

Corporate Social Responsibility

HELPING TO CREATE A COMPASSIONATE GLOBAL COMMUNITY





Doing our job is not enough

Every single day, thousands of people rely on Language Line Services to help them communicate with customers, patients, and citizens who don't speak their language. We help people apply for loans, file insurance claims, launch business ventures, and save lives.

Language Lines Services was conceived as a volunteer venture way back in 1982. The company's founders saw an opportunity to help Asian refugees overcome language barriers when seeking essential healthcare, utility, and emergency services. Since then, we've experienced tremendous growth and prosperity. But that spirit of community service remains alive to this day and stayed true to our mission — removing language as a barrier anytime, anywhere.

Today, in business, in government, and out on the streets, people from different cultures are coming into contact with one another more often than ever before. We see the many ways in which they are all connected. We witness the challenges they face. And we experience the universal appreciation that comes from better communication and cultural understanding.

The relationships we have developed with professional interpreters and customers from all around the world strengthen our resolve to remove language barriers and improve the quality of life in any way we can. So we strive to aid good causes, volunteer our resources, and do our best to spread good will. At Language Line Services, we don't draw a line between being good business partners and good citizens. To us, they are one in the same.

*Louis F. Provenzano, Jr.
President and Chief Operating Officer*

Corporate social responsibility (in our own words)

So, what exactly is corporate social responsibility (CSR)?
It depends on whom you ask.

Some call it corporate citizenship, conducting business in a socially and environmentally responsible manner.
Some call it taking action to improve quality of life for employees and society at large.
And some call it a modern imperative within the business world
to demonstrate responsibility for the impact your activities have on communities and environments.
We simply call it...doing what's right.

At Language Line Services, we're committed to doing whatever is in our power
to better the lives of our customers, our employees, and our communities.

To us being more socially responsible means that during every call,
through every new initiative, and with every donation, we're making a difference in someone's life.
We can provide service, free of charge, during disaster relief efforts.
We can raise awareness for vital causes. And we can provide financial assistance to those in need.
And that's our goal — to look for opportunities
that will impact people in positive ways and to come through when it counts.

CORPORATE SOCIAL RESPONSIBILITY AND...

OUR PHILOSOPHY

WERE YOU AWARE

CSR reflects society's views

Modern CSR is rooted in the Civil Rights Movement, consumerism, and environmentalism of the 1960s.

The public is watching

83% of people will trust a company more if it is socially responsible.

A responsible new generation

50% of young professionals wouldn't work for an employer without CSR.

Consumers who rated U.S. Corporations' general CSR as average or below?

78 %

We owe our existence to community service

The Language Line Services story began nearly three decades ago. We didn't realize it at the time, but the day we first plugged in our telephones was the day the over-the-phone interpretation industry was born. It was a volunteer venture then, created by a San Jose, California police officer and an ex-Marine Corps interpreter to address language and cultural barriers presented by waves of Southeast Asian refugees migrating into the area.

Upon its initial success, organizers quickly identified similar communication needs in 41 other languages. And in the years to follow, this humble, volunteer telephone interpretation service continued to grow and evolve into what is now Language Line Services.

Becoming the global leader in multilingual communications, however, doesn't mean for a moment that we are content. We feel a certain responsibility to create a more collaborative and compassionate world, not just for our customers, but for our employees, for our community, and for people everywhere, especially those most in need.

CORPORATE SOCIAL RESPONSIBILITY AND...

O U R M O T I V A T I O N

WERE YOU AWARE

We interact with thousands

We help over 100,000 people each and every day.

We touch people's lives

On an average day, we assist in the delivery of 11 babies.



People who support global standards that outline social responsibility?

77 %

Where interpretation ends and virtue begins

Fostering clear, efficient communication is what we do best. In a world where diverse cultures have become an integral part of our economy, that expertise can come in handy. So Language Line Services contributes its resources and skills in a number of different ways.

We groom language ambassadors. We make a significant investment in training and educating our employees, not solely so they become exemplary interpreters, but so they also become positive, contributing members of their communities.

We pass along our expertise and insight. Language Line University provides training, testing, and professional career development for interpreters anywhere who wish to improve their knowledge, proficiency, and leadership skills.

We elevate the industry. By providing specialized training and certifications to healthcare and legal interpreters, we improve service in our nation's hospitals and courts. We also continue to lobby for the adoption of national board certifications so that professional interpreters trained in medical terminology get Federal reimbursement.

Twice each year, we publish Emerging Languages Reports. These reports help governments, healthcare organizations, and businesses anticipate the changing demographics and better serve their respective communities.

CORPORATE SOCIAL RESPONSIBILITY AND...

