

END OF YEAR REPORT 2022



Association of
Translation Companies

DEFINING STANDARDS OF EXCELLENCE

Chair's Greetings



There is a popular acronym which seems to me to be more applicable than ever for 2022: VUCA. There's no denying that it has been a difficult year, full of volatility, challenges, uncertainty and adversity. There is a war in Europe, a war that tears and destroys, an antithesis of everything that translation and interpreting represent – bridging divides and uniting people.

Yet 2022 has also been a year when we have come together and resolutely worked to keep those bridges open, and to support each other through tough times.

Our Ukraine Language Support Task Force brought together the UK's associations, to find ways of supporting refugees coming to the UK, and to add to the many ways our members expressed their personal and professional support.

Our events brought the ATC community together in-person, for the first time in three years, and what a joy it was to see you all – to have those ad hoc conversations we have all missed, to be inspired with what others are doing, and to find out that none of us are alone in the boat.

In a VUCA year there is an even brighter spotlight on what associations do for their members. That's why the ATC, the UK's voice for language service companies, continues in its commitment to support member companies for sustainability and growth, building a community of peers, reaching out to and collaborating with the business community and the public sector, with other trade associations and organisations, promoting the value of language services to the UK, always with an eye on the global economy and the fiscal and commercial realities of running a company.

I want to extend my thanks to the ATC's Council, and to our CEO Raisa McNab, our Commercial Collaborations Lead Sarah Bawa Mason, and our Secretariat Sandra Foster, for their dedication and drive in making what you see in this End of Year Report happen.

And of course, to you, our members, I want to send a message of courage: the future is still bright.

Ruth Partington

Chair
EMPOWER Translate

ATC Council



Corinne Saynor Smith
Vice Chair
International
Translations Limited



Carina Balbo
Honorary Treasurer
My Language Hub



Roy Allkin
Council Member
Wolfestone



Susan Hoare
Council Member
Sandberg



Christine Weightman
Council Member
ETL International



Lindsay Hong
Council Member
Locaria



Mireia San José
Council Member
Intonation/City Legal



Bernadette Byrne
Co-opted Council
Member
Eloquent Agency



Paul Stewart
Co-opted Council
Member
Wessex Translations

Our heartfelt thanks also to Vice-Chair Phil Tennent and Council Members Isabella Moore and Lisa Williams for their service on Council!

ATC in Numbers

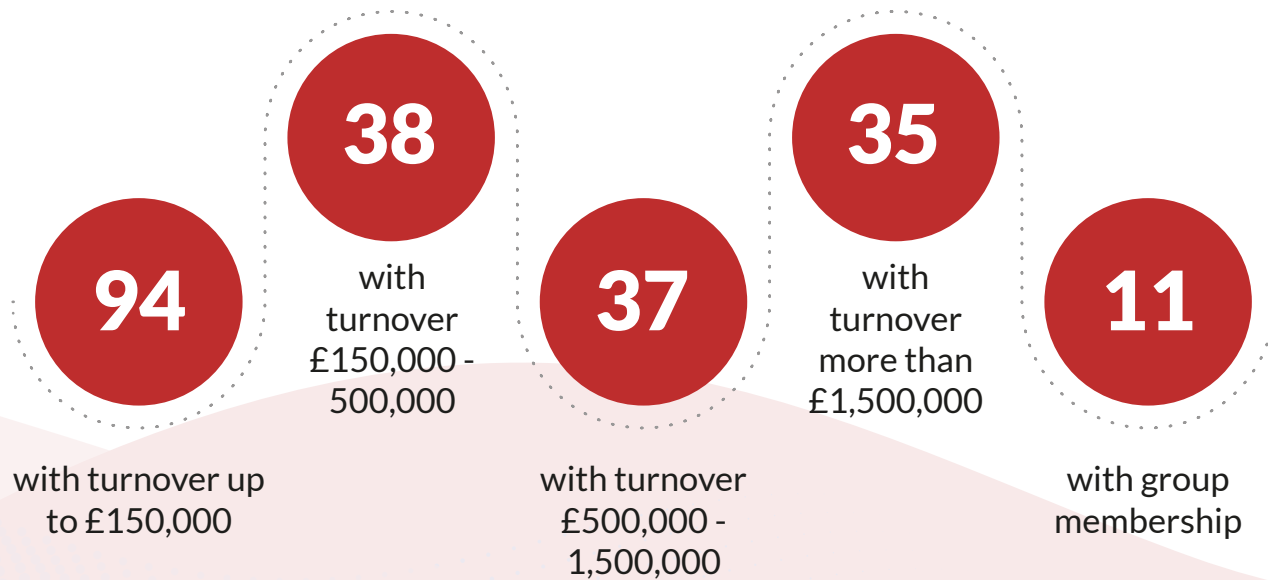
The ATC is the leading voice for companies operating in the UK's language services industry.

