

from the CEOS

Changing direction is never very easy; in 2022 we developed a new Direction of Travel, focusing more on developing partnerships and language technology to reach our goal of enabling 4 billion conversations. This is very exciting! And it takes time to make change. This report tells the story of our year, highlighting what we achieved, the actions we took and some of the challenges we faced.

In 2023, we consolidated a bit; we had seen tremendous growth in 2022. We needed to stabilize the organization and ensure that we were focusing on the right things and prioritizing well. And we'll do more of that in 2024.

And we've made remarkable progress! I think we were all surprised to learn that we've developed 13 language technology solutions - from intelligent search, to automated speech recognition, to machine translation. The research we've done has been influential and quoted in research, UN publications, and by others in their talks. Our ebook, "Speak Up for Language Inclusion" was a highlight; it outlines how crucial language is for achieving the Sustainable Development Goals and how CLEAR Global is contributing.

We continue to build an organizational culture that strives to ensure that our whole team feels comfortable voicing their opinions and thoughts in an organization that values and respects the incredible diversity of backgrounds that our team represents. We are immensely proud of the team and all we've achieved together.

There's still much to do. And we're well placed for 2024.

Aimee, CEO, CLEAR Global | Andrew, CEO, CLEAR Tech



Our Story CLEAR Global is a US nonprofit helping people get vital information and be heard, whatever language they speak.

CLEAR Global used to be called Translators without Borders (TWB). We've grown fast over the last seven years, and that name no longer reflects all we do—but it still exists as our largest team and the core of our operation.

Through the TWB community of over 120,000 language volunteers, our innovative language technology solutions, and research, we are able to support partner organizations working around the world.

Our approach is multifaceted:

Innovative Language Technology:



We employ innovative technology solutions to facilitate translation between languages and make communication smoother and more accessible. We create multilingual communication solutions and resources (such as chatbots, language maps, and open-access datasets for language apps) in marginalized languages.

In-Depth Research:



We conduct research to better understand how language functions and how people communicate. This research informs the development of our tools and solutions, ensuring they are effective and meet real-world needs. We research and test different communication methods, develop interactive language databases, and advocate for prioritizing language needs for effective international development and humanitarian response.

Building a Global Community:



We are proud to have cultivated a diverse and passionate community of over 120,000 volunteers. These volunteers come together to support our mission, providing their language skills to help break down language barriers. Through this vibrant community, we provide translation, subtitling, revision, and voice-over services, as well as training on communication in international development and humanitarian contexts.

Our vision is a world where language no longer hinders understanding and communication. We are dedicated to creating an environment where individuals from all corners of the globe can connect and share knowledge seamlessly, regardless of linguistic differences.

Highlights

19.8M+

Words of vital information provided



120K+

Volunteers/ community members

2,330

Language support projects

5,376

Views of our language use data (on HDX)

13

Language technology solutions



58

Language maps/language use data sets (total) 11

Research reports

Our work is

66

valued and valuable

"At the end of November we've received a message in Polish from a person seeking medical support. Previously, we would have simply replied with a short Google translated message saying that we couldn't help them, but thanks to your support we were able to get their message translated, send their request to a specialist and get back to them with suggestions."

From the Royal College of Anaesthetists

Wow - seeing the number of words really shows how good for value TWB is!
Thank you so much!

I wanted to thank you and each of the translators who have worked on our projects so much! My teams have been impressed and genuinely overjoyed with the work thus far! Some of our courses have restrictions on who can take them, but I would be happy to hop on a quick call with you so you can view the final products/courses if you are interested. This may be out of the norm, but I want to ensure you all know how much we appreciate this partnership and see your work once it is published.

