaning took place.

c. Distortion of Meaning

- **Example05:** (En tout état de cause) The fragment in french is a pure legal expression; it didn't match with correspondent equivalents of the Arabic one (في حالة), which missed an important determinant "tout", thus, distortion of meaning emerged.
- in the last example, the writer by (la décision de cessation) didn't mean (قرار) (انهاء) which result in complete distortion of meaning.
-

d. Creative Translation

- **Example01:** (visite medicale) in the first sentence is translated into (النتائج) (الإيجابية للفحص الطبي) the writer didn't mention that the medical checkup tested positive. In this case, the translator translates the ST somehow freely by adding some extra words/ information which did not exist in the original

6 Conclusion and Findings

The main concept of translation quality assessment is associated with the relationship between original and translation. In this study, the research tried to assess the translation quality of three documents "Contract," "HSE PPT Document," and "Covid-19 Flyer." The study has followed analysis procedures that consist of comparing both ST and TT in terms of profile. Then, Categorizing the errors into two kinds of covertly and overtly erroneous errors. The remaining step provides a quality statement regarding the translation result based on the translation type "overt" and "covert."

As far as the former analyzed documents are concerned, they are technical. As House stated, "In this type of translation, "the translator tries to re-create an equivalent speech event" that "enjoys the status of an original text in a new context" (House, 2007). I.e., texts with a technical, economic, or scientific nature, as house stated, must be translated covertly. Referring back to the analyzed data, the covid-19 flyer, regarding the mismatches between the SL and TL in Tenor" author provenance" and "social role relationship," the translation is not purely covert. The sole covertly erroneous error, on the other hand, in the contract was the mismatch between the author's provenance and stance (i.e., contract manager) and that of the "translator," which could have been avoided if a contract manager had translated the ST; due to its legal nature. The HSE PPT is the only document with no covert errors, the significant presence of the technical specific terms had been a factor to preserve the covert translation. Despite categorizing the translations as covert, the overt erroneous errors outnumbered the covert ones massively, which in such a technical environment cannot be ignored due to the negative impact and the poor translation product outcome. the overt errors were categorized into six groups, not translated, slight change in meaning, significant change in meaning, breach of TL System, distortion of meaning and creative translation, all these errors occurred in the translation mustn't be disregarded. It can be stated that taking into account the rather high number of observed errors, the translation suffers from poor quality It display the translator's lack of mastery. Regarding the latter, it can be stated that translations in HMD oil field companies need to revised or done by Profession

Conclusion

Companies worldwide must rely on translation for technical documentation. They need to ensure that their communications are correct in the original language and adequately translated to deliver the intended messages truthfully and accurately. For that to happen, professional translators with experience and education are needed.

Translation activity in Algeria is evolving towards greater recognition and progress. Hence, efforts must be concreted to make it effective at all levels. This study targeted all the prominent oil and gas companies of Hassi Messaoud, where Algerian and foreign people work and live. The paper spreads awareness and provides solutions concerning recruiting professionals' importance in dealing with the essential aspects that matter and preventing inaccurate translations. It introduces the critical document types and provides details on the central challenge of the subject matter.

What motivates us to conduct this research is our desire to improve translation quality in HMD companies. The serious and even slight translation errors of limited and specific target audience business documents cause business issues; they affect companies' quality standards and negatively impact their reputations. Documents were collected and examined to identify the most frequent errors committed, the results showed an inadequate quality.

Experienced translators are highly recommended for an accurate translation of essential documents on a regular basis. Especially in technical translation, having employees who can speak a foreign language does not necessarily mean that their skills and abilities will be sufficient. Professional translators must have a linguistic background and a reliable knowledge of the subject matter to use proper terminology whenever required and render technical terms correctly in the Target language.

A good translation service will significantly benefit the business. It ensures that everyone understands the original content, preserving its essence, which guarantees error-free translation and improves documentation quality.

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ملخص الدراسة

المقدمة

يعد فهم الوثائق أمر صعب وترجمتها للغة أجنبية أصعب بحيث أن خطأ صغير قد يؤدي لنتائج وخيمة تنعكس سلباً على صورة الشركة واحترافيتها ولتفادي ذلك لابد من الترجمة المتخصصة في المجال المعني لإنتاج ترجمة ذات جودة ومن هاته النقطة بدأ البحث.

الهدف من البحث

يهدف البحث إلى تقديم نظرة لماهية الترجمة وجودتها في شركات حاسي مسعود البترولية ورد الاعتبار لمكانتها كميدان مستقل بدوره ومهم في شتى المواضيع. كما التمس أهمية توظيف مترجمين معتمدين وإن لم يكن على الأقل مختصين في الترجمة عوضاً عن الهواة لتحسين الجودة.

