



SOCIAL VALUE & SUSTAINABILITY STRATEGY



2025

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FOREWORD

As we navigate an increasingly complex world, the importance of integrating social value into our business strategies has never been more critical. At Language Empire, we recognize that our responsibility extends beyond the services we provide; it encompasses the impact we have on the communities we serve and the environment we operate within. Our Social Value Strategy is a testament to this commitment, reflecting our belief that businesses can and should drive positive change and foster inclusive growth.

In today's interconnected landscape, the expectations of our stakeholders—clients, employees, and communities—are evolving. They seek not only excellence in service delivery but also accountability and integrity in our operations. With this strategy, we aim to embed social value at the heart of our decision-making processes, ensuring that our actions resonate with our core values of respect, collaboration, and innovation.

This document outlines our vision for creating lasting social impact through targeted initiatives that promote equality, sustainability, and community development. From embracing diversity in our workforce to advocating for environmentally responsible practices, every effort we make is a step toward a more equitable and sustainable future.

We invite you to join us on this journey, as we strive to lead by example and inspire others in our industry. Together, we can build a legacy of social responsibility that not only enhances our organizational identity but also contributes to the greater good of society.

Let us march forward with purpose, fuelled by the belief that our collective actions can transform lives, uplift communities, and protect our planet for generations to come

EXECUTIVE SUMMARY

The Social Value Strategy of Language Empire is designed to align our business practices with our commitment to positive social economic and environmental impact on local communities by supporting local jobs, staff wellbeing, inclusive recruitment, and continuous training, while strengthening communities through volunteering and charity partnerships. It seeks to achieve Net Zero by 2040 by embedding sustainability and innovation across all operations. Language Empire also seeks to lead the way in social value within the interpretation and translation sector, delivering lasting positive change for people, communities, and the planet.

KEY ELEMENTS OF THE STRATEGY

1. CORE VALUES INTEGRATION

The Strategy emphasises embedding social values into every aspect of our operations, highlighting respect, collaboration, and innovation as guiding principles.

2. COMMUNITY ENGAGEMENT

We prioritize building strong relationships with the communities we serve, ensuring our services contribute positively and address local needs.

3. DIVERSITY AND INCLUSION

Promoting a diverse workforce is crucial. We strive to create an inclusive environment that values different perspectives and backgrounds, which enhances creativity and decision-making.

4. SUSTAINABILITY PRACTICES

We are committed to environmentally responsible operations, focusing on reducing our carbon footprint and incorporating sustainable practices throughout our work.

5. STAKEHOLDER COLLABORATION

Engaging with clients, employees, and partners is essential for amplifying our social impact. We seek collaborative efforts that drive meaningful change.

6. MEASURING IMPACT

A framework is established to track and report on our social value initiatives, ensuring transparency and accountability in our progress.

7. CONTINUOUS IMPROVEMENT

We are dedicated to learning and evolving our strategies to enhance our contributions to social value and adapt to changing societal needs.



SOCIAL VALUE AND SUSTAINABILITY STRATEGY

INTRODUCTION

This strategy outlines the actions that Language Empire will undertake to integrate Social Value and Sustainability into our contracts and overall business practices. Language Empire is on a Social Value journey, and this is our clear commitment to embed Social Value into the work of the organization and set out targets, and actions for our ambitious strategy over the next year.

OUR COMMITMENTS IN 2024

Social Value has been a core part of Language Empire's strategy, and 2024 has been a year of measurable progress and meaningful impact. Each achievement we have made this year connects directly to the goals set out in our Social Value framework, which focuses on eight key areas: economic contribution, health and wellbeing, education and skills, community engagement, equality, diversity and inclusion, volunteering, environmental responsibility, and leadership.

GOAL 1: ECONOMIC CONTRIBUTION

We strengthened our role in supporting the local economy by setting clear targets to increase our engagement with SMEs and VCSEs, working closely with an NGO partner to embed these commitments into our procurement cycles. We also began detailed tracking of our UK-based freelance and direct staff spend, ensuring that our growth continues to create opportunities close to home.