International Fund for Animal Welfare:

THANK YOU! What a meaningful piece of work this is and we appreciate all of your exceptional effort and expertise! It is particularly generous of you to write up the summary of findings from Rwanda. I have begun to read it and already I see the immense value for both Rwanda and the global package. We are eager to apply these findings and to get a child-friendly safeguarding awareness raising package out to the world that is empowering to children, protects them and enables them to hold us accountable and seek justice when they have been harmed.' World Vision, commenting on the work and report we wrote for them in Rwanda

From the Royal College of Anaesthetists

Nonsi Martins, Just Good Work, after seeing the report of the projects we worked on this year



our Impact



While CLEAR Global does a lot of work, much of that work is in support of others, making our tremendous knowledge base and expertise available to partner organizations. Our partners recognize our commitment to helping people to get information and be heard whatever language they speak - and to advocating powerfully for the voices of the most marginalized to be heard.

CATALYST FOR CHANGE

A key pillar in our strategy is to address the systemic power dynamic by supporting the most marginalized to have a voice - to be able to get information and give their opinion in whatever language they speak. We do this in three ways: growing and supporting the TWB community, partnering equitably with like-minded organizations, and developing and deploying language technology appropriately.

In 2023, we:

- developed new partnerships with 11 organizations to develop language technology in their communities
- translated content into over 260 language pairs for over 100 organizations
- successfully advocated for aid organizations to consider language use data: downloads increased by 144% from 2022
- conducted user-centered design processes, based on our research, to determine communications preferences - we spoke to almost 500 people!

To highlight the importance of language, we also developed an ebook, <u>"Speak Up for Language Inclusion,"</u> which explains why language is important for attaining the Sustainable Development Goals and what CLEAR Global has done and can do to help.

Growing the Community

CLEAR Global harnesses the collective power of the 120,000 linguists in the TWB community to provide crucial language services that bridge communication gaps through translation, subtitling, revision, and voice-over services.

In 2023, we:

- Expanded the TWB Learning Center and demonstrated that it fills a gap. Over 20,000 people signed up in 2023 alone, a 186% increase since 2022. The Learning Center was also accessed by people who speak some of the languages we are most concerned with: users in Mongolia, Chad, South Sudan, Papua New Guinea, and Turkmenistan.
- Developed a process to support data annotation with the community for a project to build machine translation (MT) in Kinyarwanda.

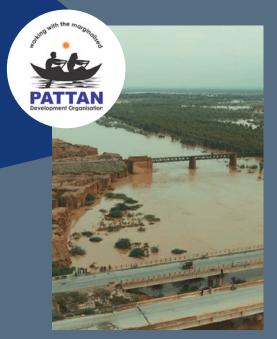


Partnering Equitably

CLEAR Global's programs seek to help speakers of marginalized languages and migrants get information about their rights, and to develop or support communication means to access and demand those rights in their preferred language, format and channel. To do this, we must form strong partnerships, particularly with organizations working with people who speak marginalized languages, including migrants. Our partnerships focus on bringing about systemic change to support people to voice their concerns, be heard, and access information.

Some examples of our partnerships include:

• We signed MOUs focused on advancing our strategy with: Data Science Nigeria, Digital Umuganda, Families Fit For Children, Gram Vaani, Kali, Karya, Lesan, Malaica, Masakhane, and Urukundo.



With Pattan Development Organization

Based on our work during the floods in Pakistan, we developed a strong partnership with an amazing Pakistani community development NGO, Pattan Development Organization. Pattan has been working since 1992 to support and promote the participation of marginalized sections of society in the decisions that affect them. Under their leadership, we developed:

- Research finding that people in some of the hardest-hit communities received almost no information at all about the flood risks and response.
- Language mapping that goes beyond language use data - this one combines flood risk and telecoms data with language use for a comprehensive operational planning tool.

Using (language) technology appropriately

Leveraging the power of machine learning and artificial intelligence, CLEAR Global has crafted language technology solutions to support marginalized languages, enabling 2-way communication for vulnerable people. Our expertise includes the creation of MT models and automated speech recognition (ASR) systems. Through natural language understanding, we implement these solutions for specific use cases, employing a human-centered design approach to ensure that what we do is appropriate and effective for end users. We collaborate with local technology partners to extend our reach to communities worldwide, facilitating access to these vital communication tools.