O U R L E A D E R S H I P

WERE YOU AWARE

Thinking globally is responsible

We train and employ over 6,000 interpreters around the world.

Education is responsible

In any given year, our interpreters averaged 40+ hours of continuing education.

Professional Responsibility

Last year we delivered over 10,000 language assessment tests.



U.S. organizations that participated in socially responsible practices?

91%

Assisting those who need it most

Our world surrounds us with challenges. Underserved communities continue to go unnoticed. Refugee populations struggle to adapt in new surroundings. And when natural disasters strike without warning, language barriers can present critical life or death situations.

So whenever communication breaks down, Language Line Services is there to lend a helping hand.

Most recently, when a 7.0-magnitude earthquake devastated Haiti, relief agencies needed help communicating with injured victims. Language Line Services provided free interpretation.

Our Your World Your Language service in Boston, Charlotte, New York, Philadelphia, San Francisco, Washington DC and other major metropolitan cities allows limited-English speakers to access an interpreter at no charge.

In Los Angeles, we helped establish the first, free over-the-phone interpretation service, breaking down language barriers for Southern California's growing population of limited-English speaking Latinos.

In cooperation with United Way, we launched Monterey County 2-1-1, a free service that connects people with critical health and human services information and unburdens the 9-1-1 system during disasters by providing vital public announcements.

During Florida's catastrophic 2004 hurricane season, Language Line Services joined forces with the American Red Cross to increase language capacity and improve communication with limited-English speakers. We now offer discounted services to Red Cross chapters throughout the nation.

CORPORATE SOCIAL RESPONSIBILITY AND...

OUR EFFORTS


WERE YOU AWARE

Answering the call when it counts

We provide interpretation services to nearly 93% of the nation's 9-1-1 call centers that need language assistance.

Answering the call where it's needed

We helped the Red Cross assist more than 9,200 Hurricane Katrina victims.



Large, medium, and small organizations that donate/collect money for natural disasters?

90% , 77% , AND 65%

Making progress through partnership

There are a great number of charitable organizations whose dedication and passion we truly admire.
For several of them, Language Line Services is a natural fit.

Wishes come true in many languages.
We partner with the Make-A-Wish Foundation of San Francisco
to help their staff understand and prepare for medical limitations during the wish planning process.

In 2006, Language Line Services came together with the
American Breast Cancer Foundation to introduce the Speak Pink program.
Speak Pink places pink, language assistance phones in businesses around the country
to raise awareness and generate proceeds for the fight against breast cancer.

Relating in Red serves a similar function for AIDS Awareness.
These red phones increase HIV/AIDS awareness and benefit the
Elizabeth Glaser Pediatric AIDS Foundation, Broadway Cares/Equity Fights AIDS,
and AIDS Education Global Information System.

We teamed up with the city of San Francisco, AT&T, and local community organizations
to assist domestic violence survivors.
Now, when police respond to domestic violence calls, and the victim doesn't speak English,
an officer uses a special mobile phone to immediately access an interpreter.

We feel it's important, as well, to support our closest neighbors.
So we regularly contribute to charities here in the Monterey Bay Area.
Language Line Services donates to local organizations such as United Way,
Monterey County Fire Department Annual Holiday Toy Drive, the Rape Crisis Center Hotline,
the Arts Council of Monterey, and the Monterey Museum of Art.

CORPORATE SOCIAL RESPONSIBILITY AND...

O U R C O O P E R A T I O N

WERE YOU AWARE

Dreams come true in many languages

30% of the Bay Area's Make-A-Wish requests require language assistance.

It's time to think pink

In 2005, 41,116 women died from breast cancer.

Abuse is widespread

Each year in the U.S., approximately 1.3 million women and 835,000 men are physically assaulted by an intimate partner.

Consumers more likely to use products/services from a socially responsible company?

66%

Humanitarianism is a shared responsibility

Language Line Services created the over-the-phone interpretation industry.
So naturally, we take particular interest in the industry's success.
But we're also deeply proud of what the industry has accomplished and of the profound way
in which language interpretation has impacted countless lives.
We want the communities we serve to hold our industry in high regard.
It's important to us.

But we don't aspire to affect change all on our own.
We hope that by demonstrating generosity and compassion,
by seeking out charitable opportunities,
by grooming tomorrow's corporate citizens,
and by leading through example, others in our industry will follow.
The things we have accomplished as a solitary company are undeniable.
Imagine the collective good we can do
as a socially responsible industry.

CORPORATE SOCIAL RESPONSIBILITY AND...

OUR INDUSTRY

WERE YOU AWARE

Opportunity is everywhere

There are 1,569,572 non-profit organizations in the U.S.

Philanthropy is everywhere

Charitable contributions by individuals, foundations, and corporations reached \$285 billion in 2008.

