

END OF YEAR REPORT 2023



Association of
Translation Companies
DEFINING STANDARDS OF EXCELLENCE

Chair's Greetings



As 2023 draws to a close, we have the opportunity to reflect on what a very big year it has been for our industry – opening with the challenge of AI, drawing to a close with yet more global unrest and economic uncertainty.

Yet one thing is certain: the resilience of our industry. In the face of apparently insurmountable adversity, global economic volatility, financial uncertainty and an enormously complex landscape, yet again we see the language services industry coming through strongly, pivoting and remaining agile and responsive to the needs of our entire ecosystem.

This is an industry to be celebrated indeed, with ATC members clearly at the forefront of stabilising the industry ship whilst driving change for a more sustainable future.

And where it is undeniable that language service company founders, owners and senior leaders may well be experiencing some sleepless nights and disruption, the like of which we have not previously experienced, nevertheless we are seeing some extraordinary creative and innovative solutions to the perennial problem of effective communication.

What matters is retaining sight of the purpose of our industry and what we are striving to achieve: equal and equitable communication across all spheres regardless of one's starting or finishing language point is what we specialise in, and I am so proud that the ATC has remained a true constant in supporting all of us through the challenges that 2023 has presented.

Extending my thanks, as ever, to the ATC's Council, and to our CEO Raisa McNab, our Commercial Collaborations Lead Sarah Bawa Mason, and our Secretary 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
ETLS International



Gabriela Lemoine
Council Member
Accentus Language Services



Mireia San José
Council Member
Intonation/City Legal



James Brown
Council Member
Comtec Translations



Steve Higgins
Council Member
Mondia Technologies



Bernadette Byrne
Co-opted Council Member
Eloquent Agency

Our heartfelt thanks to Council Member Lindsay Hong for her 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.

231
MEMBER
COMPANIES

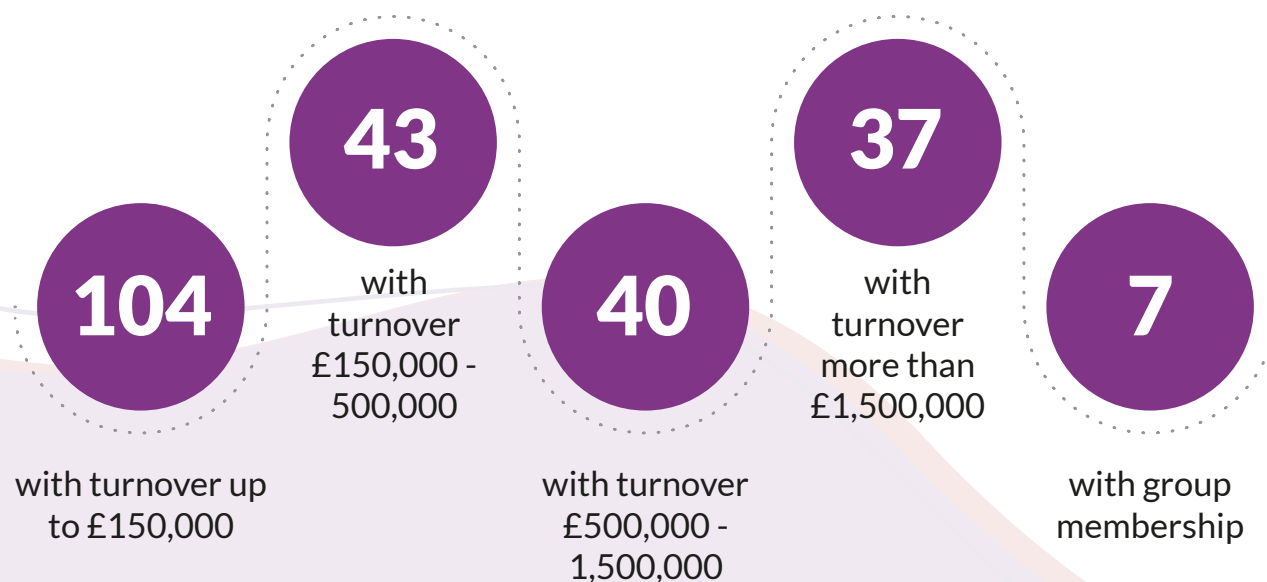
153

**Accredited
Member
Companies**

78

**Associate
Member
Companies**

By Turnover



By Location



**+26
new members**

Join The **ATC**

Our **Strategic Aims**



Support

- + Support and nurture our members for sustainability and growth



Engagement

- + Create a network where our members can connect with each other as a professional community
- + Develop strategic partnerships with language services industry and buyer-side associations and organisations



Leadership

- + Spearhead the advancement of language service companies and the language services industry



Governance

- + Represent language service companies in the UK
- + Establish and promote appropriate and relevant regulatory functions and practices

Our Values



Integrity

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



Diversity, equity & inclusion

We shall act fairly and without prejudice, promoting diversity, equity and inclusion in in our dealings with our members and stakeholders.