التعريف بالعينة

- تنحصر العينات التي تم تحليلها في هذا البحث في ثلاثة وثائق مأخوذة من شركات مختلفة
- مطوية تحتوي على تنبيهات وإرشادات لتفادي تفشي فيروس كورونا داخل الشركة محررة باللغة الفرنسية و مترجمة إلى الإنجليزية.
 - عقد عمل محرر باللغة الفرنسية و مترجم إلى العربية.
 - عرض حول الصحة والسلامة والبيئة مترجم من الفرنسية إلى الإنجليزي

منهجية البحث

دراسة تحليلية تمثلت في تقييم جودة ترجمة وثائق الأعمال وتطبيق نموذج جوليان هاوس والتي اعتمد فيها الباحثون على أساليب مختلفة لتجميع المعلومات المطلوبة من مقابلات وإستفتاء وتحليل لدراسة الحقائق فقط

فرضيات البحث

- الاعتماد على الترجمة الآلية لترجمة وثائق العمل

- أشخاص لا صلة لهم بالترجمة ولا هم مختصين في الميدان هم المسؤولين عن الترجمة داخل الشركات

يصبو هذا البحث على الإجابة عن الأسئلة التالية

- ماذا يميز ترجمة وثائق الأعمال؟

- هل يوجد نماذج ووسائل لتحديد جودة الترجمة؟

- ما هي تلك النماذج وكيف يمن تطبيقها؟

معيقات البحث

نظرا للوضع الحالي وتفشي الفيروس القاتل، منعت الشركات دخول غير العاملين بالمؤسسة ولجأت لتطبيق

تعليمات الحيطه والحذر بحرص فكان من الصعب جدا جمع الوثائق ومقابلة المسؤولين.

الفصل الأول (النظري): ترجمة وثائق الأعمال

يبين الفصل الأول الاختلاف بين الترجمة التقنية والترجمة العامة نظرا لنقص المعرفة في الميدان لتوضيح الفرق، فمعرفة الأساسيات يجب الوقوع في الأخطاء المبتدلة. تم التطرق بعدها للشروط المفروضة لإنتاج ما يعدّ ترجمة تقنية صحيحة ومفهومة لذوي الاختصاص فذكرت أهمية القاموس العادي وقاموس المصطلحات المتعلقة بالميدان فمن المستحيل الترجمة دون الاستدلال بالمصطلحات التقنية إضافة للكفاءة اللغوية والتمكن من اللغتين الأصلية والأجنبية وهذا ما تم شرحه عند تناول موضوع شرط الصحة في الترجمة. ذكر لزوم تنقية الأسلوب الملائم والمنهجية المعتمدة. في الأخير تم تحديد أهم الصعوبات التي يواجهها كل من هو مسؤول عن الترجمة بالشركات من صعوبة اختيار الأسلوب لعدم المعرفة بالمجال وعدم البحث قبل الشروع في الترجمة والكلمات المبتكرة حديثا.

الفصل الثاني (النظري): الجودة في الترجمة

تعتبر الجودة في الترجمة الشغل الشاغل للباحثين منذ ظهور دراسات الترجمة كحقل فرعي في أواخر السبعينيات وأوائل الثمانينيات من القرن الماضي. أدت أهمية المجال إلى إدخال الترجمة في إطار أكاديمي. أطلق هولمز (1975) الطريق من خلال تقديم عمله "في اسم وطبيعة الترجمة"، واعتبر الترجمة تخصصًا جديدًا كما ورد في (مانداي 2001: 16). تدور العديد من المشكلات في صناعة الترجمة حول عدم رضا العملاء عن جودة ترجمة شخص ما والنزاعات بين المترجمين عندما يقوم أحدهم بمراجعة عمل الآخر. على الرغم من المحاولات العديدة للعلماء لتعريف وقياس جودة الترجمة، لا يوجد نهج قياسي أو نموذج متفق عليه. (دروغان، 2013) في كتابها. "Quality in professional translation: assessment and improvement". يقدم ويحلل بشكل نقدي مجموعة متنوعة من الأساليب المستخدمة لقياس وتحسين جودة الترجمة، ومناقشة النماذج المختلفة المعتمدة في قطاع الترجمة، ولكن أيضًا تناول النماذج النظرية المعتمدة في المجال الأكاديمي. تدعي أن الاختلاف في الأساليب يرجع إلى تقييم الجودة المختلف للمنظرين والمهنيين أثناء سعيهم لأهداف مختلفة وطرح أسئلة مختلفة. وهكذا أصبحت الترجمة ملعباً للهواة والمتسللين. بعد فوات الأوان، يرتبط مفهوم الجودة في الترجمة تلقائيًا بقيم مثل الدقة والصحة والإخلاص للنص المصدر (نورد، 2009: 248-249). إن انشغال الدراسات والنظريات العديدة في هذا المجال يكاد يقتصر على هدف واحد؛ وهو "إنتاج ترجمة كاملة". تعد جودة الترجمة مصدر قلق رئيسي لنظرية الترجمة وقد تمت مناقشتها في سياقات معينة لعدة قرون. لا توجد منهجية موضوعية واحدة للحكم على جودة الترجمة أو تحديدها أو قياسها