The ATC's Accredited and Associate Memberships are open to language service companies in the UK and overseas.

215
MEMBER
COMPANIES



By Turnover



By Location



Join The **ATC**

Our Values



Integrity

We shall be straightforward and honest in all our professional and business dealings.



Objectivity

We shall act fairly and without prejudice, and we will consider carefully how our decisions may affect our members, UK language service companies and the wider industry.



Accountability

We shall be mindful of our responsibility to develop and maintain the ethos and reputation of our members.



Leadership

We shall be an influential leader in supporting language service companies and promoting the case for professional language services.



Expertise

We shall be a key source of credible information, guidance and support for all stakeholders.



Commitment

We shall be committed to all our members, regardless of size, and place them at the heart of every decision we make.

Coming Together: **ATC Events**

The ATC is a network of peers where members can connect with each other as a professional community.



**WOMEN IN
LOCALIZATION
United Kingdom Chapter**

Networking Event May 2022

With Women in Localization UK Chapter



ATC Events

Stargazing Conference

September 2022

Stargazing

What will we be selling as language services in five years' time? **And how?**

One-Day Conference & Language Industry Awards 2022

21st September 2022
Church House Westminster, London SW1P 3NZ

Language Industry Awards 2022
Nominations open 20th June

ATC Association of Translation Companies
DEFINING STANDARDS OF EXCELLENCE



Commercial Collaborations

The ATC influences the advancement of language service companies and the language profession.

Commercial Collaborations Lead

In 2022, the ATC created a new role. Our new Commercial Collaborations Lead Sarah Bawa Mason works to forge stronger links between the ATC, its members, and business organisations in the UK, positioning ATC members as the 'go to experts' for SMEs expanding into overseas markets.

The new commercial collaborations focus helps ATC member companies connect with business organisations in a meaningful way, as UK businesses continue to develop new and extended export networks. Language capabilities are a key element in the equation.

The CCL role is a significant investment from the ATC. It signals us taking the driving seat on telling the business community how language services can impact positively on their bottom line. This new role will place ATC at the forefront of messaging on this issue with the obvious benefit to ATC members.



Sarah Bawa Mason
Commercial Collaborations Lead

Your voice matters!

121

member
companies
contacted

37

one-to-one
conversations
with members

5

regional member
outreach hubs in
the making

Banging the drum at:

- + Confederation of British Industries Annual Conference
- + Going Global Live Export Trade Show
- + Hampshire Chambers of Commerce Trade Event
- + Trade Association Forum Best Practice Exchange

Research that makes a difference



SMEs making use of language capabilities are 30% more successful in exporting than those who do not.

[Read more](#)



Promoting language education brings a benefit-to-cost ratio of about 2:1, meaning that spending £1 could return £2.

[Read more](#)



Research from ATC member company The Translation People reveals that 4/5 businesses that trade overseas plan to grow their global footprint further in the next five years.

[Read more](#)

Partnerships & Collaborations

The ATC forges partnerships with associations and organisations whose vision and goals align with our own.

In 2022, we collaborated with trade associations and language industry associations across the UK, Europe and the world – to promote the value of language services, and to provide support and guidance on topical issues.



MRS/ATC Checklist for Buying Translation Services
With the Market Research Society

[Read more](#)



Translating health information - a quick guide
With the Patient Information Forum

[Read more](#)



Translating Europe Workshop & Report Towards Common European GDPR Guidelines
With the EUATC, European Commission Directorate-General for Translation, FIT Europe, FreeLING Foundation, and others.

