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.
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.*

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IN A CRISIS | LANGUAGE CAN SAVE LIVES

EUROPEAN REFUGEE RESPONSE
- 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.

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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.

1. **NEW SKILLS**
   - 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.

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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.
INCREASED SUPPORT FROM CORPORATE DONORS
welcoming 10 NEW SPONSORS in the 2017 fiscal year
bringing the total number to OVER 50

WHERE OUR FUNDING CAME FROM

<table>
<thead>
<tr>
<th>Source</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>$35,266</td>
<td>$91,335</td>
</tr>
<tr>
<td>Corporate Sponsorships</td>
<td>$112,738</td>
<td>$100,455</td>
</tr>
<tr>
<td>Grants</td>
<td>$398,713</td>
<td>$440,512</td>
</tr>
<tr>
<td>Partnership Income</td>
<td>$34,389</td>
<td>$837,653</td>
</tr>
<tr>
<td>In-Kind Donations</td>
<td>$1,639,754</td>
<td>$226,371</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,220,860</strong></td>
<td><strong>$4,148,078</strong></td>
</tr>
</tbody>
</table>

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.
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

- **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

**#LANGUAGEMATTERS**

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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.
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
- **62%** working in a second language
- We’ve worked in **32** countries
- Our team speaks **24** languages

We’ve studied applied linguistics, translation studies, sociology, anthropology, computational linguistics, digital marketing, political science, international relations, international development management, accountancy and journalism.
## Unrestricted Net Assets:

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unrestricted Revenue &amp; Gains</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-Kind Donations</td>
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<td>$1,639,754</td>
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<tr>
<td>Sponsorships and Support</td>
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<td>Sale of Product</td>
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<td>$6,900</td>
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<td>Total Unrestricted Revenue and Gains</td>
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<tr>
<td><strong>Net Assets Released from Restrictions</strong></td>
<td>$1,116,393</td>
<td>$375,768</td>
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<tr>
<td><strong>Total Unrestricted Revenues, Gains and Other Support</strong></td>
<td><strong>$3,986,305</strong></td>
<td><strong>$2,220,860</strong></td>
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## Expenses:

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<tr>
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<th>2017</th>
<th>2016</th>
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<tbody>
<tr>
<td>Program Services</td>
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<td>$1,880,705</td>
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<tr>
<td>Supporting Services</td>
<td>$341,675</td>
<td>$188,342</td>
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<tr>
<td>Total Expenses</td>
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<td>$2,069,047</td>
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<tr>
<td><strong>Increase in Unrestricted Net Assets</strong></td>
<td><strong>$280,867</strong></td>
<td><strong>$151,813</strong></td>
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## Temporarily Restricted Net Assets:

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<th>2017</th>
<th>2016</th>
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</thead>
<tbody>
<tr>
<td>Grants and Contributions</td>
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<tr>
<td>Net Assets Released from Restrictions</td>
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<td>($365,768)</td>
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<tr>
<td><strong>Increase in Temporarily Restricted Net Assets</strong></td>
<td><strong>$161,972</strong></td>
<td><strong>$2,111</strong></td>
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<tr>
<td><strong>Total Increase in Net Assets</strong></td>
<td><strong>$442,839</strong></td>
<td><strong>$153,924</strong></td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Assets, Beginning of Year</strong></td>
<td><strong>$301,032</strong></td>
<td><strong>$147,108</strong></td>
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<tr>
<td><strong>Net Assets, End of Year</strong></td>
<td><strong>$743,871</strong></td>
<td><strong>$301,032</strong></td>
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</tbody>
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Consolidated statement of financial activities for the year ended 31 March 2017. To view the full audited financials [click here](http://www.translatorswithoutborders.org).