Need is everywhere

Of the 2008 contributions, 34.7% went to religious groups, 13.3% to educational institutions, and 8.4% to human service organizations.

Consumers willing to pay more for a product from a socially responsible company?

70 %

Our diversity comes naturally

In our increasingly multicultural society, the importance of workforce diversity has become more vital to businesses as well as their employees and customers. Companies that diversify their workforces hold a distinct advantage over competitors that don't.

Here at Language Line Services, you can see diversity in action every single day. It's plainly apparent, from the many cultures represented to the way we interact with customers and with each other.

Workforce diversity refers to policies and practices that embrace people of different genders, races, values, cultures, and beliefs and the collective talents they possess.

Diversity is about respecting and learning from those with different backgrounds. It's also about creating a working environment that capitalizes on the broad range of individual perspectives. In short, diversity means openly including everyone and their ideas.

Today our workforce is over 75% female with 43% holding senior management roles. People of color make up nearly 87% of our overall workforce, well above the national average.

Due to the nature of our business, diversity comes naturally to Language Line Services. As an employer of interpreters from vastly different cultures, we genuinely value and respect the many unique skills and experiences each employee has to offer. We've shared new ideas and perspectives, we've touched the lives of people everywhere, and our company has grown as a result of it.

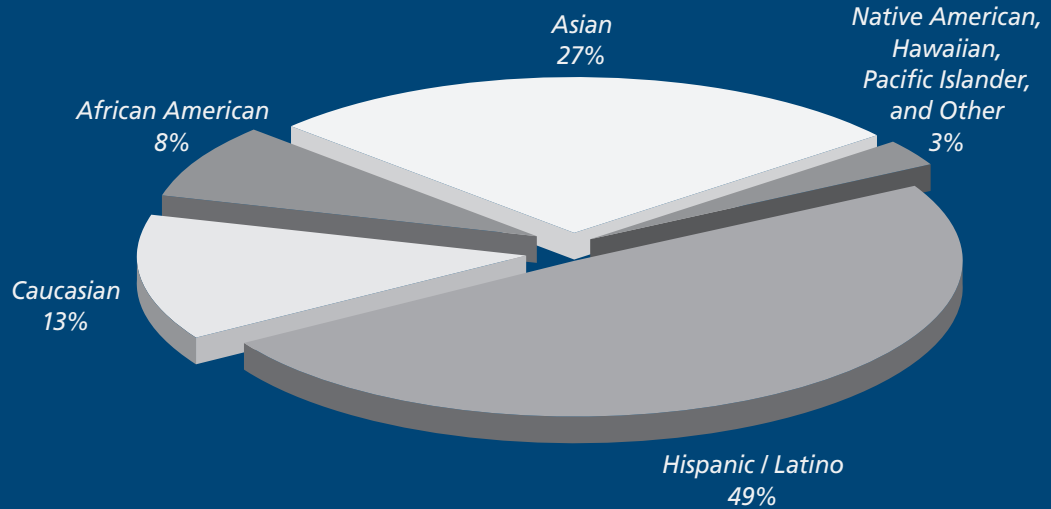
Diversity, though, isn't just a virtuous policy. It's an advantageous one. Diversity and inclusiveness inspires broader collaboration, novel thinking, innovative problem solving, and better productivity. Employing a diverse workforce also positions a company to deliver quality service to a broader market of customers.

CORPORATE SOCIAL RESPONSIBILITY AND...

OUR DIVERSITY

WERE YOU AWARE

Language Line Services Workforce Composition



People of color in the today's U.S. Civilian workforce?

18.2%

Paying it forward

We feel a sense of privilege here at Language Line Services. In the nearly three decades we've been doing business, we've experienced extraordinary success. From our humble beginning as a community service, and through our years of dedicated service, we've watched the industry flourish. Our business has grown and expanded. And we've received numerous awards and distinctions for our success.

We've seen firsthand the many benefits language interpretation provides to limited-English speaking customers, patients, and citizens. And we've witnessed the tremendous impact that it has had on businesses and organizations everywhere.

Our greatest reward, however, is the opportunity that we've had to touch people's lives. We assist in medical emergencies. We help launch business ventures between people of diverse cultures.

And we help innumerable others, in so many different ways, to overcome cultural and language barriers.

Yet, in the final analysis, we realize how fortunate we are to be doing what we do. Spreading some of that good fortune around is the least we can do.



Language Line
services

www.LanguageLine.com

Language Line Services
World Headquarters
One Lower Ragsdale Drive, Building Two
Monterey, CA 93940 USA
1-800-752-6096



Recycled
Supporting responsible use
of forest resources

www.fsc.org Cert no. SW-COC-001563
© 1996 Forest Stewardship Council