[Read more](#)



Ukraine Language Support Task Force
With Charity Translators, National Register of Public Service Interpreters, Chartered Institute of Linguists, AIIC UK & Ireland, Institute of Translation and Interpreting, and others.

[Read more](#)



ATC Language Industry Awards 2022

The ATC's annual Language Industry Awards celebrate the operational excellence of ATC member companies and the language industry professionals who support them.

Congratulations to the 2022 winners, and thank you to our industry expert judges!

Company of the Year

Winner: **Comtec Translations**

Commended: **Atlas Translations**

New Member of the Year

Winner: **Dialogue Language Services International**

Commended: **IMD Legal Translation and Interpreting**

Translator of the Year

Winner: **Jacek Blaszczyk** nominated by **Empower**

Translate (Global)

Commended: **Maite Hormazábal** nominated by **Essence**

Translations

Project Manager of the Year

Joint Winners: **Jim Hearn** nominated by **Atlas**

Translations & Dan Thomas nominated by **Dialogue**

Language Services International

Project Management Team of the Year

Winner: **Peak Translations**

Commended: **Atlas Translations**

Project Management Team of the Year

Winner: **Peak Translations**

Commended: **Atlas Translations**

Innovator of the Year

Winner: **Nicola Pegoraro** nominated by **Locaria**

Translator of the Year

Winner: **MD Online**

Commended: **Pozena**

Judges

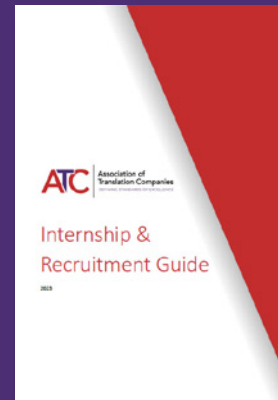
- + Allison Ferch, GALA
- + Laura Waddington, RWS Trados
- + Geoffrey Bowden, EUATC
- + Sandeep Nulkar, CITLoB
- + Rob Beswick, CIOL
- + Jacqui Flint, ITI
- + John Terninko, ELIA
- + Lara Tatiana Vasquez, Gespoint
- + Karen Gammarota, Women in Localization UK Chapter
- + Jessica Rathke, FluentSales
- + Damien Saby, memoQ
- + Robert Clements, ATC Certification
- + Heike Leinhäuser, EUATC
- + Ruth Partington, ATC



ATC Guides & Training

The ATC supports and nurtures members for sustainability and growth.

Explore ATC member benefits and business support guides in the Member Area online!



ATC Internship & Recruitment Guide 2023

- Bringing interns to the UK
- Post-Brexit recruitment in the UK
- Making the most out of university partnerships
- New routes to employing staff outside the UK

[Download from Member Area](#)



ATC Elia PM Training & Certification

A great language services project manager understands the industry and the bigger picture, and identifies how their role sits within the company's operations. They know their stuff as a language service pro!

Pro PM Training & Certification is brought to you by Elia, the European Language Industry Association and the ATC.

[Read more](#)



ATC Certification

ATC Certification provides industry-expert auditing and certification services to language services and business ISO standards.

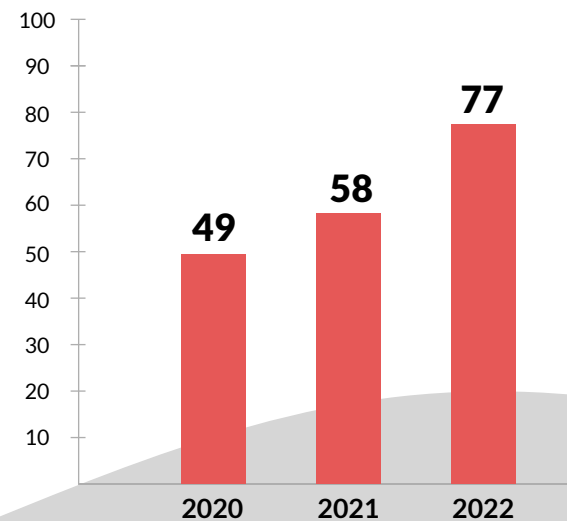
[Read more](#)

ATC member discount 20%

Standards

- ISO 17100 Translation services
- ISO 18587 Machine translation post-editing
- ISO 20771 Legal translation
- ISO 1884 Interpreting services
- ISO 20228 Legal interpreting
- ISO 21998 Healthcare interpreting
- ISO 9001 Quality management
- ISO 27001 Information security management
- ISO 14001 Environmental management
- ISO 22301 Business continuity

Certification Clients



[Read client case studies and check who's certified!](#)

ISO Standards Development

The ATC is actively involved in the development of new ISO standards for the language services industry via The British Standards Institution (BSI) and the United Kingdom's mirror committee at the ISO Technical Committee TC37 and Sub-Committee SC5 at the International Organization for Standardization (ISO).

