

# THE EMERGENCY TRANSLATION PROTOCOL

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A Practical Guide to Managing Urgent  
Translation Needs in Regulated Industries

# WHO WE ARE

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For over 25 years, Omnilingua has been the trusted translation partner for companies navigating the complex world of regulated industries.

Our speciality? Transforming intricate medical, technical, and scientific documentation into flawless translations that meet the most stringent regulatory requirements.

Our secret weapon is our network of translators – not just linguists, but subject matter experts who work exclusively in their native language and specialised fields. This unique combination ensures exceptional accuracy in every translation we deliver.

We've embraced innovation without sacrificing quality, combining cutting-edge Translation Memory Software with Neural Machine Translation to deliver solutions that are faster and more cost-effective than traditional approaches.

When translation emergencies strike, this guide will equip you with the critical insights needed to manage urgent projects successfully without compromising quality or compliance standards.



**TRANSLATING COMPLEXITY  
WITH EXPERT PRECISION  
FOR OVER 25 YEARS**

# FIRST PRIORITIES

Regulatory deadline in 48 hours. Protocol amendment just approved. Market entry at risk. When translation emergencies strike, having a clear protocol can mean the difference between meeting your deadline and costly delays. This one-pager provides immediate guidance for managing urgent translation needs without compromising critical quality standards.

## 1. IMMEDIATE TRIAGE (First 30 Minutes)

What Actually Needs Translation?

- Regulatory-required documents only (IFUs, labels, regulatory submissions)
- Defer marketing materials, training docs, and non-essential content
- Identify unchanged sections that can use existing translations

Calculate Realistic Timeline...

- Use our translation timings calculator: [omnilingua.co.uk/translation-turnaround-times](https://omnilingua.co.uk/translation-turnaround-times)
- Add 24 hours for each review cycle you cannot eliminate
- Multiple languages can run in parallel (if translators available)
- DTP/formatting adds 4-8 hours per language



# WHAT TO PRIORITISE

## Non-Negotiable (Never Compromise)

- Subject matter expertise: Medical/technical specialists only
- Safety information accuracy: Warnings, contraindications, dosage
- Regulatory terminology consistency: Must align with jurisdiction requirements
- Native speaker translation: Never compromise on translator qualification

## Strategic Compromises (When Necessary)

- Reduce review cycles: One in-country expert review instead of two
- Parallel workflows: Translation and formatting happen simultaneously
- Accept premium rates: Rush fees are cheaper than missed deadlines
- Simplify formatting: Use simpler layouts if original design is complex

**COMPROMISING  
ON SUBJECT  
MATTER  
EXPERTISE  
CREATES MORE  
PROBLEMS THAN  
IT SOLVES DURING  
EMERGENCIES.**



# EMERGENCY EXECUTION PLAN

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## HOURL 0-2: SETUP

- Contact translation partner immediately (don't wait to 'prepare')
- Confirm translator availability for target languages
- Share existing terminology databases and reference materials
- Provide ALL context: regulatory deadline, market, document purpose

## HOURL 2-4: DOCUMENT PREPARATION

- Send final, proofed source documents (no last-minute changes)
- Flag any sections with specific regulatory sensitivity
- Alert in-country reviewers: tell them when to expect work and urgency level

## DURING TRANSLATION: STAY AVAILABLE

- Respond to translator queries within 1-2 hours
- Resist urge to make 'minor improvements' to source
- Coordinate review logistics in advance

# DAMAGE LIMITATION STRATEGIES

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## If Deadline Is Genuinely Impossible

- Phased submission: Submit critical markets first, others later
- Provisional translations: Submit with commitment to provide updated version
- Request extension: Contact authority early, explain situation honestly

## Post-Emergency Quality Check

- Schedule comprehensive review within 2 weeks
- Document any terminology decisions made under pressure
- Update translation memories and termbases
- Conduct lessons-learned session to prevent recurrence

**GET PLANNING...  
MOST  
TRANSLATION  
'EMERGENCIES'  
ARE ACTUALLY  
PLANNING  
FAILURES IN  
DISGUISE.**