Accountability & commitment

We shall be mindful of our responsibility to develop and maintain the reputation of our members and the wider language services industry. We shall be committed to all our members, regardless of size, and place them at the heart of every decision we make.



Sustainability

We shall foster and promote sustainable business practices, and be a key source of credible information, guidance and support for our members.

Coming Together: **ATC Events**

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



Client Landscapes May 2023

In May 2023, the ATC's Council, CEO and Commercial Collaborations Lead joined forces with member companies to brainstorm and forge new pathways for the ATC's Commercial Collaborations Strategy.

[Read more](#)

> Coming Together: **ATC Events**



ATC EUATC Ethical Business Summit 2023

In September 2023, the ATC EUATC Ethical Business Summit asked the question 'What exactly is ethical, sustainable business in the language services industry?' and brought together industry leaders, language service companies, buyers and technology companies for two days of inspiring and inspired discussion.

[Read more](#)



ATC Recruitment, Retention and Employment Risks Events 2023

In February and October 2023, the ATC's Recruitment and Retention Event and Employment Risks Afternoon tackled topical challenges in the recruitment and employment relationship landscape, and brought together member companies to meet and network with the ATC's legal, insurance and recruitment partners.



ATC Tech Round Table & Demo Day

In March 2023, the ATC's Tech Round Table & Demo Day ditched the hype and invited experts and the ATC's members and partners to talk about the real opportunities, potential threats and practical implementation of AI-enabled services.

Commercial & Trade Collaborations

The ATC spearheads the advancement of ATC member language service companies and the language services industry.

A new roadmap for commercial and trade collaborations

In 2023, we took the bold step to expand the ATC's commercial collaborations work to client-side trade associations, and created a new long-term roadmap to promote collaboration and business opportunities between the ATC's member companies and local and national business organisations, associations and communities.

This commercial and trade collaborations work will see us forging and fostering strategic connections with business organisations and associations locally and nationally, positioning the ATC as an authority on language services, and its members as credible, quality and solutions-driven partners.

Through this work, we will have a natural route to promote the value of translation, interpreting, and language services, engaging ATC member companies to understand their business priorities, and inviting them to participate in collaborations that make a real difference to their businesses.

In 2023, we joined the Trade Association Forum, networking and gaining exposure with its 174 UK trade association

members who represent over 190,000 British businesses. A new partnership has also been struck to deliver language services masterclasses with the UK Export Academy, the Department for Business & Trade's training arm helping British businesses to expand their global reach with the help of our members.

We have also launched a collaboration with the British Chambers of Commerce with a language services webinar and a magazine article in collaboration with the Hampshire Chamber of Commerce and ATC member companies located in the region.

And we have published the ATC Commercial Collaborations Guide to Business Organisations introducing British business organisations to ATC members and showing clear openings for members to provide expert language services.



Sarah Bawa Mason
Commercial Collaborations Lead

> Commercial & Trade Collaborations



Partnership to deliver language services masterclasses with the UK Export Academy



Membership and collaboration with the Trade Association Forum



Collaboration with the Chambers of Commerce



Business Organisations
Guide to
Commercial Collaborations
2023

ATC Commercial Collaborations
Guide to Business Organisations

Partnerships & Collaborations

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

In 2023, we collaborated with client-side trade 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.



Networking Event & Summit Collaboration

With the Women in Localization UK Chapter

[Read more](#)



Crisis Language Support Assets for NGOs

With FIT Europe, Clear Global, Lapigua Foundation and the Lublin Translators Association LST

[Read more](#)

> Partnerships & Collaborations



Harmonising the Certification of Translations

With the Chartered Institute of Linguists and the Institute of Translation and Interpreting

[Read more](#)



Building Bridges with Women-Owned Businesses

In partnership with WEConnect International

[Read more](#)



Language Industry Awards 2023

The Language Industry Awards celebrate the operational excellence of language service companies and the language industry professionals who support them.