الفصل الثالث (التطبيقي): تقييم جودة ترجمة وثائق الأعمال

يلعب حاسي مسعود دورًا محوريًا في تعزيز الاقتصاد الجزائري حيث أنه وجهة الشركات والهيئات الدولية والوطنية. تنفق هذه الشركات موارد كبيرة لضمان الاتصال داخل شبكات الوكلاء والشركاء وعملاء والوكالات الحكومية. لذلك، أصبحت الترجمة وسيلة أساسية لنجاح الأعمال. يهدف هذا الفصل إلى تقييم جودة الترجمة في هذه المؤسسات من خلال تقييم الوثائق المترجمة سابقًا بتطبيق نموذج هاوس. يرتبط المفهوم الرئيسي لتقييم جودة الترجمة بالعلاقة بين الأصل والترجمة. في هذه الدراسة، حاول البحث تقييم جودة ترجمة ثلاث وثائق "عقد" و "مستند HSE PPT" و "Covid-19 Flyer". وقد اتبعت الدراسة إجراءات تحليل تتكون من مقارنة كل من النص المصدر واللغة الهدف من حيث نوعية الالاعة (مجال الحديث، شكل الحديث، الطريقة) والنوع الكلامي بعد ذلك، تصنيف الأخطاء إلى نوعين من الأخطاء (الظاهرة والخفية). توفر الخطوة المتبقية بيان الجودة فيما يتعلق بنتيجة الترجمة بناءً على نوع الترجمة "الظاهرة" و "الخفية". صنفت الترجمة الوثائق على أنها خفية كما فاقت الأخطاء الظاهرة عدد الأخطاء الخفية بشكل كبير، والتي في مثل هذه البيئة التقنية لا يمكن تجاهلها بسبب التأثير السلبي ونتائج الترجمة السيئة فيجب عدم تجاهل كل هذه الأخطاء التي حدثت في الترجمة. يمكن القول من خلال العدد الكبير من الأخطاء التي تمت ملاحظتها، فإن الترجمة تعاني من رداءة الجودة فهي تظهر عدم إتقان المترجم وأن عملية الترجمة في شركات حقول النفط في حاسي مسعود تحتاج إلى مراجعة أو ان تتم الترجمة من قبل خبراء في المجال.

Bureaux, Salles de Réunion et Formation

1. S'assurer de la régularité des opérations de nettoyage et de désinfection ;
2. Favoriser le recours aux NTIC pour les réunions de travail, notamment la visioconférence ;
3. Interdire l'utilisation du matériel des collègues (stylos, documents, ordinateurs etc.) ;
4. Aérer les bureaux et les salles en ouvrant les portes et les fenêtres ;
5. Désinfecter les salles, avant et après chaque rencontre.

Unité imprimerie et Salle d'archivage

1. Limiter les déplacements et interdire les attroupements ;
2. Aérer les locaux, en ouvrant les portes et les fenêtres ;
3. S'assurer de la régularité des opérations de nettoyage et de désinfection des espaces de travail et des équipements ;

Ateliers Maintenance et Centres conversion GPLC

1. Interdire les attroupements ;
2. Limiter au maximum le déplacement du personnel ;
3. Répartir les tâches de façon à respecter la distanciation physique ;
4. Nettoyer et désinfecter l'outillage au début et à la fin du service ;
5. Aérer les locaux en ouvrant les portes et les fenêtres ;
6. S'assurer de la régularité des opérations de nettoyage et de désinfection des espaces de travail et des équipements ;

Aire de circulation des piétons

1. Interdire les attroupements ;
2. Signaler aux Responsables de structures, toute personne ne portant pas de masque ;

Le présent contexte sanitaire planétaire inédit, nous impose l'adoption de mesures préventives à l'adresse de l'ensemble des parties intéressées, afin de parer au risque de propagation de la contamination au Covid-19.

