

# Translators without Borders ANNUAL REPORT



2016/17



**TRANSLATORS**  
WITHOUT BORDERS

# MESSAGE

*from our*

## Board Chair & Executive Director

This has been another fast-moving year at Translators without Borders, marked by continued growth in scale and reach.

To meet the ever-growing need for our work, a cornerstone of our strategy has been the development of deeper partnerships with non-profit organizations. It has been encouraging to work with more non-profit partners, as well as to formalize many existing less formal relationships. We continue to get great support from donors, sponsors, advisors, and technology partners.

Our income increased by 79 percent, which reflects the sector's greater understanding of the critical value of our work. We saw a greater diversity of funders with grants from the Humanitarian Innovation Fund, The Hewlett Foundation, UK AID, The Wallace and Posner Foundation, Microsoft and The European Commission. We were also able to win ten new corporate sponsors. Improvements to our accounting practices paid off, and this shows more transparency for all TWB stakeholders and great promise for the sustainability of the organization.

Together we have more impact now than ever before. Translating over 10 million words last year was a huge achievement. Of particular note, we were able to provide a million words in six languages as part of our contribution to the European refugee response.

We have continued to find ways to respond to crises when we can, despite the challenges of unusual language combinations, complex content formats, and logistics. Our teams and communities around the world, together with our partners, are ready to think creatively to develop the best response. As part of this, we find ourselves working in a wider variety of languages, with a special focus on underserved languages.

More partnerships means reaching more vulnerable populations with life-saving or life-changing content. Adding languages such as Kasai, Chichewa and Kirundi enables us to reach vulnerable people in the Democratic Republic of Congo, Malawi and Burundi, among other places.

Our work involves much more than translation: we continue our work on simplification, especially for health-related content and humanitarian standards. And we continue to innovate in technology as we strive to make a greater impact through our work.



**Andrew Bredenkamp**

*Board Chair*

Translators without Borders



**Aimee Ansari**

*Executive Director*

Translators without Borders

# THE POWER OF PARTNERSHIP

In the 2017 fiscal year, Translators without Borders reached more people in an impactful way by growing and strengthening our partnerships. We also expanded our community of translators to increase our capacity in more languages and to develop more areas of expertise.

**10.9**  
million  
**WORDS**  
translated

**718**  
**NEW**  
translators

**230**  
nonprofit  
**PARTNERS**

**over**  
**100**  
new partner  
organizations

average  
response  
**time**  
IMPROVED

**NEW**  
health & nutrition  
translations  
in **Kató**\*

\*Kató is TWB's improved and expanded translation platform, formerly known as the Translators without Borders Workspace.

# IN A CRISIS

LANGUAGE  
CAN SAVE LIVES



## EUROPEAN REFUGEE RESPONSE



TWB provided over  
**800,000  
WORDS**

in Arabic, Kurdish languages,  
Urdu, Pashto and Greek that  
were distributed on mobile  
apps, through interpreters  
and on paper signs.

Trained  
**108**  
interpreters.



Created the  
**FIRST**  
humanitarian  
interpreter  
roster.

Developed  
**TERMINOLOGY  
DATABASES**  
in Arabic, Farsi,  
Dari, Greek and  
Kurdish for  
responders to use.

Reached about  
**100,000  
PEOPLE**  
with translated  
materials.



## THE YEMEN CONFLICT



Provided

**Arabic language**



social media monitoring

for **information** on damage to World Heritage Sites.

## HURRICANE MATTHEW IN HAITI



Assembled a team of

**40**

**speakers**

of French and  
Haitian Creole

TO TRANSLATE  
**cholera prevention** messages.

## EARTHQUAKE IN ECUADOR



Assembled a



**SPANISH-SPEAKING**  
**rapid response team**

to monitor local language media

**DURING RESCUE AND RECOVERY.**

## ZIKA OUTBREAK IN BRAZIL



**Subtitled**

an awareness-raising  
animated video with

**Brazilian Portuguese,**

and worked on **infographics** about the  
complications associated with the virus.

# 6

# WAYS YOU HELPED US THIS YEAR TO IMPROVE THE IMPACT OF OUR WORK

Sometimes we need to reach past our limits and apply a different way of thinking in order to find new and improved ways of working. TWB is fortunate to have the support of our community, our technology partners, and generous donors, which allows us to be creative in our approach. Here are six ways you helped us improve the impact of our work in 2016/17.