Congratulations to the 2023 winners, and a huge thank you to our industry expert judges!



ATC Company of the Year Award

Winner: **Bla Translation**

Commended: Atlas Translations | Global Lingo | IMD Legal Translation and Interpreting Ltd



ATC New Member of the Year Award

Winner: **Clear Voice Interpreting Services**

Commended: IMD Legal Translation and Interpreting Ltd



ATC PM Team of the Year Award

Winner: **Dialogue Language Services International**

Commended: Sandberg | The Language Factory



ATC Project Manager of the Year Award

Winner: **Stefania Orlotti, Atlas Translations**

Commended: Helga Pelin, Travod | Denisa Jacobsen, Global Lingo



Ethical Business Award

Winner: **AJT**

Commended: Creative Words



EUATC Association Initiative Award

Winner: **Meet Central Europe**

Commended: Belgian Quality Translation Association |
Association of Professional Language Service Providers (Hungary) |
Associazione Nazionale di Imprese di Servizi Linguistici (Italy)

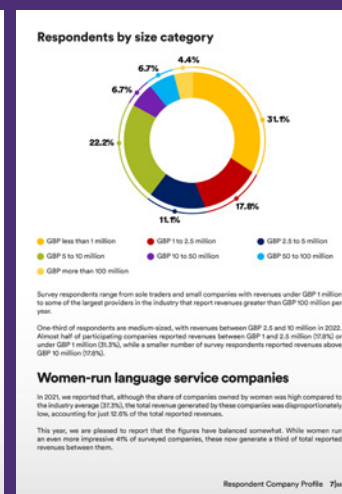
Judges

- + Allison Ferch, GALA
- + Geoffrey Bowden, EUATC
- + John Terninko, ELIA
- + Anikó Pető-Mordovski, Women in Localization UK Chapter
- + Christl Schraut, European Investment Bank and International Criminal Court (retired)
- + Carrie Livermore Fischer, Women in Localization
- + Josef Kubovský, Nimdzi Insights

ATC UK Language Services Industry Survey & Report 2023

The ATC's UK Language Services Industry Survey and Report charts the trends and drivers of the second-largest national market of language services, the United Kingdom.

[Read more](#)





ATC Certification

ATC Certification is uniquely positioned to provide industry-expert auditing and certification services for language services and business ISO standards.

[Read more](#)

Launched in 2023: ATC Certification Academy provides FREE introductory eLearning courses on implementing ISO standards for language service companies.

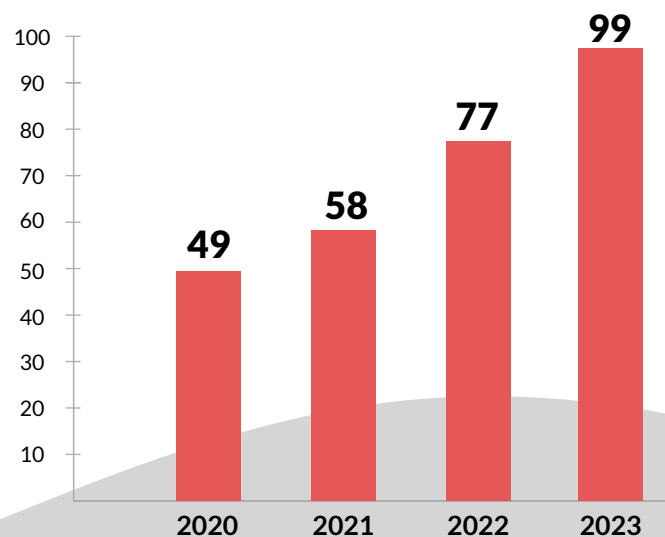
[Read more](#)

ATC member discount 20%

Standards

- **NEW!** ISO 23155 Conference Interpreting
- 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!](#)

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!



> ATC Elia PM Training & Certification

"This course is a rare opportunity to learn first-hand from industry leaders and goes beyond providing just generic information about our industry, instead drawing on the vast experience that the presenters possess and are willing to share. I will repeat it several times to make sure I don't miss any helpful information or tips and tricks that I can put to use in my daily tasks."