A ce titre et en prévision d'un retour progressif des activités dans les conditions de protection sanitaire optimale, NAFTAL a mis en place de nouvelles dispositions qui tiennent compte de l'évolution de la pandémie et des instructions du Gouvernement.

Il s'agit de :

Mesures préventives sanitaires communes

1. Porter obligatoirement le masque barrière ;
2. Respecter les règles de distanciation physique > à 1m, en réaménageant les espaces sinécussaire pour assurer une aire de protection individuelle de 4 m2.
3. Respecter les gestes barrières (se laver fréquemment les mains, éviter le toucher du visage et éternuer ou tousser dans le creux du coude) ;

Mesures préventives sanitaires spécifiques

Accueil

1. Porter les visières (Agents de contrôle),
2. Contrôler la température frontale,
3. Mettre en œuvre le protocole de diagnostic des cas suspects,
4. Mettre des masques, à la disposition des visiteurs externes non dotés.
5. Interdire l'accès au siège de la DG pour :
 - Le personnel NAFTAL hors siège DG, non muni de barettes,
 - Le personnel NAFTAL du Siège DG, non muni de carte de visite médicale et/ou non doté de barettes.
6. S'assurer de la régularité des opérations de nettoyage et



Halte au Covid-19

Tous ensemble contre le

COVID-19

CORONAVIRUS



NAFTAL DCHSE juillet 2020

CMS

1. Interdire les attroupements
2. Contrôler la température frontale et mettre en œuvre le protocole de diagnostic des cas suspects,
3. Aérer les locaux en ouvrant les portes et les fenêtres,
4. Mettre à la disposition des médecins, dentistes et personnel paramédical de moyens de protection (visières, masques FFP2 et combinaison complète),
5. Mettre à la disposition du personnel administratif du CMS, des masques FFP1 et des visières,
6. S'assurer de la régularité des opérations de nettoyage et de désinfection des espaces de travail, salles d'attente et des équipements médicaux.

Distributeur de billets de banque & Pointeuse

1. Mettre à proximité des distributeurs, du gel Hydro alcoolique,
2. Interdire les attroupements et respecter le marquage au sol.

Cantine

1. S'assurer de la mise à disposition du personnel, de savon désinfectant et gel hydro alcoolique,
2. Mettre en place une séparation physique en plexiglas transparent
3. S'assurer du respect des plages horaires pour réguler le mouvement du personnel dans un même espace
4. Aménager l'itinéraire du personnel de façon à éviter les croisements (sens unique)
5. S'assurer de la régularité des opérations de nettoyage et de désinfection des espaces, (locaux et salles de restauration), équipements et ustensiles de cuisine.

Transport du personnel

1. S'assurer de la limitation du nombre de personnel aux seules places assises, avec une occupation de 50% ;
2. Mettre en place une paillasse de désinfection à l'entrée du bus,
3. Désinfecter le bus à chaque itinéraire, en présence du chef de bus,
4. Faire contrôler la température frontale du personnel par le chauffeur, à l'entrée du bus,
5. Mettre en œuvre le protocole de diagnostic des cas suspects,
6. Gérer le flux du personnel par une organisation des bus à l'arrivée.

Barge

1. Contrôler la température frontales du personnel, à l'embarquement,
2. Mettre en œuvre le protocole de traitement des cas suspects,
3. Interdire au personnel de quitter la barge, durant tout le cycle de travail sauf en cas de nécessité impérieuse,
4. Interdire tout contact avec des personnes étrangères, le strict respect des mesures barrières et complémentaires de prévention .

Banque

1. Respecter le marquage au sol,
2. Mettre en place une séparation physique en plexiglas transparent,
3. Limiter le nombre de personnes au niveau du guichet.


Base de vie

1. S'assurer de la mise à disposition du personnel, de savon désinfectant et gel hydro alcoolique ;
2. S'assurer du respect des plages horaires pour réguler le mouvement du personnel dans un même espace ;
3. Aménager l'itinéraire du personnel de façon à éviter les croisements (sens unique) ;
4. Interdire les regroupements dans les chambres ;
5. S'assurer de la régularité des opérations de nettoyage et de désinfection des espaces (chambres, cantine, etc.) ;
6. Nettoyer et désinfecter quotidiennement, les chambres et les salles de restauration ;
7. Contrôler la température frontale du personnel, au retour du travail ;
8. Mettre en œuvre le protocole de traitement