GOAL 2: HEALTH AND WELLBEING

We achieved our target of training one in ten employees as Mental Health First Aiders ahead of schedule, ensuring staff have immediate access to trained support. Our internal Mental Health Awareness Day brought together colleagues and external stakeholders, while our "Mental Health Tea Workshops" have started building stronger connections with the wider community.

GOAL 3 – EDUCATION & SKILLS

We launched a centralised system to record all training hours and qualifications, helping us track and grow our investment in people. This year, we confirmed that 96% of our workforce comes from underrepresented groups, reflecting our mission to create opportunities for those facing barriers. We also welcomed two apprentices—halfway towards our target.

GOAL 4 – SOCIAL & COMMUNITY ENGAGEMENT

From fundraising for our charity partner, Jolly Josh, to supporting the Pakistan Wells Project and donating furniture to STARS, our community contributions have made a difference both locally and internationally.

GOAL 5 – EQUALITY, DIVERSITY & INCLUSION (EDI)

We gathered comprehensive data on gender, pay, race, and education within our workforce, laying a strong foundation for setting measurable improvement targets in 2025.

GOAL 6 – VOLUNTEERING & EMPLOYMENT

We introduced a one-day volunteering policy, giving all staff the opportunity to contribute to causes they care about. While participation has started slowly, we are planning incentives in 2025 to boost engagement.

GOAL 7 – ENVIRONMENTAL RESPONSIBILITY

We completed and published our Carbon Reduction Plan, achieved a 10% per-employee emissions reduction, offset up to four tonnes of CO₂, planted 100 trees, and now source 30% of our energy from solar power—clear steps towards a greener future.

GOAL 8 – LEADERSHIP & TRANSPARENCY

We launched our first quarterly Social Value Newsletter and shared our achievements publicly through TOMs and stakeholder channels, reaffirming our commitment to openness and accountability.

OUR VALUES RELEVANT TO SOCIAL VALUE

At Language Empire, our main mission lies in:

“Supporting people to break down barriers to employment, education, and wellbeing through interpretation and translation services”

Our mission is to implement an integrated approach that incorporates different spheres of social values, sustainability aiming to comply with the Sustainable Development Goals (SDGs) and contribute to long term impact on social, economic, and environmental pillars of sustainable development.

This mission is in line with Language Empire values which are:

- People
- Ethical Conduct
- Assured Excellence
- Clients
- Equality and Diversity



At Language Empire, our values form the foundation of our Social Value and Sustainability Strategy.

People is at the heart of everything we do — from supporting our interpreters and translators with training, well-being initiatives, and career development, to delivering services that break down language barriers for diverse communities.

Our commitment to **Ethical Conduct** ensures that we operate with transparency, integrity, and respect for both the environment and the people we serve, aligning with our sustainability goals to make responsible choices in procurement, resource use, and carbon reduction.

By upholding **Assured Excellence**, we continuously strive to improve service quality while integrating innovative, sustainable practices that reduce our environmental footprint and deliver measurable social value.

Our focus on **Clients** drives us to create solutions that meet their needs in socially and environmentally responsible ways, from promoting remote interpreting to reduce travel emissions, to sourcing local interpreters and supporting community resilience.

Equality and Diversity underpin our strategy by ensuring that opportunities within our organisation and supply chain are accessible to underrepresented groups, contributing to fairer economic growth and stronger communities. By embedding these values into every aspect of our operations, we ensure that our Social Value and Sustainability Strategy is not just a set of targets, but a living commitment to creating lasting positive impact for people, the planet, and our partners.

LONG TERM VISION

The long-term vision of Language Empire aligns with our Social Value statement in that we aim to create a legacy by supporting people to break down barriers that may be in place preventing them from accessing employment, education, and increasing their wellbeing, through the interpreting and translation services we offer. We believe through our ambitious strategy and actions we can lay the foundations of creating long term Social Value for all identified stakeholders.

SOCIAL VALUE STRATEGY – PLEDGES, AMBITION, TARGETS FOR 2025

PLEDGE 1: WE PLEDGE TO GENERATE A POSITIVE ECONOMIC IMPACT THROUGH EVERY ACTION WE UNDERTAKE, ENSURING OUR DECISIONS CONTRIBUTE MEANINGFULLY TO SUSTAINABLE GROWTH AND SHARED PROSPERITY.