CLEAR Global has developed **13 cutting-edge language technology solutions** including:

• TILES (Touch Interface for Language Enabled Services), offline "information kiosk" supporting farmers in India to access information on climate change adaptation in their own language using speech technology.

- Kompas, a multilingual search function to support refugees to access verified real-time information.
- A tool to capture text data that can be used for building machine translation models, developed as part of a project to develop MT for Kinyarwanda.

And

- Developed a <u>playbook</u> for developing conversational AI
- Built language technology partnerships with organizations in sub-Saharan Africa and India
- Simplified the process of maintaining and updating our suite of multilingual glossaries, including adding Vlax Romani, and Romanian, Polish and Ukrainian sign languages to the <u>PSEA glossary</u>



'I have been checking the glossary in Romanian Sign Language and once again we realized how useful it is for a better understanding of the situation, of the specific signs and the explanation.' Bogdan Anicescu

- National Association of the Deaf Romania

With our partner Digital Umuganda in Rwanda and with funding from GIZ, we embarked on a project to build MT for locally owned use cases



- Machine translation: dataset creation of an Al-powered English Kinyarwanda MT tool for two use cases identified through a user-centered design process. Digital Umuganda hosted a hack-a-thon based on our community of language enthusiasts.
- Project management and coaching: a team of Rwandan developers to ensure that skills and knowledge are built to maintain, extend, and sustain the use case solutions.
- For two cases:
 - Tourism: Facilitating effective communication between tourists and locals.
 - Education: Expanding e-learning opportunities for Kinyarwanda speakers.
- We found that the gamification really helped users and engaged them to return.

BUILDING THE EVIDENCE

Part of our mission is to provide crucial support to organizations, enabling them to craft programs and communication strategies that are informed by language data research and comprehensive analysis. Here are a few examples of our work in this pillar.

Influencing policies and practices

With Internews in Yemen, Madagascar, Sudan, DRC and Mali, we did seminal work on COVID-19:

 Our research highlighted the importance of language, literacy and tailored communication for access to and comprehension of Covid-19 information, and serves as a basis for Internews to integrate language in their regular Information Ecosystem Assessments.

In Somalia with Minority Rights Group International, IMPACT Initiatives/REACH, and Somali partners HISA, JVDC and MCAN:

- Our study on language-based exclusion from assistance in the ongoing food insecurity response found that <u>Mahaatiri speakers face several layers of exclusion and discrimination from food assistance.</u>
- We also developed a <u>marginalization index</u> to help visualize the relationship between language marginalization and risk
- And we tested comprehension of polio vaccination information in Mahaatiri and Maay Somali. The <u>study</u> provides evidence that Maay speakers are largely excluded from accessing health information that is provided only in Mahaatiri language - with critical implications for the reach of public health campaigns.

With La Trobe University on preventing sexual exploitation, abuse and harassment (PSEAH)

 We collaborated on a highly regarded <u>publication</u> reviewing 20 years of action on PSEAH in the aid and peacekeeping sectors and looking ahead to what can be done to improve both prevention and response. We contributed a chapter on how language and power intersect to increase risk and reduce access to support for marginalized language speakers.

"This is a really unique chapter; I have not come across these questions of language and translation in the SEA literature before. I really enjoyed reading this chapter - it is clearly organized and makes a novel contribution to the literature on SEA."

From the editors of a book reflecting on 20 years of efforts to address sexual exploitation and abuse (SEA) on the chapter we contributed



Language Maps

CLEAR Global's <u>Language Data Initiative</u> is making a transformative impact within the humanitarian and development sector by providing an evidence basis for language-aware communication.

There exists a significant gap in our understanding of the languages spoken and understood by disadvantaged and crisis-affected populations. Often, humanitarian and international development efforts are devised without access to reliable data regarding literacy rates, prevalent languages, or people's preferred modes of communication. Consequently, individuals enduring crises or disadvantage frequently encounter difficulty in effectively communicating their needs to aid providers, resulting in a critical disconnect. This disparity disproportionately affects vulnerable groups such as women, children, the elderly, and individuals with disabilities, who are less likely to be proficient in international languages and lingua francas.

