



Association of  
Translation Companies

DEFINING STANDARDS OF EXCELLENCE

# 2019 End of Year Report



# Chair's Greetings

With 2019 drawing to a close, I am delighted to present the ATC's end-of-year report. And what a busy year it has been, as the briefest of skims will indicate!

As the leading voice for companies operating in the UK's language services industry, our core aims serve as a guiding light for our activities, to influence the advancement of language service companies and the language profession, and to forge partnerships with other associations and organisations whose vision and goals align with our own.

## Chair's highlight of the year

In September, we hosted a successful Public Procurement Round Table event, and have subsequently continued to progress the conversation with stakeholders from the main Government Procurement departments as well as the key language services providers and translator and interpreter associations and organisations involved. 2020 will see some fresh thinking and new approaches to this particular ecosystem, as we aim to create a robust and future-proofed environment supporting the entire supply chain, with the ATC at the heart of the matter, shaping the conversation.

My heartfelt thanks to the tireless efforts of the ATC's Council and Secretariat, with special recognition to our CEO, Raisa McNab, without whom many of our initiatives would simply have remained a twinkle or two in our eyes.

I look forward to continuing to develop the association in 2020, representing our members, old and new, and building us into a true force for the UK language services industry in the years to come.

## Ruth Partington

Chair



**Dan Peachey**  
Vice Chair  
*Intonation*



**Mark Robinson**  
Honorary Treasurer  
*Alexika*



**Ben Ablett**  
Council Member  
*Cintra Language Services*



**Roy Allkin**  
Council Member  
*Wolfestone*



**Bernadette Byrne**  
Council Member  
*thebigword*



**Lynn Everson**  
Council Member  
*Lifeline Languages*



**Julie Giguère**  
Co-opted Council Member  
*Asian Absolute*



**Susan Hoare**  
Council Member  
*Sandberg Translation Partners*



**Isabella Moore**  
Co-opted Council Member  
*Comtec Translations*



**Sarah Radford**  
Council Member  
*Global Lingo*



**Mireia San José**  
Council Member  
*Asian Absolute*



**Corinne Smith**  
Council Member  
*International Translations Limited*



**Paul Stewart**  
Co-opted Council Member  
*Wessex Translations*



**Phil Tennent**  
Council Member  
*Marsolutions*



**Christine Weightman**  
Council Member  
*ETLS International*



**Lisa Williams**  
Council Member  
*ALM Translations*



# Members & Partners

AA Global Language Services Ltd  
Absolute Interpreting & Translation Ltd  
Absolute Translations Ltd  
Accent Multilingual Services  
ACTC Translation Centre PTE LTD  
Acuty Translations  
Adelphi Translations Ltd (UK)  
Afmart Language  
Alafranga Language Solutions Ltd  
Albion Languages  
Alexika Limited  
ALM Translations Ltd.  
AlphaPlus (Training & Translations) Ltd  
AM Translation  
Amanara Certified Translation  
Andiamo! Language Services Ltd  
Anglia Translations Ltd  
AP Portugal Language Services  
APT Transtex Limited  
Asian Absolute Ltd  
AST Language Services Limited  
Atlantic Language Services  
Atlas Translations Ltd  
Balthasar Ltd  
Barrett Translations Limited  
BDXL (Translayte)  
Bhasha Translations  
BITS Private Limited  
Bond Street Translators Limited  
Brasshouse Translation and Interpreting Services  
Bridge Interpreting Services  
Bubbles Translation Services  
Business Language Services Limited  
Centuries Limited (Technical Translations)  
Certified Translation Services Ltd  
CertifiedUK Translation Company  
Choice Language Services

Cintra Ltd  
Codex Global Limited  
Comms Multilingual Ltd  
Comtec Translations  
Connect Interpreting and Translation Service  
Cymen Cyf  
D A Languages  
Day Translations, Inc  
Dixon Associates  
E.P.A. Language Services Limited  
eLanguageWorld  
Empower Translate (Global) Ltd  
Enable2  
English Services BV  
ETLS International  
Etymax Ltd  
Eurogreek Translations Ltd  
Eurotransnet Limited  
Five Star Languages  
Freeman Williams Language Solutions Limited  
FROM-TO LTD  
Giraffe Translations  
Global Lingo  
Global Translation Services Limited  
Global Voices Ltd  
Guildhawk Ltd  
Guyatt & Birth Translations  
Horner Translations  
Hunnect Limited  
Idioma  
Integro Languages Ltd  
International Translations Limited  
Intonation Ltd  
ITC Interpreting  
Kwintessential Ltd - Translation Agency  
Lan-Bridge Communications Ltd  
Lancashire Interpretation Translation