Jesper Carlström, Acolad Group

"This is an excellent program to prepare your new project managers for a deep dive into the language industry. This is a tool that will save you a lot of time and nerves; and spoon-feed in the best way possible the essence of the language business to people who will be ready to serve clients, create value and feel competent. I would call this an investment not an expense. To me this feels like a system that helps people put the pieces of the puzzle together so that at the end all information clicks in the right places and actually makes sense. Recommended!"

Kristine Špate, LMI Translations

"As a beginner, I found the course very helpful in understanding the language industry as a whole, the roles of my colleagues, the needs of clients, and my own role as a project manager. It also provided valuable tips. I would recommend it to anyone new to the industry, as I was previously working as a linguist but had little knowledge of how language service providers operate. The ATC/Elia PM Training Course is well-structured and provides a comprehensive overview of the industry. It is especially useful for beginners who want to fully understand their PM role and the environment they work in. I will definitely be using the tips and skills I learned in my daily work life."

Léa Gentner-Jallon, Six Continents

"I must say that I have gotten various new insights about the translation business that I did not have before and it is certainly meaningful to learn about all people and services involved in the translation process. It is a bigger picture than I expected it to be! I hope that upon completing this training I can use this knowledge to strengthen the relationships I have established with our clients and provide them with our services as best as I can."

Sarah de Vries, Global Textware

"I recently completed the Pro PM Training & Certification course and can confidently say that it exceeded my expectations. The lectures delivered by well-versed professionals are both interesting and informative. The course provides the learner a strong foundation in the language services industry and offers new insights, even to those with existing knowledge – especially if you are currently completing your studies in translation and interpretation or are a recent graduate. I recommend the Pro PM Training & Certification course to anyone aspiring to become a rising star in project management and make their mark in the language services industry."

Julia Lantz, University of Helsinki

"Would recommend the course as it gives the participant a snapshot of the global language industry and current procedures (not just strictly PM centered) without overwhelming them. It's up to the participants to adopt the ones that suit their companies the best. On my part, I particularly liked the course on company financials and the reminder for a holistic PM approach (communicating with all stakeholders while being open to changes), something that can be easily neglected during the daily bustle."

Ahmet Necati Uzer, Nuna Localization



“It was very comprehensive and insightful, and it was very interesting to learn from so many industry professionals! I especially found the Technology module to be very helpful, as well as the Localization from the buyer perspective module which offers a great outlook on agile ways of working and the importance of having a growth mindset. I can definitely recommend this course, even if you've been working in the translation industry for a while!”

Donja Ceelie, Ludejo BV

“Very good content for anybody wanting to launch or boost their career in translation project management. Wide variety of subjects, theoretical background combined with day-to-day praxis.”

**Sanni Kuivalainen, Head of Production,
Acolad Finland**

“As someone who has studied project management as part of my Master's degree, the PM training course at ATC and ELIA has exposed me to a lot of knowledge that is not covered in the classroom and is very beneficial to someone who really wants to enter the PM industry. I'm grateful for the opportunity to keep on learning about the industry!”

Jiarou Wen, Student, University of Leeds

[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.

2023 Forums & Advisory Groups

- + 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
- + ATC & Professional Interpreters for Justice Joint Working Group

ATC Small Business White Paper

The ATC Small Business White Paper sets out seven recommendations for the UK's public sector commissioning and buying organisations on how to support small companies in accessing public sector language service contracts, striking a balance between centralised procurement approaches and the social value of local provision.

Working Together White Paper

A Working Together White Paper jointly produced by the ATC and PI4J Working Group sets out ten urgent recommendations for tackling immediate challenges around procurement and provision of language services for the UK's public sector.

[Read more](#)

Market Research

The ATC 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 industry partners in 2023.



European Language Industry Survey 2023

In the European landscape, 2022 was a 'return to reality', showing increasing issues with smaller LSCs and independent language professionals.

[Read more](#)



The 2023 Nimdzi 100

The Nimdzi 100 ranks the largest language service providers in the world, 11 of which are headquartered in the UK, and charts the macro-level trends of the industry.

[Read more](#)



The Slator 2023 Language Service Provider Index

The Slator 2023 Language Service Provider Index ranks global Super Agencies, Leaders, Challengers and Boutique companies.

[Read more](#)

Academic Collaboration

The ATC actively collaborates with university partners in the UK and overseas, supporting and initiating activities around academic programmes for translation, interpreting, applied languages, and related technology.

