

March 18th 2020

Dear Customers, Colleagues and Partners,

As we now enter a new stage of the COVID-19 Pandemic and most countries are facing very challenging health, social and economic scenarios, we want to share with you what Capita Translation and Interpreting Ltd is doing as a business to support our staff, help our partners and guarantee service to our customers.

We believe our role is critical in supporting the wellbeing of thousands of people with language barriers, guaranteeing the safety of our neighbours and facilitating economic growth and sustainability for over 1,000 businesses.

We are prepared

- ✓ Our Business Continuity Plans and operational procedures ensure that we can deliver on our commitment to our customers, underpinned by a deep understanding of the risks and liabilities involved in delivering such services and the duty to safeguard the wellbeing of our staff and partners.
- ✓ Our operational model is based on a highly flexible workforce, combined with a secure and reliable set of systems, which allows us to fully utilise remote working.
- ✓ We have designed a comprehensive set of tools, training and processes to ensure our customer teams continue delivering on our commitments. It is what we call our “Customer Handbooks” and they are a key part of our service delivery platform.
- ✓ Our Risk and Compliance team continues monitoring the development of the pandemic and identifying mitigations for any new risks arising from it.

We understand our role

- ✓ Our healthcare and law enforcement customers are depending on us to manage communications with a large population, who don't speak English and currently they need our help more than ever.
- ✓ Our corporate customers are dealing with a very difficult market environment. Communicating with their customers and employees timely and efficiently is critical to their business.
- ✓ Our workforce needs support and re-assurance in this difficult time



30,000 Interpreting cases per month supporting Police Forces, Healthcare providers, NGOs and Local Governments both face to face and via LiveLINK remote interpreting



6,500 linguists working with us regularly



Over 1,000 Translation projects per month are delivered on time to our customers, managing millions of words in 140 different languages

Our services are fully operational, with a workforce now fully home based, technology that supports remote access to our employees, partners and customers and a resilient infrastructure, together with a sustainable financial position.

I am confident Capita Translation and Interpreting is ready to play its role in the coming months and we will all be doing as much as we can to help our customers, employees, partners and the community to overcome the effects of COVID-19.

Please keep safe and always count on us.

Antonio Tejada

Managing Director