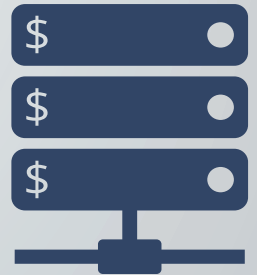


## NEW SKILLS 1

Delivering information in a way that people understand is important. Our in-kind partners helped us develop expertise in critical formats, such as subtitling and voiceover.

## 2 STRONGER FOUNDATION

With generous funding from donors we strengthened our internal financial and operational systems, helping us to further professionalize.



## 3 ENHANCED SERVICES

We worked with our in-kind partners to develop training for humanitarians in the areas of interpreting and terminology to fill a critical gap in crisis response.



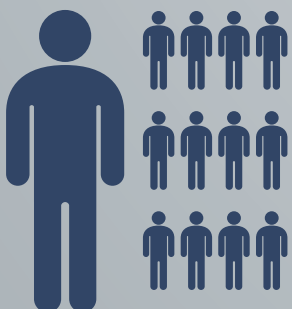
## 4 THE LANGUAGE AGENDA

We partnered with local and international organizations to bring language to the fore at gatherings such as The World Humanitarian Forum.



## 5 GREATER CAPACITY

Our volunteers helped us increase the number of rapid response translation teams, allowing us to cover more languages and to reach more people in need.



## 6 TECH UPGRADE

With a little help, we upgraded Kató, our translation platform, allowing us to offer translation technology and specialized glossaries to our partners and volunteers.





# #InnovationMatters

## Translator training in Guinea for increased access to healthcare content

TWB worked on a program to increase access to vital health information in West Africa, through the training of 12 Guinean translators. After a period of intensive training, the team translated 800,000 words of healthcare content. Through the development of local translation capacity, TWB played an important role in ensuring vital health information reaches the people who need it.

## The world's first crisis-specific machine translation system for Kurdish languages

Using language data from our refugee response in Greece we developed an offline machine translation engine for Sorani and Kurmanji - the two main languages spoken by Kurdish refugees. Working with a team of Kurdish translators and a technology partner, in just over a week we built a tool for better communications between refugees and aid workers in Greece.

## TWB's Words of Relief program recognized for innovation

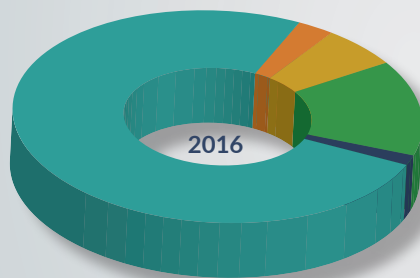
Our Words of Relief program was one of three innovations selected by the Humanitarian Innovation Fund for its 'Accelerating the Journey to Scale' initiative. This funding recognizes language and communications as critical tools in the humanitarian toolbox and gives us the opportunity to scale the Words of Relief program to empower more affected populations to recover from crisis.

**At Translators without Borders** we strive to be innovative in our work. TWB's Words of Relief program is the world's first crisis response translation network intended to improve communications between crisis-affected communities and humanitarian responders. It set a precedent when introduced in 2013 and has continued innovating ever since. Here are some of our proudest moments from 2016/17.

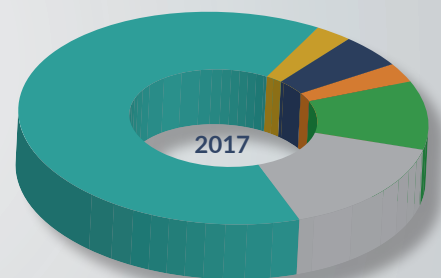


# BUILDING SUSTAINABILITY & VIABILITY

## WHERE OUR FUNDING CAME FROM



Donations	\$35,266
Corporate Sponsorships	\$112,738
Grants	\$398,713
Partnership Income	\$34,389
In-Kind Donations	\$1,639,754
<b>Total</b>	<b>\$2,220,860</b>



Donations	\$91,335
Corporate Sponsorships	\$100,455
Grants - Private Sector	\$440,512
Grants - Public Sector	\$837,653
Partnership Income	\$226,371
In-Kind Donations	\$2,451,751
<b>Total</b>	<b>\$4,148,078</b>

## STELLAR SUPPORTERS

FROM **28** COUNTRIES donated or fundraised to support our work

## GREATER DIVERSITY OF FUNDERS

We received grants from the Humanitarian Innovation Fund, The Hewlett Foundation, UK Aid (funders of the Start Network), Swedish International Development Cooperation Agency (SIDA), The European Commission, Microsoft, FEDI, and The Wallace and Posner Foundation.