The ATC's ISO Standards Commenting Group reviews and comments on ISO standards under development and votes on the UK's stance during the various drafting stages towards publication of an ISO standard. The group is headed by the ATC's CEO, and has LSP representatives from a variety of UK-based companies providing valuable input to the standards development process.

Getting involved in the commenting group allows you to influence the way emerging language industry standards are defined and used in the future!

[Read more](#)



Language Services for the Public Sector

The ATC collaborates with its member companies, commissioning authorities and the associations and organisations representing translators and interpreters, in building a sustainable future for the procurement and provision of language services for the UK's public sector.

The ATC's CEO and Public Sector Procurement Ambassador represent the ATC in stakeholder forums, round tables and advisory groups.

2022 Forums, Round Tables & Advisory Groups

- + Two Round Tables for Public Buying Organisations in collaboration with Crown Commercial Service
- + National Police Language Services Independent Advisory Group
- + Ministry of Justice's Language Services External Stakeholders Forum
- + Ministry of Justice's Language Services Future Pipeline Working Group
- + NOECPC Interpreting and Translation Services Customer Workshop

Research that makes a difference

Research from ATC member company Inbox Translations reveals that **NHS spending on translation and interpreting services in the UK** was £65,962,418 in 2019/2020.

Certification of Translations

The ATC's Certification Stamp is awarded to Accredited ATC Member companies. The stamp may be used to certify translations, typically those submitted to public sector or other authorities.

The ATC's guidelines for using the Certification Stamp set out best practices for certifying translations using the ATC's Certification Stamp. The guidelines also explain the differences between different types of certification used in the UK and overseas, and include certificate templates.

In 2022, the ATC came together with the Institute for Translation and Interpreting and the Chartered Institute of Linguists to start a conversation on harmonising and standardising practices for certifying translations in the UK.

[Read more](#)

Market Research

The ATC initiates, supports and promotes research that tackles topical issues and challenges, and adds value to its members and the wider language services industry. These are some of the key pieces of research from our partners and collaborations in 2022.



European Language Industry Survey 2022

2021 performance largely restored the industry's confidence in continued growth and development after the 2020 Covid disruption, but prior to the war in Ukraine and the onset of global economic crisis in 2022.

[Read more](#)



The Nimdzi 100

In the Nimdzi 100 ranking of the largest language service providers in the world, 11 companies in the were headquartered in the UK.

[Read more](#)



The Slator 2022 Language Service Provider Index

The Slator 2022 Language Service Provider Index featured 1 UK-based Super Agency, 5 Leader Agencies, 8 Challenger Agencies, and 22 Boutique Agencies.

[Read more](#)

ATC Collaborative MA Dissertations

Collaborative MA Dissertation projects with partner universities featured topics from minority representation and diversity in public sector language provision to the effect of the decline in language learning and ISO standards.

[Read more](#)

Language Skills in the UK's Job Market

New research by the ATC's academic partners at the University of Portsmouth reveals that languages continue to be very much in demand in the UK's job market, across every industry sector.

[Read more](#)

Technology Partners

The ATC's Partners provide industry-leading technical and support solutions for language service companies.



MITON Systems Limited

MITON's Interpreter Line platform enables Language Service Providers to run and manage an automated, and efficient service for their clients 24/7.

Interpreter Line has a low investment to get started, reducing internal administrative overheads, especially if you use manual systems currently putting you in control of connecting your clients with your qualified interpreters in seconds. There are detailed reports and statistics, that help you to run a more cost effective and efficient business.