Services Ltd (LITS)  
Language Expertise  
Language Export Centre  
Language Insight Ltd  
Language Line Solutions  
Language Reach Ltd  
Language Services UK Ltd  
Letrário Translation Services  
Lifeline Language Services  
Lingo Horizon TS  
Lingua Translations  
Linguassist Interpreting & Translation Services  
Link Translation Bureau Limited  
Litterae Translations - Publishing  
Locaria Ltd  
LOMER Translations & Interpreting Limited  
Louise Killeen Translations  
LS-Localise  
Marsolutions Translation Services  
Matterhorn Languages  
McFelder Traducción y Marketing S.L.  
Miton Telephony Applications Systems Ltd  
Modways Translations  
Network Languages Ltd  
Nevas Consultants Ltd  
Newcom UK Limited  
Nova Translations and Interpreting!  
Olive Translations Ltd  
ONCALL Interpreters & Translators  
One Global Solutions Ltd  
Peak Translations  
Planet Languages  
Power Business Communications  
Premium Linguistic Services  
Prestige Network  
Prime Productions Ltd  
Romo Translations

Rosetta Translation Limited  
SanTranslate  
Smart Planning UK  
Spectra Translation  
STAR UK Ltd  
STP (Sandberg Translation Partners)  
Talking Heads  
Temple Translations Ltd  
The Final Word Europe Limited  
The Language Factory  
The Lingoes Ltd  
The National Bureau of Translation  
The Translation and Legalisation Company  
The Translation People  
thebigword  
TJC Global Ltd  
Tongue Tied Ltd  
Traductio Ltd  
Translat Limited  
TranslateMedia Limited  
TTC wetranslate Ltd  
TW Languages Ltd  
Ubiquis UK  
UK TechTrans Ltd  
Vandu Language Services  
Welcome Translations Experts Ltd  
Wessex Translations Limited  
Wolfestone Translation Ltd  
Woodfield Language Services Limited  
WORD360 Interpreting and Translation Services  
Wordfish Translatin and Interpreting  
WWT-Worldwide Translation Services Ltd  
Ytranslations Ltd  
Zebra

[MEMBER DIRECTORY →](#)

# ISO Certification Service

The ATC's flagship ISO Certification Service provides auditing and certification services and training on ISO standards to language service companies worldwide.

Launched in 2017 with translation and quality management standards, the ISO Certification Service expanded to cover two new ISO standards for interpreting, ISO 18841 and ISO 20228, in 2019. In early 2020, we are proud to add yet another two standards, ISO 27001 for information security management and ISO 14001 for environmental management.

At the heart of the service lies our mission to provide industry-expert certification that makes sense to language service companies.

[See our certification clients here.](#)



## ISO 18587

### Machine translation post-editing

Requirements for the process of full, human post-editing of machine translation output and post-editors' competences.

## ISO 17100

### Translation services

Requirements for the core processes, resources and other aspects necessary for the delivery of a quality translation service.

## ISO 14001

### Environmental management

Requirements for an environmental management system that helps organisations enhance their environmental performance.

## ISO 18841

### Interpreting services

Basic requirements for the provision of interpreting services and recommendations of good practice.

## ISO 27001

### Information security management

Requirements for an information security management system helping organisations keep information assets secure.

## ISO 20228

### Legal interpreting

Basic principles and practices of legal interpreting services and competences of legal interpreters.

## ISO 9001

### Quality management

Requirements for a quality management system for organisations of any size.

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# The ATC's UK Language Industry Survey & Report 2019

**£1.35** Billion revenue

**13%** Growth rate

**1,600** Language service companies

The ATC's 2019 Language Industry Survey and Report provides us with a glimpse into the UK market as it stands today in a rapidly changing and evolving global industry and an uncertain political arena.

The UK market is the second largest localisation and interpreting market in the world, with an estimated £1.35 billion revenue from 1,600 language service companies.

The 2019 survey sheds light on how language service companies can stay relevant in an increasingly competitive market, and how global industry trends can provide opportunities for language service companies regardless of their size.