Tous ensemble contre le

COVID-19

CORONAVIRUS





إيقاف تفشي فيروس كورونا

الكل معاً ضد تفشي

نظراً لهذا الوضع الصحي الغير مسبوق عالمياً، الذي يفرض تبني التدابير الوقائية على جميع الأطراف المعنية، من أجل تفادي خطر انتشار العدوى بفيروس كورونا على هذا النحو، ونحسباً للعودة التدريجية للأنشطة في ظروف الحماية الصحية المثلى، وضعت نفاطل أحكاماً جديدة أخذة بعين الاعتبار تطور الوباء والتعليمات الصادرة من الحكومة وهي كالتالي:

التدابير الوقائية العامة:

- 1- ارتداء القناع اجباري،
- 2- احترام قواعد التباعد الاجتماعي بأكثر من 1 متر، وإعادة ترتيب أماكن العمل لضمان مساحة حماية تقدر بـ 4م²،
- 3- احترام الإجراءات الوقائية (غسل اليدين باستمرار، تجنب لمس الوجه والعطس أو السعال في نجوة المرفق).

التدابير الوقائية الخاصة:

الاستقبال

- 1- ارتداء الواقي الوجهي (visière) من طرف عون المراقبة
- 2- مراقبة درجة حرارة الجبهة،
- 3- تطبيق بروتوكول التشخيص للحالات المشبهة فيها،
- 4- توفير اقنعة واقية للزوار الغير العاملين لها،
- 5- يمنع الدخول إلى مقر المديرية العامة من دون:
 - عمال نفاطل العاملين خارج المديرية العامة من دون قناع واقي،
 - عمال نفاطل العاملين على مستوى المديرية العامة من دون قناع واقي ولا بطاقة الزيارة الطبية.

الحرص على التنظيف والتطهير المنتظم للمكاتب وغرف الانتظار.

حدة الطهارة وقاعة الارشيف

التقليل من التحركات ومنع التجمعات،
تهوية أماكن العمل بفتح الأبواب والنوافذ،
الحرص على التنظيف والتطهير المنتظم لأماكن العمل والمعدات.

شآت الصيانة ومراكز تحويل لوقود الغاز المسيع

منع التجمعات،
التقليل قدر الإمكان من تحركات العمال،
توزيع المهام بأخذ قواعد التباعد الجسدي بعين الاعتبار،
تنظيف وتطهير الأدوات في بداية ونهاية العمل،
تهوية أماكن العمل بفتح الأبواب والنوافذ،
الحرص على التنظيف والتطهير المنتظم،
لاماكن العمل والمعدات.

مساحات نقل المشاة

منع التجمعات،
إبلاغ مسؤولي الهياكل عن كل شخص لا يرتدي قناع واقي.




فيروس كورونا







الكل معاً ضد تفشي

فيروس كورونا

المركب الشبكي للعمال

- 1.الحرص على توفير الصابون المطهر والمطول الكحولي للعمال،
- 2.الحرص على احترام العمال لفترات الزمنية المخصصة لهم لتقييد حركتهم في نفس القضاء،
- 3.ضبط مسار ذو اتجاه واحد لتجنب التقاء وتقاطع العمال،
- 4.منع التجمعات على مستوى غرف النوم،
- 5.الحرص على التنظيف والتطهير اليومي للقضاءات، غرف النوم وقاعات الاطعام،
- 6.مراقبة درجة حرارة جبهة العمال المقيمين بالمركب الشبكي للعمال عند رجوعهم من العمل،
- 7.تطبيق بروتوكول التشخيص للحالات المشبهة فيها.

نقل العمال

1. التأكد من أن عدد الموظفين لا يتفوق 50% من عدد اماكن الجلوس،
2. إعداد مكان لتطهير عند مدخل الحافلة،
3. تعقيم الحافلة قبل كل رحلة بحضور مسؤول الحافلة،
4. مراقبة درجة حرارة الجبهة للعمال من طرف السائق عند مدخل الحافلة،
5. تطبيق بروتوكول التشخيص للحالات المشبهة فيها،
6. تنظيم حركة العمال عند الوصول وانزولهم من الحافلة.

شاحنة الوقود البحري

1. مراقبة درجة حرارة جبهة العمال عند ركوب شاحنة الوقود البحري،
2. تطبيق بروتوكول التشخيص للحالات المشبهة فيها،
3. منع العمال من مغادرة شاحنة الوقود البحري خلال دورة العمل بأكملها إلا في حالة الضرورة الملحة،
4. يمنع أي اتصال مع الأجانب والامتثال الصارم لتدابير الوقاية والحواجز التكبيلية.