AMBITION

We are committed to making a real difference in people's lives by supporting local jobs, investing in communities, and making choices that help build a stronger, fairer economy. Every step we take is guided by the belief that business should be a force for good—creating opportunities and lasting value for everyone.

We believe that every business decision carries the potential to uplift communities, stimulate innovation, and drive inclusive progress. By aligning our operations with long-term economic value creation, we aim to support resilient local economies, empower stakeholders, and contribute to a more equitable and sustainable future.

Moreover, Language Empire is also committed to ensuring contractors pay their staff at least the Real Living Wage as we are received our Real Living Wage Employer Accreditation.

TARGETS AND ACTIONS

- Measure and baseline 2024 spending across all supply chain partners by end of Q3 2025
- Set targets based on 2024 and 2025 data to increase 2026 spending by 5% with SME and VCSE partners by end of Q4 2025
- Measure 2025 spending on directly employed and freelance UK-based staff
- Ensure 95% of employees are paid Real Living Wage

PLEDGE 2: WE PLEDGE TO SUPPORT THE HEALTH AND WELLBEING OF ALL STAFF AND STAKEHOLDERS

AMBITION

Language Empire is committed to building a culture of wellbeing across the organization. Our Investing in People Strategy prioritizes the health and Wellbeing of our workforce. By providing comprehensive support systems and promoting a culture of wellbeing, we aim to create an environment where our staff and volunteers can thrive.

TARGETS AND ACTIONS

- Hold two Tea and Mental Health Workshops annually for internal staff
- Hold two Tea and Mental Health Workshops accessible to external staff (interpreters and translators)
- Report on mental health data of internal and external staff
- Deliver or contribute to one local community health initiative addressing issues such as smoking cessation, obesity prevention, or substance misuse amongst others

PLEDGE 3: WE PLEDGE TO PROVIDE TRAINING AND DEVELOPMENT OPPORTUNITIES FOR ALL IDENTIFIED SKILL GAPS

AMBITION

We recognize that our greatest asset is our people, and we are committed to fostering a culture of continuous learning and growth. By pledging to provide training and development opportunities for all identified skill gaps, we are not only enhancing individual capabilities but also strengthening our team's overall performance. This investment in our employees ensures that they are equipped with the latest skills and knowledge, enabling them to contribute effectively to our goals and adapt to the evolving demands of our industry. Together, we will build a more skilled, confident, and capable workforce ready to meet any challenge.

TARGETS AND ACTIONS

- Ensure a minimum of 5% of staff are undertaking apprenticeships per annum by end of 2025
- Find a Newcastle-based VSCE and start with support in that area (due to higher number of contracts in the area)
- Continue supporting Jolly Josh to help meet engagement and fundraising goal by the end of 2025

PLEDGE 4: WE ARE DEDICATED TO IDENTIFYING AND COLLABORATING WITH A CHOSEN CHARITY EACH YEAR TO MAKE A POSITIVE IMPACT.

AMBITION

The statement emphasizes our commitment to social responsibility by partnering with a selected charity each year to drive positive change. This approach enables us to align our efforts with organizations that share our values, allowing for meaningful collaborations that extend beyond financial contributions to include resource sharing and volunteer efforts.

Each annual partnership not only inspires our team to engage with various social issues but also promotes innovation in our fundraising and volunteer initiatives, enhancing our community impact. This focus on one charity enables us to monitor the outcomes of our contributions, ensuring accountability and transparency in our philanthropic efforts.

TARGETS AND ACTIONS

- Continue supporting Jolly Josh (Rochdale, Manchester) to help meet engagement and fundraising goal
- Find one charity in Newcastle area and start with support and collaboration
- Set targets based on 2024 and 2025 data to increase 2026 spending by 5% with SME and VCSE partners by end of Q4 2025

PLEDGE 5: WE PLEDGE TO HAVE AN INCLUSIVE RECRUITMENT POLICY AND SUPPORT STAFF VOLUNTEERING ACTIVITIES

AMBITION

We pledge to implement an inclusive recruitment policy that promotes diversity and equal opportunities for all candidates. By fostering a diverse workforce, we encourage innovation and collaboration. Additionally, we support staff volunteering activities, empowering our team to give back to their communities and grow both personally and professionally.

