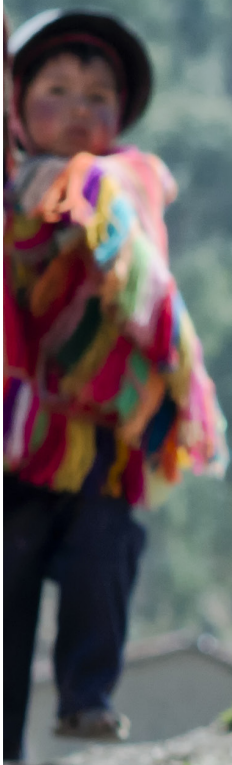


Annual Report 2022



Understanding
is everything



Foreword

Accelerate when necessary

We are looking back on a special year, this annual report aims to share that feeling with you. You can read how we fared. Which new clients we welcomed. What we learned and how we continue to develop ourselves.

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One topic stands out everywhere: Ukraine. The war that started on 24 February 2022 with the Russian invasion is undoubtedly the most important event of the past year. This disaster also had a huge impact on our sector. Indeed, barely a month after the invasion, the influx of refugees began. In early December, the number of refugees from the Ukrainian war zone reached over 85,000.

All these people needed assistance quickly. Almost everyone is familiar with the images of the flood of refugees. The need for interpreters was suddenly enormous. But supply was not sufficient. At the start of the year, there were 16 interpreters working in the Netherlands who mastered both the Ukrainian and Dutch language.

We moved quickly and formed a special team. We sought out the media to draw attention to the shortage of interpreters and came up with a solution: we decided to train language supporters. People who had a good command of both Dutch and Ukrainian to be deployed in

this unique situation. At train stations and refugee centres for example, so that refugees could be shown the way in their own language. In practically no time, we received over three hundred applications. It was heart-warming!

Eighty of these driven candidates successfully completed a selection and training programme. Our interpreters and language supporters did mountains of work, showing thousands of refugees the way in their own language. After the summer, the influx began to subside somewhat and the deployment of language supporters was reduced. At the same time, the number of registered Ukrainian interpreters began to increase.

This example shows our strength: act fast and, when necessary, accelerate. Showing creativity and improvising. This year, we once again showed the market that we are socially involved and that we are uniquely capable of coming up with effective solutions to urgent problems. Where language and cultural barriers play a role, we get moving. Because understanding is everything! And that also applies in 2023.

Astrid van Rossum | CEO Global Talk



About Global Talk

What we do

We transcend language and cultural barriers. We do so by deploying well-trained, highly experienced interpreters and cultural specialists. Because to really understand one another, you often need more than just a literal translation. Knowledge of someone's cultural background is also important. After all, there can be a world of difference between what someone says and what they mean.

Who we are

Global Talk is an international organisation. We work with 3.750 interpreters and cultural specialists in the Netherlands, Sweden and Belgium. We speak over 200 languages and know a lot about many different cultures.

What drives us

We believe that everyone, no matter where they're from, deserves a chance to understand and to be understood.



"I saw how lovingly the mother responded"