مركز الصحي الاجتماعي

1. منع التجمعات،
2. مراقبة درجة حرارة الجبهة وتطبيق بروتوكول التشخيص للحالات المشبهة فيها،
3. تهوية أماكن العمل بفتح الأبواب والنوافذ،
4. تزويد الأطباء، أطباء الأسنان والطاقم الطبي بوسائل الحماية (الواقي الوجهي (visière)، اقنعة FFP2 واليعة الكمامة)،
5. تزويد الموظفين الإداريين لمركز الصحي الاجتماعي باقنعة FFP1 وبالواقي الوجهي (visière)،
- 6.الحرص على التنظيف والتطهير المنتظم لاماكن العمل، غرف الانتظار والمعدات الخبية.

موزع الأوراق النقدية وأجهزة ضبط الوقت للعمال

1. وضع موزعات المطول الكحولي بمحاذاة جابه الاجيزة،
- 2.منع التجمعات واحترام علامات التباعد الجسدي المرسومة على الارض.

المطعم

- 1.الحرص على توفير الصابون المطهر والمطول الكحولي للعمال،
- 2.وضع فاصل جسدي من الزجاج الشبكي الشفاف،
- 3.الحرص على احترام العمال لفترات الزمنية المخصصة لهم لتقييد حركتهم في نفس القضاء،
- 4.ضبط مسار ذو اتجاه واحد لتجنب التقاء وتقاطع العمال،
- 5.قاعات الاطعام، الاواني ومعدات المطبخ.




فيروس كورونا







ARTICLE 5 : EMPLOI

La salariée _____ est engagée en qualité de : **Assistante Dentaire Niv.I NC : 201**

Les fonctions principales et accessoires du salarié sont décrites conformément aux fiches descriptives des tâches de la société NAFTAL, dont celle correspondante au poste du salarié est annexée (1) au présent contrat.

Le descriptif annexé n'est pas limitatif et pourra être complété ou modifié en fonction des nécessités de l'organisation du travail de la société NAFTAL, après accord du salarié, concrétisé par un avenant au présent contrat de travail à durée déterminée à temps **Plein**.

ARTICLE 6 : PERIODE D'ESSAI ET VISITE MEDICALE

Sous réserve de la visite médicale d'embauchage prévue à l'article 17 de la loi n° 88-07 du 26 janvier 1988, décidant de l'aptitude du salarié au poste proposé, le présent contrat ne deviendra ferme qu'à l'issue d'une période d'essai durant laquelle, chacune des parties pourra mettre fin au contrat à tout moment, sans indemnité, ni préavis.

Pour le présent contrat, la période d'essai qui est de : **Quinze (15) Jours** prend fin le : **08 Novembre 2015** En tout état de cause, la décision de cessation de fonction pour essai non concluant doit être notifiée au plus tard, le dernier jour de ladite période. Dans le cas contraire, la relation de travail à durée déterminée est réputée acquise.

ARTICLE 7 : REMUNERATION

Madame, _____, percevra un salaire mensuel de base de : **25 249.00DA**, correspondant à la classification du poste occupé ainsi que les différents éléments de la rémunération, conformément aux dispositions de la convention collective de la société en vigueur.

Le salarié bénéficiera au même titre que les salariés temporaires de la société des avantages sociaux institués en leur faveur.

المادة 06: مدة التجربة و الفحص الطبي

تحت الاحتفاظ الخاصة بصندوق النتائج الإيجابية المحرر السيد للشغل المنصوص عليه في المادة 17 من القانون 07/88 المؤرخ في 26 جانفي 1988 التي توضح مدى قابلية الأجير لممارسة مهام المنصب المقترح ، لا يصبح هذا العقد مثبتا إلا بعد مدة تجريبية يجوز خلالها لكلا الطرفين أن يفسخ في أي وقت، علاقة العمل دون تعويض و من غير إشعار مسبق .

تحدد مدة التجربة لهذا العقد ب:.....، و تنتهي يوم:..... في حالة عدم جدوى نتائج مدة التجربة، يبلغ قرار إنهاء علاقة العمل في آخر يوم هذه المدة على أقصى تقدير ، و تعتبر علاقة العمل ثابتة عند عدم التبليغ.

المادة 07: الأجر

يتقاضى السيد، مقابل عمله اجرا قاعديا يساوي:.....، يتطابق مع ترتيب منصب عمله ويستفيد كذلك من باقي مكونات أجره طبقا لما تمليه الاتفاقية الجماعية السارية المفعول بالشركة. كما يستفيد الأجير من كل الامتيازات الاجتماعية التي يتمتع بها الأجراء المؤقتين للشركة.

