

COMMUNICATION ON ENGAGEMENT (COE)



CLEAR Global/Translators without Borders

9169 W State St, #3055

Boise, ID 83714 US

Period covered by this Communication on Engagement

From: 1 January 2022

To: 31 December 2023

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

Please use the box below to include the statement of continued support signed by your organization's Chief Executive or equivalent.

3 January 2024

To our stakeholders:

I am pleased to confirm that CLEAR Global 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 yours,

DocuSigned by:

A handwritten signature in black ink that reads 'Aimee Ansari'.

DD73EBB5C83E4B0...
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 (TWB) evolved our brand to include CLEAR Global in 2021. In some locations our legal registration remains as TWB. Both names are used interchangeably in this report.)

CLEAR Global's mission is to help people get vital information and be heard, whatever language they speak. We help our partner organizations to listen to and communicate effectively with the communities they serve. We translate messages and documents into local languages, support audio translations and pictorial information, train staff and volunteers, and advise on two-way communication. We also work with partners to field test and revise materials to improve comprehension and impact. This work is informed by research, language mapping and assessments of target populations' communication needs. We also develop language technology solutions for community engagement.

We strive to promote the UN Global Compact's Principles within this work in the following ways:

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

Article 7 of the Universal Declaration of Human Rights enshrines that "All are entitled to equal protection against any discrimination in violation of this Declaration" and Article 19 enshrines the right "to seek, receive, and impart information and ideas through any media and regardless of frontiers." Our work raises awareness of the risk of language-based discrimination from humanitarian and development assistance, and denial of rights due to language and communication barriers. Our language services, research, training and technology development support organizations to address these challenges to mitigate the impact of language barriers on rights fulfilment.

- In 2022-2023, our language service partnerships facilitated translation of over 40 million words of information.
- In 2023, we launched Kompas, a multilingual artificial intelligence-based solution that enables searches among curated, verified, up-to-date information from reliable sources, via channels and websites already popular with the affected people. It helps those affected by the war in Ukraine have easy access to safe, actionable information they may need and want in their preferred language.
- In partnership with Digital Umuganda in Rwanda, we developed machine translation capacity in Kinyarwanda for use in the public sector and digital ecosystem.

- We launched our plain language training and ran 15 sessions in 2023, supporting practitioners to communicate more clearly and effectively and increase the reach and comprehension of information.
- In August 2023, TWB completed our 3-year program cycle supporting the Rohingya refugee response, including training over 1,400 humanitarian practitioners to better address language-based exclusion. This has increased organizations' capacity to ensure Rohingya community members' can access the information and services they have the right to, and reduced the risk of language-based exclusion and discrimination from assistance.
- We researched language exclusion in countries including Bangladesh, Moldova, Nigeria, Pakistan, Poland, Romania, Rwanda, Somalia, Türkiye and Ukraine and developed practical recommendations to actors working on the ground.

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

CLEAR Global works to raise awareness of how language barriers compound vulnerability to sexual exploitation and abuse (SEA) and reduce survivors' ability to report instances of abuse safely and securely, especially for those at higher risk, including but not limited to women, people with disabilities, and children of all genders. This work strengthens aid actors' accountability mechanisms, and consequently their ability to meet commitment to protect people's right to be free from sexual exploitation and abuse.

- In 2022 we launched the interagency multilingual PSEA Glossary, which now covers over 40 languages, including three signed languages. This supports organizations to use contextually appropriate and understandable terminology when communicating with staff, community members and survivors about SEA.
- In partnership with the International Organization for Migration and the World Food Programme, TWB supported the development of 500+ multimedia materials in 22 languages as part of the "PSEA at the frontline" initiative, aimed at frontline humanitarian staff who may previously have had limited or no access to clear information in their language about recognizing and preventing sexual exploitation and abuse.
- Our ongoing partnership with the Resource & Support Hub (RSH) supports partners around the world to access resources on PSEA in a range of languages.

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.

- By the end of 2023, we have produced 90 language maps supporting organizations to better understand the linguistic profiles of the areas where they work.

- In 2022 we launched the Global Language Data Review, an operational tool covering 88 crisis-affected and crisis-prone countries that supports planners to understand, collect and act on language and communication data.

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.
- In Somalia, our project exploring different dialects of Somali uncovered insights into how language exclusion can exacerbate the risk of corruption and discrimination.

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 2022, we trained over 1,000 people on humanitarian translation and interpreting and our courses had a 98% satisfaction rate.
- In 2022, we re-launched our chatbot Shehu in Nigeria to support access to information on Covid-19 vaccination in English, Hausa and Kanuri. It engaged in over 86,000 conversations with a trust rating of 93.3%.
- In their qualitative evaluation in December 2023, RSH partners from around the world expressed that having resources in local languages is one of the things they most value about the support, and one of the key things they want more of.