

COMMUNICATION ON ENGAGEMENT (COE)

CLEAR Global/Translators without Borders
9169 W State St, #3055
Boise, ID 83714 USA

Period covered by this Communication on Engagement

From: 1 January 2019

To: 31 December 2021

Part I. Statement of Continued Support by the Chief Executive or Equivalent

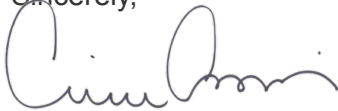
6 January, 2022

To our stakeholders:

I am pleased to confirm that CLEAR Global/Translators without Borders reaffirms its support to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. This is our Communication on Engagement with the United Nations Global Compact. We welcome feedback on its contents.

In this Communication of Engagement, we describe the actions that our organization has taken to support the UN Global Compact and its Principles as suggested for an organization like ours. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely,



Aimee Ansari
Chief Executive

Part II. Description of Actions

Please use the box below to describe the actions your organization has taken in support of the Global Compact. It is strongly recommended that the actions taken are related to one or more of the specific activities suggested. Please refer to the complete list of suggested activities for your type of organization found [here](#).

(nb: Translators without Borders evolved our brand to include CLEAR Global as well. Throughout this report, both names are used interchangeably.)

CLEAR Global works with nonprofit partners, a global community of 80,000 language professionals, and powerful deployment of new technology to provide language support where it is needed most, build local language translation capacity, and raise awareness of language barriers and how to overcome them. We specialize in language and effective communications in contexts like Bangladesh, Democratic Republic of Congo, and northeast Nigeria. We strive to promote the UN Global Compact's Principles within our sphere of influence, including with our 192 active partners, in the following ways:

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Article 19 of the Universal Declaration of Human Rights enshrines the human right “to seek, receive, and impart information and ideas through any media and regardless of frontiers.”

CLEAR Global helps people who don't speak the dominant language of their area to get the information and resources they need—and the voice they are due. With this focus, we have taken a range of actions to promote Principle 1 of the UN Global Compact.

- In 2020, CLEAR Global partnered with Amazon Web Services, Google, Facebook, Microsoft, and others to develop 'TICO-19', a translation initiative that fostered the development of tools and resources for improving access to information about COVID19 in 35 languages, including 26 less-resourced languages, speakers of which may be among the most vulnerable to the spread of the virus.
- In 2021, CLEAR Global launched three automatic speech recognition models, which automatically convert spoken language into text, for low-resource languages. Automation provides the basis for faster responses to people's questions on rights and other issues, and for non-literate individuals to put questions to automated information sources like chatbots. CLEAR Global's ASR model for Kurmanji received an award from an open technology start-up based in Berlin.
- Between January 2021 and November 2021, CLEAR Global trained 1,352 humanitarian practitioners from a wide variety of sectors and agencies on the importance of sensitivity to language, thus expanding their organizations' ability to support and protect the rights of speakers of marginalized languages.
- In 2021, CLEAR Global's Nigeria team greatly expanded people's access to information, including through producing 191 audio files for DRC and a radio show for talking devices in six languages for UNMAS; providing voice-overs for 14 videos; drafting 147 transcripts of more than 22 hours of content or half a million words (543,181 words) in Hausa, Kanuri, and English; translating and revising 1,218 documents, totaling nearly 1.5 million

words (1,478,921 words), including glossaries for shelter, water sanitation and hygiene, health, explosive ordnance risk education, child protection, and food security.

- In October 2020, CLEAR Global Chief Executive Aimee Ansari spoke at the Responsible Technology Series 2020 on 'The Future of Responsible Technology', to explain the relevance of language to ensuring that people can use technology responsibly.

Principle 2: Businesses should make sure that they are not complicit in human rights abuses

CLEAR Global is leading the aid sector in helping people to understand their right to assistance free from sexual exploitation and abuse through communication in the languages and formats that are accessible to them. We have simplified, translated and field verified the six principles for the prevention of sexual exploitation and abuse into over 100 languages, in both written and audio formats. We also developed, a series of accessible communication materials promoting the prevention and reporting of sexual exploitation, abuse and harassment, in collaboration with InterAction, the World Food Programme and the International Organization for Migration. In doing so, we have strengthened organizations' accountability mechanisms, and therefore strengthened their ability to protect people's right to be free from sexual exploitation and abuse.

Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation

As stated in Principle 6, "Discrimination in employment and occupation means treating people differently or less favourably because of characteristics that are not related to their merit or the inherent requirements of the job." Through developing language maps and drawing organizations' attention to which languages are spoken locally, CLEAR Global is helping to prevent organizations from discriminating against people with critical language abilities. In 2021, CLEAR Global developed language maps on four continents, including mapping for the first time the languages spoken in the Central African Republic.

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Accountability mechanisms are ineffective if language barriers prevent affected communities from making a claim. Speakers of marginalized languages are likely to already face other forms of marginalization within their communities, and therefore may be more at risk of exploitation. Through developing natural language processing, CLEAR Global has made it easier for people to understand their rights and for businesses and communities to work against corruption in all forms.

Part III. Measurement of Outcomes

Please use the box below to include the most relevant qualitative and/or quantitative indicators to measure the outcome of the activities described in Part II above.

- In 2020, TWB worked with partners across five continents, including the World Health Organization, to translate over six million words related to COVID-19, including

developing a COVID-19 glossary available in 67 languages, with 21 also available in audio.

- Language maps produced by CLEAR Global were viewed over 230,000 times and the language data was downloaded over 7,300 times in 2021 alone, suggesting that organizations find the information relevant for their community engagement as part of upholding human rights.
- Following advocacy by CLEAR Global, questions on language and communication preferences were included in multi-sectoral needs assessments in eight countries. As a result, organizations learnt that there was greater language diversity than anticipated.