

April 6th 2020

Dear Customers, Colleagues and Partners,

Following my message from the 18th of March, I would like to give you an update on how our business continues to respond to the challenges and new requirements of this unprecedented COVID-19 Pandemic.

Our workforce, who continue working from home across the UK, the US, India, Europe and Asia, are keeping well and safe. We have now activated additional measures to ensure the wellbeing of our staff by setting up daily team calls, additional health and safety assessments for working from home and a dedicated COVID-19 intranet site to allow us to cascade relevant guidance and support to our teams in a structured manner.

We review our Business Continuity Plans weekly to address the impact of any changes in our business requirements or external factors that may affect us or our customers. Our COVID-19 Management Task Force meet weekly to review our risk register and evaluate our plans to mitigate any risks arising from the ever-changing pandemic scenario.

I am confident that we can work together to get through the impact of this pandemic. The work we are doing will address both the immediate issues and, most importantly, set the foundations for what will surely be different ways of working which will emerge as a result of this crisis.


We are focusing part of our efforts on looking forward and making sure every step we take now represents an opportunity to improve our services for the future, support our partners and staff, making sure our business remains sustainable.

Here are some examples of the work we have done since I last wrote to you:

- We have now on boarded more than 200 new interpreters to our LiveLINK platform who were traditionally working in face to face assignments for our Police and Healthcare customers.
- The new SmartMATE Instant Quote feature is now available, providing our customers with automated cost and time estimations directly in the platform as they upload new content to translate.
- We successfully carried out our ISO 27001 Information Security audit remotely with everyone involved working from home, thanks to the support of our Information Security Workgroup and our auditors SGS.
- We deployed our LiveLINK video interpreting solution to respond to Covid19 in one of the largest NHS hospitals in the UK.
- We have been trusted to support central government with key training and communications both in the UK and overseas.
- We have introduced improved workflows and innovative technology to help our customers addressing the new challenges brought to their business by Covid-19, such as Machine Translation to support the increased multilingual customer support demand in areas such as webchats, email and social media.

As are many businesses across the world, we monitor the situation and continue taking the required actions to ensure continuity and sustainability of our business and services and want to thank all of our customers, staff and partners for their support.

Please keep safe and always count on us.



Antonio Tejada

Managing Director