INTERNATIONAL PROGRAMS

All of the above work comes to bear in our international programming. In 2023, CLEAR Global maintained our work in Nigeria, Bangladesh, and Ukraine, responded to earthquakes in Türkiye and Syria, and continued supporting our partners' engagement with communities across the world.

Ukraine

In addition to developing **Kompas, a search engine for refugees from Ukraine**, CLEAR Global's work included:

- Providing training to over 80 people on why plain language is important in preventing sexual exploitation and abuse, in four languages. 95% of participants were satisfied or very satisfied with the training and over 90% showed a deeper understanding of the topic.
- Translated and facilitated content co-creation for mental health Spotify podcasts with Ukrainian and Polish youth



People are really interested in the plain language training, it was relevant and helpful. I myself [Viktoriia] was one of the participants and confirm it is helpful, it is also clear how to then use the knowledge when simplifying messages before sending them to people, how to make them easy to read and understandable. It felt it was made specially for [the] local population, not just translated from English as a lot of organisations do.

From Viktoriia Kosytska and Mohamedou Ndiath, Emergency Telecommunications Cluster/World Food Programme Ukraine, during a lessons learned call following the 15 plain language trainings we delivered for them this year

Nigeria

In Nigeria, we are focused on supporting accountability mechanisms and systems.

- We co-chaired the Community Engagement, Accountability and Localization working group and pushed for better data, clearer messaging and a more joined-up response and translated over 84,000 words and 130 visuals.
- We conducted research with internally displaced people (IDPs) on barriers to trust and accountability in the humanitarian response. The <u>study</u> highlighted language and other communication barriers, and found a large measure of interest among IDPs in digital technology as part of the solution to challenges of confidentiality and language.
- We started the design for a chatbot for use by community leaders to ask questions and get answers quickly to issues of greatest concern to their communities.



"I interviewed an aid worker who shared that his brother is a lawyer. His brother was defending a Rohingya man who was falsely accused of murder, and he had been arrested after "confessing" to the crime. The aid worker provided the TWB report as evidence that Rohingya and Chittagonian are roughly 60% similar, and this led to miscommunication in the police room, where the man had 'confessed.' He was released shortly after."

An aid worker in Cox's Bazar

Bangladesh

In Bangladesh, we continued to support the Rohingya people to be heard. We concluded a wide-ranging collaborative effort to improve communication, community engagement and accountability in the Rohingya refugee response with a <u>learning review on language inclusion</u>. This took stock of progress over more than five years of evidence generation and action on language and communication barriers in the response. It built on insights from research by TWB/CLEAR Global and other responding organizations, and sectoral coordination documents, to outline key findings, good practice recommendations and their implementation, and remaining knowledge gaps.



O-Canada: International Organisation for Migration (IOM) app for migrants in Canada. Although this work was completed in 2022, it was finally published by IOM in 2023. The O-Canada Mobile App: Recommendations on how to make a good user experience even better | IOM Publications Platform

PEOPLE & CULTURE

We pride ourselves in our organizational culture; we are committed to building an organization that we all want to work in, where people are trusted, respected, and heard.

Investing in our team

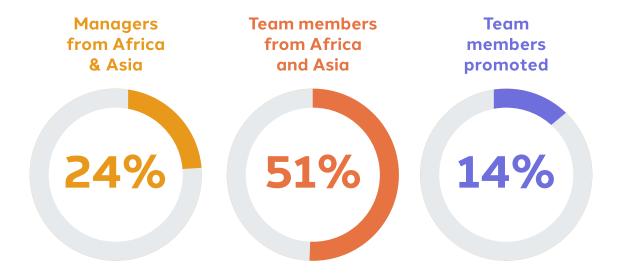
One of our big investments has been in our wellbeing platform - we LOVE it and promote it endlessly internally. Our holistic approach to talent development over this period also underscored our commitment to nurturing and empowering the entire team. Here are some highlights from 2023:

• The wellbeing platform hosted chat therapy sessions, video therapy sessions, courses, and meditation sessions followed by over half our team members. Some of the topics that our team was interested in were mind, body, relationships, work, personal growth, and parenting.