TARGETS AND ACTIONS

- Set EDI improvement targets based on 2024 baseline data
- Ensure 80% of all directly employed staff complete one volunteering day per year by end of 2025

PLEDGE 6: WE PLEDGE TO ACHIEVE NET ZERO BY 2040

AMBITION

Our strategy shows a strong commitment to tackling climate change and achieving net zero greenhouse gas emissions by 2040. We are beginning with a detailed assessment of our carbon footprint to identify our major emission sources and focus our efforts where they matter most. At the same time, we are working closely with employees, suppliers, customers, and our wider community, recognising that real progress depends on collective action. We are also investing in advanced technologies and research—from energy-efficient solutions to emerging carbon-capture methods—to ensure our path to net zero is both ambitious and achievable.

TARGETS AND ACTIONS

- Reduce emissions by 10% as planned
- Offset 10% of total annual carbon emissions by the end of the year
- Collect data on environmental footprint generated by our interpreters

PLEDGE 7 – WE PLEDGE TO LEAD THE WAY IN SOCIAL VALUE CREATION AND DELIVERY WITHIN THE INTERPRETATION AND TRANSLATION SECTOR.

AMBITION

We are committed to creating meaningful social impact by breaking down language barriers and ensuring all communities—especially marginalized groups—can access essential information and participate fully in society. By promoting inclusivity, ethical practice, and strong partnerships, we aim to set a sector standard for delivering genuine community benefit.

As part of our forward planning, we will use stakeholder feedback collected this year to guide our next steps and strengthen our social value goals.

TARGETS AND ACTIONS

- Conduct 10 stakeholder feedback interactions
- Publish 2 Social Value reports
- Publish 2 Social Value newsletters

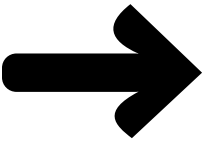
KEY VALUE INDICATORS

GOAL	ACTION	TARGET	TOM
G1	% INCREASE IN ANNUAL SPENDING WITH SMES AND VCSES (FROM 2024 BASELINE)	5%	NT14
G1	£ SPENT ON UK-BASED STAFF CONTRIBUTING TO LOCAL ECONOMIC GROWTH	X	NT1
G1	% OF EMPLOYEES PAID REAL LIVING WAGE OR ABOVE	95%	NT41
G2	# OF TEA & MENTAL HEALTH WORKSHOPS HELD ANNUALLY FOR INTERNAL EMPLOYEES	2	NT9
G2	# OF TEA & MENTAL HEALTH WORKSHOPS HELD ANNUALLY FOR EXTERNAL EMPLOYEES	2	NT9
G2	% PARTICIPATION OF INTERPRETERS IN WELLBEING INITIATIVES	33%	N/A
G2	COMPLETION STATUS OF COMMUNITY HEALTH INITIATIVE (YES/NO)	YES	NT8
G2	AVERAGE WELLBEING SURVEY ENGAGEMENT SCORE (E.G., 1-5 SCALE)	YES	N/A
G3	% OF STAFF UNDERTAKING APPRENTICESHIPS	5	NT10
G3	# OF CPD HOURS UNDERTAKEN BY UNDERREPRESENTED GROUPS	50	NT9
G3	# OF CPD HOURS UNDERTAKEN BY STAFF EACH YEAR	100	NT9
G3	# OF WEEK-LONG WORK EXPERIENCE OPPORTUNITIES OFFERED	2	NT11
G3	# OF SKILLS/EMPLOYMENT EVENTS ATTENDED IN SCHOOLS/COLLEGES AND COMMUNITY EACH YEAR	3	NT8
G4	# OF CHARITY PARTNERSHIPS FORMED ANNUALLY	2	N/A
G4	# TOTAL £ RAISED FOR VCSE	1000£	NT16
G4	% OF FUNDRAISING TARGET FOR JOLLY JOSH ACHIEVED	100%	NT16 (N/A)
G4	# OF STAFF INVOLVED IN CHARITY-RELATED EVENTS OR INITIATIVES	10	N/A
G5	% OF STAFF COMPLETING 1 VOLUNTEERING DAY PER YEAR	80%	NT17
G5	% OF WORKFORCE FROM UNDERREPRESENTED GROUPS	90%	NT40
G6	% REDUCTION IN CARBON EMISSIONS	10%	NT31
G6	TOTAL CO ₂ EMISSIONS OFFSET (IN TONNES)	20	NT47
G6	% OF GREEN ENERGY GENERATED FOR TOTAL CONSUMPTION	30%	NT44
G7	# OF STAKEHOLDER FEEDBACK INTERACTIONS	10	N/A
G7	# OF SOCIAL VALUE REPORTS RELEASED	2	N/A
G7	# OF SOCIAL VALUE NEWSLETTERS RELEASED	2	N/A

