

## LanguageLine Solutions Social Value Report

An overview of the value delivered in 2024



**Apprenticeships** 

## 47 Weeks

Subjects include Business Administration and Operations Management.

### Sponsorship



Of the
Celebrating
Supplementary
Schools Award
in Manchester.

### Skill Sharing



### 250 Skilled Hours

LLS volunteered skilled linguist time to provide assessments and material for a recognised interpreting course at a local college.

### **Free Services**



### 75 Skilled Hours

Including:

- Translation of community engagement and feedback messages
- Translation of money/loan advice posters
- Translation of winter illness posters
- Interpreting for football competitions designed to help migrant integration and well-being

### Volunteering

### 123 Hours

Including:

- Gardening in the Aintree Hospital Grounds
- Volunteering as a paramedic at an emergency centre in Sofia
- Organising food and clothing for Valencia flood victims
- · Gardening and litter picking
- Helping at a homeless shelter
- Business mentoring
   December 1997
- Present wrapping for a children's ward



### Fundraising and Donations

£1,910

An intrepid group from across the organisation raised funds to support the London Ambulance Charity by climbing across the London O2



LanguageLine Solutions

# gives back

#### Carbon Reduction

Our 2024 Carbon Reduction Plan shows we are making great progress on our commitment to reach Net Zero by 2030



### Certifications & Awards

LLS' Environmental Management System is ISO14001 certified





We have completed our ecovadis sustainability assessment

LLS was certified as a Great Place to Work for the 5th year running!



LLS is a Disability Confident Committed Employer





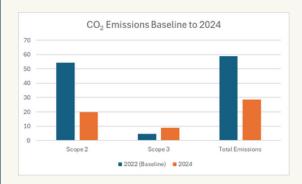
LLS is a certified Real Living Wage Employer

## Things we did in 2024 to reduce our carbon footprint

- Signed up to the SME Climate Hub
- Reviewed our Waste Management Policy and procedures
- Completed our ecovadis registration
- Established our Carbon Reduction Panel



## LLS Scope 2 and 3 emissions reduction



Scope 2 emissions: Indirect emissions from purchased energy- e.g. electricity.

Scope 3 emissions: All other indirect emissions from our value chain.









### **Equipment Donations**



£1300

LLS donated working IT equipment to Community Interest Initiatives, reducing carbon emissions and delivering tangible value to communities:

54x Monitors 14x Working Laptops 8x iPads 120x Port/USB/Power Cables

### Global Linguist Training

### 500,000+ Hours



Including; Mental Health
Awareness, Safeguarding,
Interpreter Protocols, Handling
Stress, Interpreting for the
Terminally Ill, Legal Protocols,
Financial Disclosures and
Disclaimers

## Great Place To Work 2024 Results

- 98% agree People here are treated fairly regardless of their race.
- 97% agree People here are treated fairly regardless of their sexual orientation.
- 94% agree People here are treated fairly regardless of their gender.
- 94% agree When you join the company, you are made to feel welcome.