The survey report includes publicly available data from the largest companies in the UK market and results from the ATC UK Language Industry Survey, combining a higher-level market overview with detailed survey results.

Specific themes in the report include the increasing importance of automation, artificial intelligence (AI) and machine translation (MT).

**DOWNLOAD →**



# Brexit

Throughout 2019, the ATC has focused on ensuring uninterrupted trade for language service companies within and outside of the UK through Brexit.

The ATC's commitment to providing critical No-Deal Brexit advice for its members saw it awarded **£27,500 government funding** for training and culminated in five webinars and the publication of our **No-Deal Brexit Guide**.

**£27,500**

Government funding for No-Deal Brexit training

**5** webinars with **1416** registrants



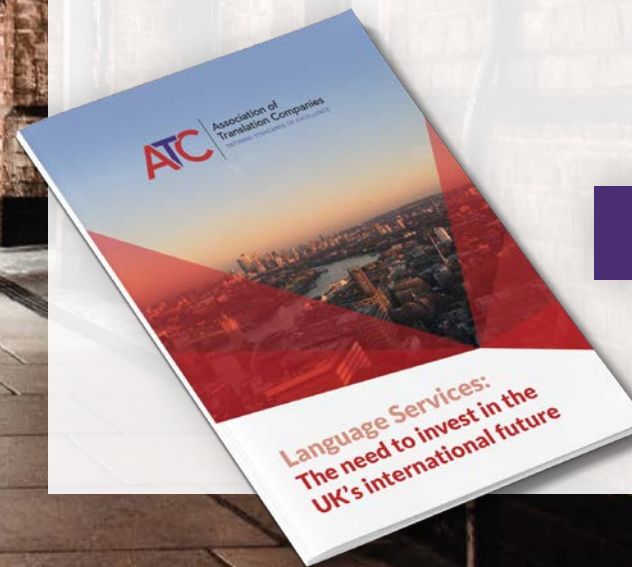
[↓ DOWNLOAD](#)

# Government Lobby

The ATC lobbies for the **future of critical language services** in the UK and the industry's continued access to **qualified and competent translators and interpreters**, post-Brexit.

As part of an ongoing campaign, the ATC submitted robust evidence to the UK Government and the **Migration Advisory Committee's** immigration system and salary thresholds consultations in March & October 2019.

The ATC's influential report **Language Services: The need to invest in the UK's international future** highlights the compelling evidence for the need to place language services at the core of the UK's economic vision in order to secure its long-term trading future.



[↓ DOWNLOAD](#)



# Supporting Research that Makes a Difference



The ATC is committed to driving research to improve standards and practices for its members and the wider language industry in the UK.

Relevant, topical research is key to influencing policy-makers on the economic case for language services and the importance of professional services.

## Certifying Translations

New research initiated by the ATC highlights the lack of standardisation in how UK public sector organisations accept certified translations, and the diverging practices adopted by producers of certified translations in the UK.

David Gray's 2019 dissertation from Leeds University's Applied Translation Studies and Interpreting Masters is the first **comprehensive look into the varied practices of certifying translations** of civil record certificates, diplomas and documentation used in areas such as legal proceedings.

In early 2020, alongside the final dissertation, the ATC will publish **new guidelines for the use of the ATC's Certification Stamp** awarded solely to ATC Accredited Members with an aim to standardise practices involving the certification of translations in the UK.

The guidelines set out best practice for certifying translations using the ATC's Certification Stamp, provide standardised certification templates, and also explain the differences between "certification" used in the UK and overseas.

## Internationalisation of UK SMEs

Ankita Tibrewal's PhD research, co-sponsored by the ATC and Aston Business School, is a groundbreaking study in the **role of language competencies in international marketing and business performance of UK SME's**.

Entering its final year, the research aims to quantify the impact of linguistic competency on international marketing and business management in an SME context, and to develop a model allowing SMEs to **maximise their export potential** through language competence and outsourced language services.

The findings of the report will be used to influence policy-makers and export support professionals, **enhancing demand for language services** and **ensuring continued access to language skills**.

# Member & Partner Categories

The ATC is the voice for companies operating in the UK's language service industry. Working to define standards of excellence, ATC membership is recognised as the mark of quality-managed translation services.

Joining the ATC gives members access to outstanding member benefits, a network of forward-thinking language professionals, and the opportunity to influence the direction of the language industry as a whole.