THEORY OF CHANGE

1. INPUTS

- STAFF TIME AND EXPERTISE
- FINANCIAL RESOURCES (SALARIES, WORKSHOP BUDGETS, FUNDRAISING)
- PARTNERSHIPS WITH SMES, VCSES, SCHOOLS, AND COMMUNITY ORGANIZATIONS
- TRAINING PROGRAMS (CPD, APPRENTICESHIPS)
- WELLBEING AND ENGAGEMENT INITIATIVES (WORKSHOPS, SURVEYS)
- TOOLS FOR ENVIRONMENTAL MONITORING, REPORTING, AND EVALUATION



2. ACTIVITIES (KEY VALUE INDICATORS)

G1: ECONOMIC

- ENSURE 95% OF EMPLOYEES PAID REAL LIVING WAGE OR ABOVE
- INCREASE 5% ANNUAL SPENDING WITH SMES AND VCSES (FROM 2024 BASELINE)
- INCREASE £ SPENT ON UK-BASED STAFF AND FREELANCERS CONTRIBUTING TO LOCAL ECONOMIC GROWTH
- OFFER APPRENTICESHIPS (5% OF STAFF)

G2: HEALTH AND WELLBEING

- HOLD 2 TEA & MENTAL HEALTH WORKSHOPS FOR INTERNAL EMPLOYEES (# PER YEAR)
- HOLD 2 TEA & MENTAL HEALTH WORKSHOPS FOR EXTERNAL EMPLOYEES (# PER YEAR)
- INCREASE % PARTICIPATION OF INTERPRETERS IN WELLBEING INITIATIVES
- COMPLETE COMMUNITY HEALTH INITIATIVE
- CONDUCT WELLBEING SURVEY (AVERAGE ENGAGEMENT SCORE)

G3: EDUCATION AND SKILLS

- MEASURE CPD HOURS FOR UNDERREPRESENTED GROUPS
- DELIVER 10 CPD HOURS FOR ALL STAFF PER YEAR
- OFFER 2 WEEK-LONG WORK EXPERIENCE OPPORTUNITIES
- HOST 3 SKILLS/EMPLOYMENT EVENTS IN SCHOOLS AND COLLEGES

G4: SOCIAL AND COMMUNITY

- FORM 2 CHARITY PARTNERSHIPS ANNUALLY
- RAISE FUNDS FOR VCSE (£)
- ACHIEVE 100% OF FUNDRAISING TARGET FOR "JOLLY JOSH"
- INVOLVE STAFF IN CHARITY-RELATED EVENTS OR INITIATIVES

G5: EQUALITY, DIVERSITY AND INCLUSION

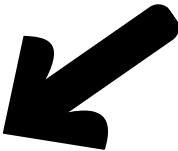
- ENSURE 80% OF STAFF COMPLETE AT LEAST 1 VOLUNTEERING DAY PER YEAR
- ENSURE 90% OF WORKFORCE FROM UNDERREPRESENTED GROUPS

G6: ENVIRONMENTAL

- REDUCE CARBON EMISSIONS BY 10%
- INCREASE 30% OF GREEN ENERGY GENERATED
- OFFSET AND MEASURE CO₂ EMISSIONS (TONNES)

