



LanguageLine Solutions Social Value Report

An overview of the value delivered in 2025



Apprenticeships

64 Weeks

Subjects include Business Administration and Operations Management.

Free Professional Services



162 Skilled Hours

Including:

- Translation & interpreting for community engagement and feedback messages
- Translation of anti-racism questionnaires
- Translation of Breast Screening posters
- Interpreting for BSL awareness day

Fundraising and Donations

£1,100



Volunteering

462 Hours

Including:

- The UK Great Water Blitz
- Red Cross Charity Shops
- Middlesex Association for the Blind
- Restoring Moorland with the National Trust
- London's Open House Festival
- Refreshing outdoor space at St Georges Hospital and Birmingham PlayCare
- Hedgehog rescue
- Mentoring for young Muslim girls to improve confidence



Skill Sharing



155 Skilled Hours

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

gives back

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 6th year running!



LLS is a Disability Confident Committed Employer



LLS is a certified Real Living Wage Employer

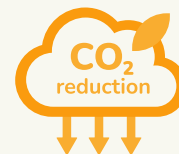
Carbon Reduction

Our 2025 Carbon Reduction Plan shows we are making great progress on our commitment to reach Net Zero by 2030

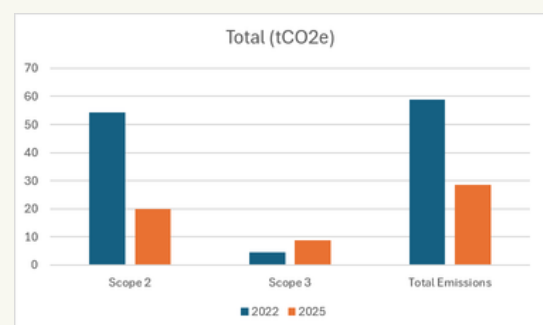


Our Progress in 2025

- The carbon emission reduction achieved equates to 30.32 tCO₂e, a **51% reduction** against the 2022 baseline
- We project that carbon emissions will decrease over the next few years to 22 tCO₂e by 2027. This is a reduction of a further **23%**.



LanguageLine CO₂ 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



£650

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

4x Monitors
18x Working Laptops
13x Headsets

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 2025 Results

- 94% agree - People here are treated fairly regardless of their race.
- 99% 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.