Diversity, equity, and inclusion

Diversity, equity and inclusion isn't just a slogan for CLEAR Global; it is critical if we are to achieve our mission.

- 24% of our managers now hail from Africa and Asia. This is up from 2020, when only 18% were.
- 51% of our team members are from Africa and Asia (52% in 2022).
- As part of skills building and to ensure that we have diverse voices in our interview panels, a whopping 41% of team members participated in interview panels. We had 32 interview panels this year; 30 of these were mixed-gender and almost all included people from different teams and geographies.



(66)

I visit the TWB page frequently to send all the translations of the IASC standards [on preventing sexual exploitation and abuse] for aid workers! People are very pleased to receive things in their languages and I also seem to magically find out our programs are always in areas where there is NOT a translation available! I actually ran a safeguarding workshop in Lagos a few years ago and printed out all the various languages of Nigeria that had translations. As part of the workshop I had people who spoke each language read a different point out loud—a little linguistic celebration to brighten the topic of sexual exploitation.

- Head of Security at a partner organization

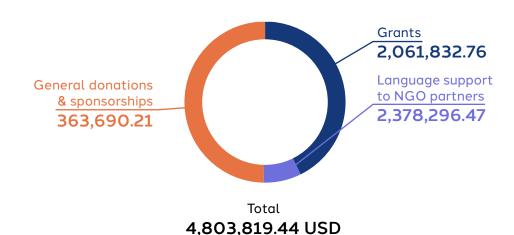




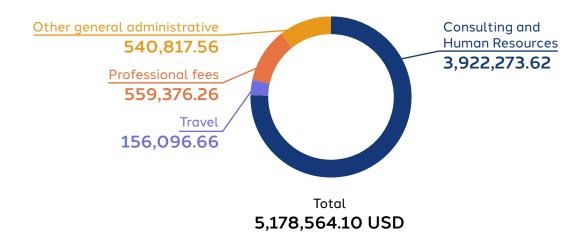
Financials

- 2023 saw a slight contracting of income. Our supporters and funders supported us to respond to the war in Ukraine in 2022; our support to the people of Ukraine was smaller in 2023.
- Our goal is always to recognize contributions from the TWB community; in 2023, we were able to do much more of this.
- We have started to see a decline in demand for language services as a result of generative AI and the rise of large language models
- Although we planned to increase reserves in 2023, the drop in demand for language services meant that we had to move quickly to right-size and reorganize our organizational footprint and re-think our service offering. While this was largely successful, we were not able to increase reserves.
- In 2023, we recorded only linguist translation services as in-kind contributions, as suggested by the new audit company. We will review this for 2024.

FY23 Expenditure without in-kind donations



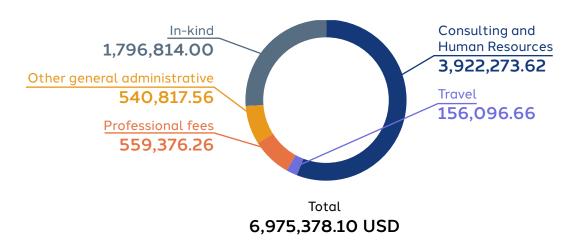
FY23 Expenditure without in-kind donations



FY23 Income with in-kind donations



FY23 Expenditure with in-kind donations



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Many of our supporters use their wills or living trusts to make their most generous gifts.

Thank you for remembering CLEAR Global when you choose to create yours.

CLEAR Global is committed to adhering to relevant codes and standards of good practice, including:

- UN Global Compact
- Principles of Digital Development
- TAUS Dynamic Quality Framework
- Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief
- Common Humanitarian Standard
- DFID Supply Partner Code of Conduct.

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Ireland: Marina House, Block V, East Point Business Park, Dublin 3. Registered charity number: 20073459

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