G7: LEADERSHIP AND TRANSPARENCY

- CONDUCT 10 STAKEHOLDER FEEDBACK INTERACTIONS
- PUBLISH 2 SOCIAL VALUE REPORTS
- PUBLISH 2 SOCIAL VALUE NEWSLETTERS



3. OUTPUTS (DIRECT MEASURABLE RESULTS)

G1: ECONOMIC

- 95% OF EMPLOYEES PAID REAL LIVING WAGE
- 5% INCREASE IN ANNUAL SPENDING WITH SMES AND VCSES
- £ SPENT ON UK-BASED STAFF AND FREELANCERS CONTRIBUTING TO LOCAL ECONOMIC GROWTH
- 5% OF STAFF UNDERTAKING APPRENTICESHIPS

G2: HEALTH AND WELLBEING

- 2 INTERNAL TEA & MENTAL HEALTH WORKSHOPS HELD
- 2 EXTERNAL TEA & MENTAL HEALTH WORKSHOPS HELD
- 33% PARTICIPATION OF INTERPRETERS IN WELLBEING INITIATIVES
- COMPLETION STATUS OF COMMUNITY HEALTH INITIATIVE
- 5- AVERAGE WELLBEING SURVEY ENGAGEMENT SCORE

G3: EDUCATION AND SKILLS

- NUMBER OF CPD HOURS UNDERTAKEN BY UNDERREPRESENTED GROUPS
- NUMBER OF CPD HOURS UNDERTAKEN BY STAFF EACH YEAR (TARGET IS 10 PER YEAR PER PERSON)
- 2 WEEK-LONG WORK EXPERIENCE OPPORTUNITIES OFFERED
- 3 SKILLS/EMPLOYMENT EVENTS ATTENDED IN SCHOOLS/COLLEGES

G4: SOCIAL AND COMMUNITY

- 2 CHARITY PARTNERSHIPS FORMED ANNUALLY
- TOTAL £ RAISED FOR VCSE ORGANISATIONS (TARGET IS 1000£)
- % OF FUNDRAISING TARGET FOR JOLLY JOSH ACHIEVED (TARGET IS 100%)
- NUMBER OF STAFF INVOLVED IN CHARITY-RELATED EVENTS OR INITIATIVES

G5: EQUALITY, DIVERSITY AND INCLUSION

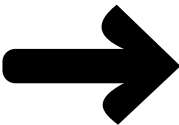
- 80% OF STAFF COMPLETING ONE VOLUNTEERING DAY PER YEAR
- 95% OF WORKFORCE FROM UNDERREPRESENTED GROUPS

G6: ENVIRONMENTAL

- 10% REDUCTION IN CARBON EMISSIONS
- 30% OF GREEN ENERGY GENERATED FROM TOTAL CONSUMPTION
- TOTAL CO₂ EMISSIONS OFFSET (IN TONNES)

G7: LEADERSHIP AND TRANSPARENCY

- 10 OF STAKEHOLDER FEEDBACK INTERACTIONS
- 2 OF SOCIAL VALUE REPORTS RELEASED
- 2 OF SOCIAL VALUE NEWSLETTERS RELEASED



4. OUTCOMES (SHORT TO MEDIUM EFFECTS)

- EMPLOYEES ARE FAIRLY COMPENSATED, MOTIVATED, AND ENGAGED
- IMPROVED STAFF WELLBEING, MENTAL HEALTH, AND PARTICIPATION IN INITIATIVES
- ENHANCED SKILLS, EMPLOYABILITY, AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES
- STRONGER COMMUNITY ENGAGEMENT AND SOCIAL IMPACT THROUGH CHARITY INITIATIVES
- INCREASED DIVERSITY, EQUITY, AND INCLUSION IN THE WORKFORCE
- REDUCED ENVIRONMENTAL FOOTPRINT AND IMPROVED SUSTAINABILITY PRACTICES
- GREATER TRANSPARENCY, ACCOUNTABILITY, AND STAKEHOLDER TRUST