[Read more](#)

ATC University Partnerships

The ATC creates direct links between its partner universities and its member companies to promote and facilitate internship and career opportunities, and to connect member companies with university departments, careers services, and students.

Collaborative PhD Project on EDI

In 2023, the ATC and the University of Leeds began a three-year Collaborative PhD Project to explore routes into the translation and interpreting profession of speakers of community languages from an EDI perspective, fully-funded by the White Rose College of Arts and Humanities.

Collaborative MA Projects

The ATC's Collaborative MA Projects initiate and support Master's Dissertation projects that address questions relevant for the language services industry, giving students from partner universities a unique opportunity to work together with the ATC and gain an insight into the industry.

European Masters in Technology for Translation and Interpreting

The ATC is an industry partner to the EM TTI, a Pan-European Master's Degree Programme on Translation and Interpreting Technology. In 2023, the ATC hosted six EM TTI interns who worked on the development of the ATC ELIA PM Training Course.

Association of Programmes in Translation and Interpreting Studies

The ATC works in collaboration with APTIS, the Association of Programmes in Translation and Interpreting Studies, which brings together academics from the UK and Ireland to advance T&I education. In 2023, the ATC attended APTIS's annual conference in Belfast, Northern Ireland.

All Party Parliamentary Group on Modern Languages

The ATC actively participates in the work of the All Party Parliamentary Group on Modern Languages whose purpose is encourage and support policies and action improving the take-up of languages in schools, further and higher education, in the workplace and in the community.

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](#)



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](#)



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](#)

Associate Partners

The ATC's Partners provide industry-leading services and support solutions for ATC members.



UKGlobal

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

[Website](#)



BRIDGE Employment Law

BRIDGE Employment Law provides professional, independent legal advice and services tailored for language service companies. BRIDGE offers ATC member companies free consultation calls, legal advice, audits and assessments around employment law and HR, and in the review and drafting of commercial terms. BRIDGE also provides ATC members with a free guidance document on Employment Agencies Act assessments.

[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](#)



TBO Talent

TBO Talent'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. TBO'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](#)



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](#)



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](#)



Nimdzi Insights

Nimdzi Insights help their clients successfully navigate international expansion through research, consulting, stakeholder education, and global readiness. If you're looking to strategically grow your business, manage risk, or find data-driven solutions, you've come to the right place.

[Website](#)



Multilingual Media

For more than 30 years MultiLingual has been serving as the world's source of information for the language industry. Through our magazine, newsletter, website, YouTube channel, and social media platforms you will find anything you need to know about industry related events, news, development and opportunities.

[Website](#)



Slator

Slator is the leading provider of news, analysis, and research for the global translation, localization, and language technology industry. Stay on top of industry news and trends, listen to the weekly podcast SlatorPod, join industry movers and shakers at SlatorCon, take a deep dive into topical themes with Slator Research and track public sector, NGO and private contracts via the Slator RFP Center.

[Website](#)

CEO's Notes

For me, 2023 can be summed up in five words: AI, ethics, sustainability, community, and collaborations.

We opened the year up with a round table conversation on the opportunities, challenges and threats around AI-enabled services. That is the conversation that still dominates our industry at the end of the year, and no doubt will continue to do so in 2024 – with an increased understanding of how GenAI solutions will impact on, and be harnessed by, language service companies for the benefit of their clients.

In 2023, the ATC UK Language Services Industry Survey & Report painted a picture of a strong UK market emerging from 2022 into a wait-and-see mode. In it, we saw light but also gathering shadows for small language service companies showing a gap in growth performance compared to the rest of the market.

This is the landscape we have lived in for a year, through mounting inflation and a worsening cost of living crisis. These are challenges that impact language service companies as responsible employers, and as suppliers feeling other industries' pinch keenly.

At the same time, we have come together as a community, and started a conversation together with European and global colleagues on what ethical, sustainable business really means in the language services industry. We have expanded our commercial and trade collaborations, opening up tangible, concrete opportunities for member companies to work with UK exporters as multilingual and multicultural experts.

In 2024, our focus will be on strengthening our community, learning from and supporting each other to do better business. We will build better and deeper commercial and trade collaborations. We will stay relevant, a strong association representing the voice of language service companies in the UK. To achieve this, we will also continue to expand our member base, and to support our members to do good business, even when no one's looking.



Raisa McNab

Chief Executive Officer



**SPEAK UP FOR
LANGUAGE INCLUSION**

DONATE NOW