[Website](#)



LBS Suite

LBS Suite is a CRM and ERP solution specifically designed for translation agencies. It combines a translation management system with sophisticated sales, accounting and business analysis features in a customisable package. LBS Suite is a piece of software, but also a team of people dedicated to supporting you, and a service dedicated to improving your processes.

[Website](#)



Trados

Trados offers an unrivalled suite of intelligent translation products that enable LSPs to manage and grow their business by streamlining processes, reducing costs and accelerating content translation.

Trados cloud and desktop offerings are designed to scale and flex with you as your needs evolve. They're seamlessly integrated with each other, plus you can easily connect Trados to your existing business systems to further improve efficiencies.

[Website](#)



OOONA

OOONA develops professional management and production tools for the localization industry. The company's flagship product is OOONA Manager, a cloud-based system for managing translation, subtitling and captioning workflows in a user-centric approach, with full visibility over the localization workflow and integration with financial tools. OOONA Cloud offers a complete, secure, high-performing scalable solution, OOONA Edu is a cloud-based platform specifically designed for subtitling and captioning training, and OOONA Pool puts LSPs in touch with professional audiovisual translators.

[Website](#)



memoQ

memoQ provides flexible translation and localization management solutions tailored to enterprises, language service providers, and translators.

memoQ provides a collaborative translation environment that facilitates and speeds up translation processes with advanced, customisable workflow features. It lets project managers eliminate time-consuming manual steps when setting up projects, and meanwhile, translators and reviewers can work simultaneously in memoQ translator pro - one of the most loved translation editors out there.

[Website](#)



lingo systems

Lingo systems provides technology and consulting for language service providers. Lingo systems work with you to design and, if required, to implement your information technology landscape. They have been developing highly innovative software solutions for the translation and language service provider industry for years and they are also familiar with the best known products of the LSP industry.

[Website](#)



Gespoint Translator Business

Gespoint Translator Business is a powerful translation project management software specially designed for translation companies.

It is designed for translation companies looking for a comprehensive project management system that is easy to use and adapt. Gespoint Translator facilitates the management of each job or project, saves time by automating repetitive tasks, and improves communication between members of the company.

[Website](#)



Lingsom

Lingsom is a management system for LSPs – one system to manage all interpreting (spoken or sign language) and translation orders efficiently and securely.

With three views into project workflows (home, vendor, and customer portals), Lingsom makes all stages of coordination easier and faster, from the creation of the order to vendor matching, booking and finally invoicing and payrolls. Its algorithm matches each received assignment in your company whether it's on-site, over the phone, message delivery or video interpretation with the right linguist in your company and automatically does query, confirmation, invoicing, and payrolls and much more.

[Website](#)

Associate Partners

The ATC's Partners provide industry-leading services and support solutions for language service companies.



Adaptive Globalization

Adaptive Globalization is the world's leading language services recruitment agency. We help you hire market-leading talent in Translation, Localization, Translation Technology, Interpreting, Language Learning & Machine Translation.

Our services also include M&A introductions, leveraging our in depth market knowledge and network. Adaptive M&A provides a bespoke service including advising companies prior to sale as well as making high level introductions to being with you every step of the way.

[Website](#)



UKGlobal

UKGlobal is proud to be the recognised insurance broker for Members of the Association of Translation Companies to provide professional and independent advice. Our technically precise approach to creating an insurance programme, combined with our strategic procurement of insurance, means that we can often establish a more appropriate insurance programme that's truly tailored for your business, at a reduced cost.

[Website](#)



Going Global

Going Global Live is the number one show in Europe for businesses that are looking to expand internationally, export products or set up overseas operations. For language service companies, Going Global gives an unsurpassed platform to reach out to SME companies considering exporting, or looking to boost their export reach.

[Website](#)



BUNAC

BUNAC is one of the UK's largest temporary work Government Authorized Exchange Visa sponsors, sponsoring students and graduates for an internship of up to 6-12 months in the UK. BUNAC sponsors students and graduates of all nationalities, now including EU nationals, providing support and guidance to both the intern and the company hosting them, with the process of obtaining the visa sponsorship and visa.

[Website](#)



Deel

Deel enables businesses to tackle the challenges of hiring contractors and hiring full-time employees overseas. Deel's global hiring and payroll services enable you to create locally compliant contracts in seconds, hire full-time employees in minutes, and process payments with just a click.