5. IMPACTS (LONG-TERM EFFECTS)

- FAIR, INCLUSIVE, AND SKILLED WORKFORCE
- THRIVING LOCAL ECONOMY AND EMPOWERED COMMUNITY
- HEALTHIER, MORE ENGAGED EMPLOYEES AND COMMUNITY MEMBERS
- SUSTAINABLE ENVIRONMENTAL PRACTICES EMBEDDED ACROSS OPERATIONS
- POSITIVE SOCIAL VALUE AND STRONG STAKEHOLDER TRUST

THEORY OF CHANGE EXPLAINED

This Theory of Change describes how Language Empire generates positive social, economic, and environmental impact by strategically investing in its workforce, communities, and operational practices. Through targeted activities across seven key social value themes, Language Empire aims to create long-term benefits for employees, service users, partners, and the wider communities it serves.

INPUTS, ACTIVITIES AND LONG-TERM IMPACT

Language Empire is committed to strengthening its social value contribution by investing in people, communities, economic resilience, environmental sustainability, and transparent governance. To achieve this, the organisation dedicates staff time, training opportunities, partnerships, financial resources, and monitoring tools to support a wide range of targeted activities.

In terms of economic value, Language Empire aims to create a fair and resilient environment by ensuring all employees are paid at least the Real Living Wage, increasing local spending with SMEs and VCSEs, and investing more in UK-based staff and freelancers. Apprenticeships are supported to help early-career individuals develop meaningful skills, which strengthens both the organisation and the local economy. These efforts lead to immediate outputs, such as the proportion of staff earning a fair wage, increased local supplier spending, and the number of apprentices involved, ultimately contributing to greater financial security for workers and healthier economic activity in the communities served.

Health and wellbeing are promoted through regular Tea & Mental Health workshops delivered internally and externally, along with initiatives designed to increase interpreter participation in wellbeing programmes. Community health activities and wellbeing surveys provide further insight and help shape future support. These activities result in improved mental wellbeing, reduced stress, stronger communication, and a healthier organisational culture.

Language Empire strengthens education and skills by offering CPD opportunities for staff and underrepresented groups, providing work experience placements, and engaging with local schools and colleges through skills and employment events. These actions widen access to meaningful learning opportunities, raise aspirations, enhance employability, and help reduce skills inequality while also building a stronger talent pipeline for the organisation and the wider community.

Social and community value is enhanced through charity partnerships, fundraising efforts, and active staff involvement in charitable events. These activities build community trust, expand support networks for vulnerable groups, and reinforce the organisation's role as a compassionate and responsible partner.

Through its commitment to equality, diversity, and inclusion, Language Empire encourages volunteering and works to improve representation of underrepresented groups within its workforce. These efforts strengthen community connections, support higher staff engagement, and foster a more inclusive organisational culture.

Environmental sustainability is promoted by reducing carbon emissions, increasing the use of green energy, and offsetting CO₂ to minimise environmental impact. These actions support long-term environmental resilience and demonstrate Language Empire's commitment to responsible and sustainable operations.

Finally, strong leadership and transparency are upheld by gathering stakeholder feedback and publishing Social Value reports and newsletters. This ensures accountability, supports informed decision-making, and builds trust among stakeholders by providing clear and timely information about the organisation's social value performance.

CONCLUSION

Language Empire's Social Value and Sustainability Strategy represents more than a plan—it reflects our belief in what is possible when an organisation chooses to lead with purpose.

We envision a future where every interpreter feels supported and valued, where communities gain real opportunities from our work, where young people are inspired through access to skills and education, and where environmental responsibility is built into our everyday decisions. This strategy is our commitment to that future.

By investing in wellbeing, equity, and local prosperity, we strengthen the human networks that define our mission. By embracing sustainability and transparent leadership, we pave the way for a sector that is kinder, greener, and more inclusive. And by continually measuring our impact, we ensure that our actions create meaningful, lasting change.

Language Empire is proud to stand as a champion for social value—shaping a world where communication empowers, connects, and uplifts people across all backgrounds. Together, we are building an organisation that not only interprets languages but transforms lives.