In December 2019, the ATC launched an Associate Member category to increase the association's impact on improving standards and to widen its reach as a representative of the UK language services industry.

Existing members will be upgraded to a new, high-profile Accredited Member category, retaining the prestige and benefits of full membership, including sole use of the ATC Certification Stamp and the right to run for Council.

## Accredited Member

Accredited Members have undergone the ATC's rigorous background checks for financial and operational viability and quality management practices, including:

- Two years of financial accounts
- Trading Terms & Conditions
- Professional Indemnity Insurance
- Professional references
- Quality management processes

### Membership Fees

Latest Annual Turnover	Fee
Up to £150,000	£350 + VAT
£150,001 - £500,000	£550 + VAT
£500,001 - £1,500,000	£750 + VAT
More than £1,500,000	£1,000 + VAT

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## Associate Member

Associate Members form an integral part of the ATC's community of quality-minded language service companies.

Associate Members demonstrate commitment to fair business practices through compliance to the ATC's Code of Professional Conduct.

### Membership Fees

Latest Annual Turnover	Fee
Up to £150,000	£350 + VAT
£150,001 - £500,000	£550 + VAT
£500,001 - £1,500,000	£750 + VAT
More than £1,500,000	£1,000 + VAT

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## Technology Partner

The ATC's Technology Partners provide state-of-the-art technical solutions for the language services industry.

## Associate Partner

The ATC's Associate Partners offer outstanding services and solutions for the language services industry.

### ATC's Code of Professional Conduct

The ATC's Code of Professional Conduct supports members in maintaining professional standards. It outlines our values for integrity, professionalism, accountability and fairness, and sets out general rules for professional conduct for all members.

It is intended to reassure clients, suppliers and other stakeholders that language services provided by our members are conducted in a professional and ethical manner.

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# Member Benefits

## EUATC

Access to the European Union of Association of Translation Companies via the ATC's network membership

[VISIT EUATC →](#)

## Free legal, tax and HR advice

24/7 access to business helpline for legal, tax and HR advice

## Business Insurance

Member rates for professional indemnity, cyber risk, liabilities and more

## ATC Certification Stamp

Public authority approved translation certification stamp (Accredited Members only)

## Language Industry Summit

Member delegate rates for the ATC's inspirational annual conference

## ISO Certification Service

20% Member discount on ISO certification on translation, interpreting and quality management

## Partner Events

Exclusive Member discounts for ATC's Association Partner events

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## Membership Directory

Visibility and business referrals through the ATC's Membership Directory

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## Arbitration Service

Professional, impartial resolution on disputes over translation quality

## Networking, training and webinars

Insightful, inspiring events, webinars and training





# Language Industry Summit & Networking Events

The ATC's annual conference and networking events –  
inspirational, insightful and engaging.

## 2019 highlights from Greenwich

A shared purpose and a feeling of community: Summit 2019 in historic Greenwich, London, was full of discussion, new horizons and insights for delegates across the world.

Conference highlights included M&A, intelligent technology, AI in innovation and global news monitoring, and of course a glamorous evening onboard the Cutty Sark celebrating ATC members' achievements with the Language Industry Awards.



Language Industry Summit  
Business | Community | Evolution  
19 - 20 September 2019, Greenwich, London

## See you in 2020 in Edinburgh

24-25 September 2020, Edinburgh, Scotland  
Watch out for Early Bird tickets, on sale in early 2020!



## Networking Events

- **27 February 2020** in Portsmouth
- **19 November 2020** location to be announced

Our networking events in 2019 proved hugely popular and covered such topics as Brexit immigration lobbying.

Join us in 2020 for exciting content and a change to catch up with the ATC!



# 2020 Consolidation



## CEO's Notes

The ATC exists for its members, and it's been an immense pleasure for me to work with such a committed Council and engaged members and partners, on initiatives that make a difference to the language services industry in the UK.

For the ATC, 2020 will be a year of consolidation, of continuing to drive forward these initiatives and projects, and of expanding our reach and working together with our members, partners and stakeholders.

I'm very excited about the launch of our new Associate Member category, which will increase the association's impact on improving standards and widens its reach as a representative of the UK's language services industry.

As I write this, the UK's future still hangs in the Brexit balance, and no doubt 2020 will bring with it a fair share of challenges. Join us at our networking events in February and November, and at our Language Industry Summit in September. Let's tackle those challenges together!

See you in the new year!

**Raisa McNab**

Chief Executive Officer