Hiring, paying, and scaling teams without borders compliantly shouldn't be a deal breaker. Deel empowers companies to do all these things effortlessly and legally.

[Website](#)



Talingual

Talingual's award-winning team of international recruiters specialises in finding new and exciting employment opportunities for candidates with language talent. Based in Northern Ireland, Talingual works every day with clients and candidates across the world. Talingual's primary speciality is to source, qualify and prepare candidates who fulfil our clients' language requirements. We have developed a very positive reputation among clients and candidates alike for our ability to quickly find solutions for such language-based assignments for employment opportunities throughout Europe and beyond.

[Website](#)



Translation Back Office

Translation Back Office's Managed Services solutions provide translation Project Managers and other language service professionals to language service companies across the world.

Managed Services enable translation companies to better navigate market uncertainties, ongoing pricing pressures, and constant demand for new services. Translation Back Office's Managed Services solutions are tailored for the language services industry, covering positions from Project Managers to Localization Engineers, helping growing companies worldwide.

[Website](#)



Truth Legal Solicitors

Truth Legal Solicitors specialises in helping employers navigate the complexities of applying for a Skilled Worker Sponsor Licence, and supporting them through the visa application process.

Applying for a Home Office Sponsor Licence to continue to recruit from outside the UK can seem like a daunting task, but that's where specialist help from someone who understands the language services industry can really make a difference.

[Website](#)



BLEND Voice

BLEND Voice, formerly GM Voices, is a full-service voice-over production company that partners with corporate translation teams and localization service providers to help them enhance their service offering to include turnkey voice and multimedia solutions. BLEND Voice offers a roster of more than 1,000 voice actors worldwide in over 100 languages, assisting localization professionals with all types of video adaptation services, including dubbing, subtitling, post-production, and other A/V effects. We guarantee language authenticity, warrant all voice recordings, and offer the most economical partner pricing to support end users over years of language projects and updates with consistency in quality and performance.

[Website](#)



Digital Lorators

Lorators develops intelligent training and eLearning solutions. Via their online training and learning management systems, Lorators provides high quality, low cost, accessible online training to help businesses with compliance, quality management, risk management, information security management and ISO certification as well as personal development and wellbeing. Lorators also provides bespoke LMS platforms and onsite "classroom" style training as required.

[Website](#)



Assent Risk Management

Assent is a progressive Risk and Resilience Consultancy built for the digital age. Assent's expert team delivers impartial consultancy and auditing services across multiple disciplines including information security, cyber security, environmental sustainability, health & safety, quality management and business improvement. More than just 'box ticking', the Assent team works in collaboration with yours to build bespoke management systems, supported by technology and other products, that return real business benefits.

[Website](#)

CEO's Notes



To me, looking back on a year's activities, initiatives and achievements in an End of Year Report is always as satisfying. Yes, we have achieved all this!

At the same time, I'm also planning for the new year, and itching to do more, to reach higher, and to stretch what we can achieve further.

To me, it's important that the ATC is not just seen to talk the talk, but also to walk the walk. The ATC is a trade association in an industry that connects all other industries. It is a professional body that provides concrete guidance and resources, adds value to members, and makes the often challenging business of running a language service company easier. This End of Year Report reminds of many such achievements across the year: launching our ground-breaking collaboration with Elia and the production of our PM Training Course, the success of our ISO certification service, the creation of the Commercial Collaborations Lead role.

In 2023, I look forward to building on these and many other great initiatives and activities, deepening and extending collaboration with the ATC's Council, members and partners.

I look forward to expanding our successful association partnerships with client-side trade organisations, and with the associations and organisations representing translators and interpreters.

And I look forward to continuing to work with the wonderful Ruth Partington and Sarah Bawa Mason on building our commercial collaborations, and promoting the value of language services. Not as a fluffy nice-to-have but as a critical component in any company's internationalisation activities – and a key element for mitigating the risks around expanding to global markets.

But before all that, I wish you a lovely end of the year, see you in 2023!

Raisa McNab

Chief Executive Officer



CLEAR
Global

This holiday season,
**let's make marginalized
voices heard.**

Donate today.

#MeetMeInMyLanguage