المادة 08: مكان العمل و الدائرة

يسار من السيد، مهامه لدى:.....، التابعة ل:.....، الكائنة ب:..... كما يمكن للشركة حسب مقتضيات حاجياتها و لها كل السلطات في تحديدها، أن تعين للأجير مكان عمل آخر تابع لها و تلتزم الشركة في هذه الحالة بأن تضمن للأجير تطبيق كل شروط التنقل المنصوص عليها في الاتفاقية الجماعية للشركة. و في حالة عدم امتثال الأجير لقرار التنقل، دون تقديم المعبررات اللازمة ، تلجأ الشركة إلى تطبيق الأحكام المنصوص عليها في النظام الداخلي .

المادة 09: إنهاء العقد قبل مواعده

يمكن للشركة أن تنتهي هذا العقد المحدد المدة لوقت.....(01) قبل انتهاء مواعده و في كل وقت، في الحالات المنصوص عليها في التشريع و طبقا لأحكام النظام الداخلي للشركة .

حرر في نسختين أصليتين، تسلم واحدة منها لكلا الطرفين



LES RÈGLES D'OR DE SÉCURITÉ

Permis De Travail (PTW)



Les Règles d'Or de Sécurité

Les règles d'or de sécurité de SHFCP comprennent 10 règles de bases.

- Permis De Travail (PTW)
- Sécurité Routière
- Gestion des Modifications
- Opérations de Levage
- Travail en Hauteur
- Systèmes Energisés
- Espace Confiné
- Excavations
- Atmosphères dangereuses
- Produits Chimiques

Définition



Le système du permis de travail est l'outil le plus important de gestion des risques lors de la réalisation de travaux. C'est un système efficace de planification, de contrôle et de coordination des travaux.

Une adéquate mise en œuvre du système de permis de travail permet d'optimiser les méthodes de travail, de développer une culture d'évaluation des risques et de garantir la conformité avec les règlements et standards.

La défaillance du système du permis de travail, l'absence d'évaluation de risques, les méthodes inappropriées et la formation inadéquate du personnel sont les principales causes de plusieurs accidents majeurs enregistrés à travers le monde.

Système découlant du référentiel permis de travail SONATRACH.


Les règles d'or du Permis de Travail

- Les activités non routinières ou à haut risques doivent être conditionnées par des évaluations des risques, modes opératoires.
- Le personnel signant les permis de travail doit être formé pour qu'il soit responsable de la mise en œuvre des conditions des permis de travail.
- Les personnes clés du système de permis de travail doivent comprendre et assumer leurs responsabilités.
- Toutes les activités doivent être effectuées en conformité avec ce qui est défini dans le permis des travaux sans prendre aucune initiative non autorisée, non planifiée et non coordonnée.



Permis de Travail Associé et Certificats

- Permis de Pénétrer dans un Espace Confiné
- Permis d'Excavation
- Permis de Radiographie
- Permis de Travail en Hauteur
- Permis d'Opérations de Levage
- Permis d'Entrer pour véhicules/engins
- Permis de Fermeture provisoire de route
- Permis de Travail sur Equipement Electrique
- Permis de Limitation d'accès
- Permis de Test sur équipement électrique haute tension
- Permis de Mise en service d'un équipement ou de système



- Certificat De consutation électrique
- Certificat De confirmation d'isolement
- Certificat D'ischatouage

Types du Permis de Travail (PTW)

- Permis de travail à Froid:** Exigé pour les activités de travail qui ne produisent pas de source d'ignition. Validité de 07 jours.
- Permis de travail à Chaud:** Exigé pour les activités qui peuvent produire une source d'ignition. Validité de 07 jours et renouvelé pour reprise de travail chaque jours.

Permis Associés et Certificats: Ils sont utilisés soit avec un permis de travail à chaud ou à froid et ne doivent en aucun cas être utilisés seuls ou comme un permis principal.



Les règles d'or du Permis de Travail



- Seul le personnel autorisé (qui possède les informations nécessaires et relatives à son contenu) ;
- La zone de travail est bien définie et sans dangers ;
- La durée de travail est bien définie ;
- Un nouveau permis est émis si les conditions changent ou si le mode opératoire est modifié ;
- Le travail ne commence qu'après que les contrôles spécifiés dans le permis de travail soient effectués ;
- Une surveillance permanente doit être assurée en cas de risque d'explosivité ou de toxicité ;
- Le travail est clôturé en toute sécurité pour revenir aux conditions normales de fonctionnement ;

Les Règles d'Or de Sécurité

Les règles d'or de sécurité de SHFCP comprennent 10 règles de bases.