## INCREASED SUPPORT FROM CORPORATE DONORS

welcoming **10 NEW SPONSORS** in the 2017 fiscal year bringing the total number to **OVER 50**

# BROADER REACH

TELLING THE WORLD THAT #LANGUAGE MATTERS

Part of TWB's core mission is to raise awareness of the critical role of translation in humanitarian assistance and development projects. Our goal is to ensure that aid efforts around the world prioritize providing information to communities, in the right languages and format. The importance of language is at the heart of our communications and operational strategies. In 2016/17 we brought the language agenda to many places, including those listed here.



**World Humanitarian Summit**  
May 2016, Istanbul



**LocWorld**  
June 2016, Dublin



**UNHCR's 2016 Annual Consultations**  
June 2016, Geneva



**Translation: Life-Saving During Humanitarian Crises**  
August 2016, The Netherlands



**Association of Translation Companies Annual Conference**  
September 2016, London



**AidEx Africa: Affected Populations as Partners in Aid & Development**  
September 2016, Nairobi



**Translate in Cambridge**  
August 2016, Cambridge



**Translating Europe Forum**  
October 2016, Brussels



**Translating in Danger Zones**  
November 2016, Reading



**Nordic Translation Industry Forum**  
November 2016, Malmo



**Language Show Live**  
March 2017, Glasgow



**University of Westminster**  
February 2017, London



**Tedx Talk**  
November 2016, Bath



**Humanitarian ICT Forum**  
March 2017, California



**GALA Conference**  
March 2017, Amsterdam

**We made some new friends along the way**

2,000+ new followers on Twitter  
2,400+ new followers on Facebook  
2,000+ new likes on LinkedIn



# STRATEGIC PARTNERSHIPS

Working in partnership allows us to broaden our reach and to find the best solutions for the work that we do. In 2016/17, we worked with technology companies, humanitarian aid organizations, and specialized language service providers to increase the impact of our work.

## Developing solutions with humanitarian agencies

We worked with the UN agency for refugees on an innovative communication app for humanitarian responders working with refugees in Greece.

## Communicating with communities

TWB has been working closely with CDAC - The Communicating with Disaster Affected Communities Network to combine efforts to better reach vulnerable people.

## A greater provision of services

With the support of our in-kind sponsors, we introduced Kató, an evolution of our translation platform, to offer non-profit partners enhanced language services and the opportunity to better serve communities worldwide.

## Technology partners

We worked with Microsoft to improve their Swahili and Haitian Creole machine translation, giving more speakers of underserved languages access to information.

# INCREASED CAPACITY

One thing we can definitely say about the 2017 fiscal year is that, as a team, we grew not only in numbers, but also in skills, locations & diversity!

**17**  
DIFFERENT  
countries  
of origin

**75%**  
WOMEN

**43%**  
BASED  
outside their  
home country

We've studied applied linguistics, translation studies, sociology, anthropology, computational linguistics, digital marketing, political science, international relations, international development management, accountancy and journalism.

**62%**  
WORKING  
in a second  
language

We've worked  
in **32**  
COUNTRIES

Our team speaks  
**24**  
LANGUAGES

# FINANCIAL STATEMENTS

2017  
2016

<b>Unrestricted Net Assets:</b>	<b>2017</b>	<b>2016</b>
<b>Unrestricted Revenue &amp; Gains</b>		
In-Kind Donations	\$2,451,751	\$1,639,754
Sponsorships and Support	\$191,790	\$198,438
Sale of Product	\$226,371	\$6,900
Total Unrestricted Revenue and Gains	\$2,869,912	\$1,845,092
Net Assets Released from Restrictions	\$1,116,393	\$375,768
<b>Total Unrestricted Revenues, Gains and Other Support</b>	<b>\$3,986,305</b>	<b>\$2,220,860</b>
<b>Expenses:</b>		
Program Services	\$3,363,763	\$1,880,705
Supporting Services	\$341,675	\$188,342
Total Expenses	\$3,705,438	\$2,069,047
<b>Increase in Unrestricted Net Assets</b>	<b>\$280,867</b>	<b>\$151,813</b>
<b>Temporarily Restricted Net Assets:</b>		
Grants and Contributions	\$1,278,365	\$377,879
Net Assets Released from Restrictions	(\$1,116,393)	(\$365,768)
Increase in Temporarily Restricted Net Assets	\$161,972	\$2,111
Total Increase in Net Assets	\$442,839	\$153,924
<b>Net Assets, Beginning of Year</b>	<b>\$301,032</b>	<b>\$147,108</b>
<b>Net Assets, End of Year</b>	<b>\$743,871</b>	<b>\$301,032</b>

Consolidated statement of financial activities for the year ended 31 March 2017. To view the full audited financials [click here](#).