- Permis De Travail (PTW)
- Sécurité Routière
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- Produits Chimiques

Résumé

VISION ZER0

RISQUES ACCIDENTS MORTS

SH-FCP continuera à mettre en place des actions, campagnes et autres initiatives visant à soutenir l'amélioration continue de la sécurité et le développement de la culture HSE.

Agir lorsque vous voyez une condition ou acte dangereux peut sauver des vies. Si vous voyez une des règles d'or de sécurité outrepassées, intervenez si vous pouvez le faire en toute sécurité.

La raison pour laquelle nous devons suivre les règles d'or de sécurité de SH-FCP est de rentrer chez soi sain et sauf.




Merci De Votre Attention



Foreword



- ◆ Safety Golden Rules are step forward for better management of the specific risks of our businesses. Thru them SHFCP will guarantee the minimum to achieve the main goal of zero incidents.
- ◆ Safety Golden Rules are covering the critical activities where risks are high and lead most likely to result in serious injury or death.

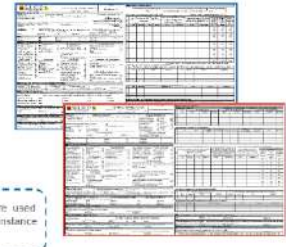
Safety Golden Rules

SHFCP's Safety Golden Rules include 10 basic rules:

- Permit to Work (PTW)
- Driving Safety
- Management of Change
- Lifting Operation
- Work at Height
- Energized Systems
- Confined Space
- Excavations
- Hazardous Atmospheres
- Chemical products

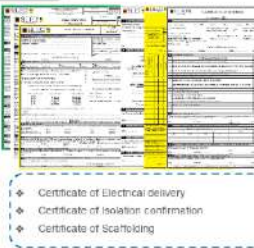
Types of Permit to Work (PtW)

- ◆ **Cold Work Permits:** Required for work activities that do not produce any source of ignition. Valid for 7 days.
- ◆ **Hot Work Permits:** Required for activities that can generate ignition source. Valid for 07 days and renewed for return to work each day.
- ◆ **Associates Permits and Certificates:** These are used with either a hot or cold work permit and shall in no instance be valid alone.



Associates Permit to Work - Certificates

- ◆ Confined Space Permit
- ◆ Excavation Permit
- ◆ Radiography Permit
- ◆ Permit of Work at Height Permit
- ◆ Lifting Operation Permit
- ◆ Vehicle or equipment entry Permit
- ◆ Temporary road interruption Permit
- ◆ Electric Permit
- ◆ Also entry limitation Permit
- ◆ Test on high tension electric equipment Permit
- ◆ Equipment or process systems start-up Permit
- ◆ Certificate of Electrical delivery
- ◆ Certificate of Isolation confirmation
- ◆ Certificate of Scaffolding



Resume

VISION ZERO
RISK
ACCIDENT
DEATH

- ◆ SHFCP will continue to put in place Actions, Track Record and initiatives to support the continuous improvement of safety and the development of the HSE culture.
- ◆ Safety Golden Rules allow us to STOP any unsafe situation as a result save lives.

SH-FCP Safety Golden Rules are made to return back home safe.



Safety Golden Rules

Permit to Work (PTW)



Definition




The work permit system is the most important risk management tool when carrying out work. It is an effective system for planning, controlling and coordinating work. Proper implementation of the work permit system optimize work processes, develop a risk assessment culture and ensure compliance with regulations and standards.

The failure of the work permit system, the lack of risk assessment, inappropriate method and inadequate training of staff are the main causes of several major accidents around the world.

SHFCP system is resulting from the SONATRACH work permit referential.

Rules of Permit to Work



- ◆ All personnel performing an activity requiring a work permit must receive necessary information and in content:
- ◆ The work area is well defined and safe;
- ◆ The working time is well defined;
- ◆ A new permit is issued if conditions change or if the operating procedure is changed;
- ◆ The work begins only after the checks specified in the work permit are carried out;
- ◆ Continuous monitoring should be ensured in case of explosion or toxicity risk;
- ◆ The work is completed safely to return to normal operating conditions.

Rules of Permit to Work

- ◆ The non-routine or high risk activities should be conditioned by the risk assessments, method statement;
- ◆ The staff signing work permits should be trained to be responsible for implementing work permit conditions;
- ◆ Key people of the work permit system must understand and assume their responsibilities;
- ◆ All activities must be carried out in accordance with what is detailed in the work permit without taking any unauthorized, unplanned or uncoordinated initiative.




Many Thanks For Your Attention