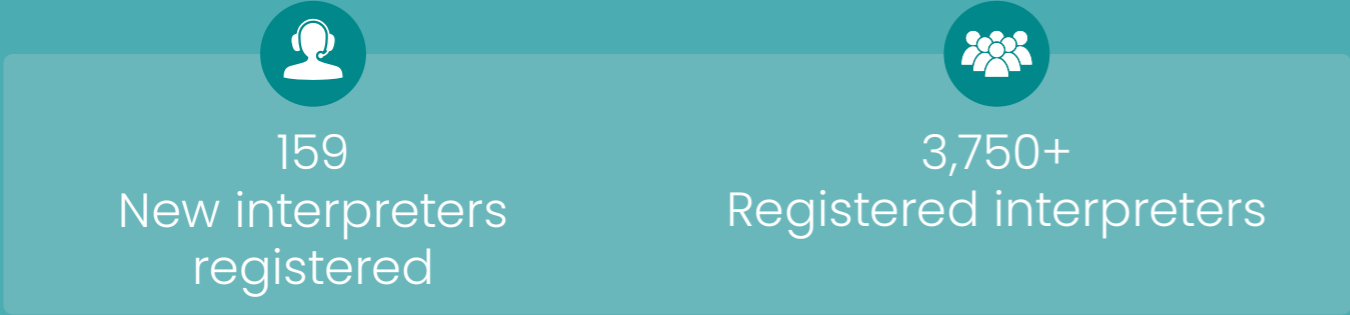
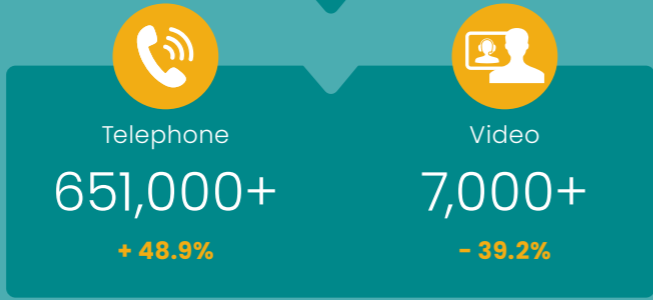
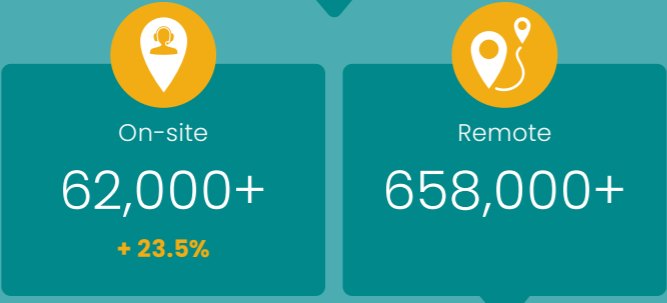
"I was called in recently by a doctor treating a woman and a new-born baby. The baby had an abnormality in its face, making feeding difficult. It was difficult for me to watch at first. I saw how lovingly the mother responded to the baby, comforting it and giving it kisses. And every time, she wasn't able to feed him. Eventually the milk had to be pumped, and the baby received the mother's milk from a separate bottle, drop by drop. It made such an impression on me at the time, but I don't dwell on it. Once I'm done, I'm done."

Tamim Tayeb, interpreter in three languages (Dutch, Dari and Pashto)



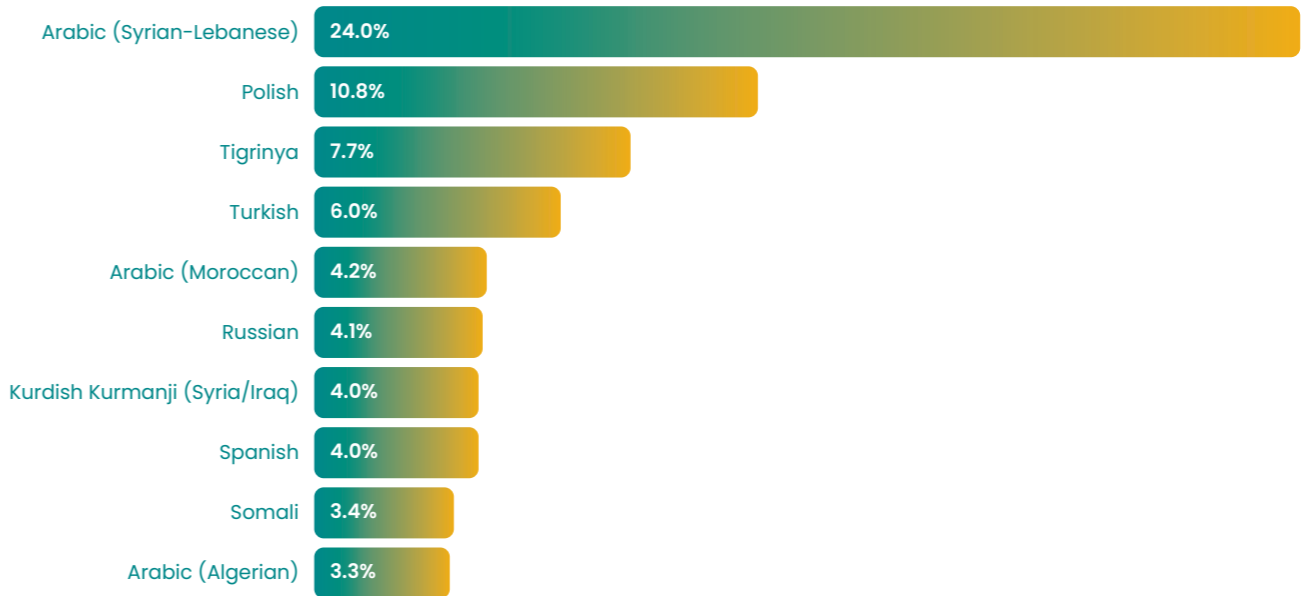
Key figures for 2022

720,000+ Interpreting services provided



Telephone

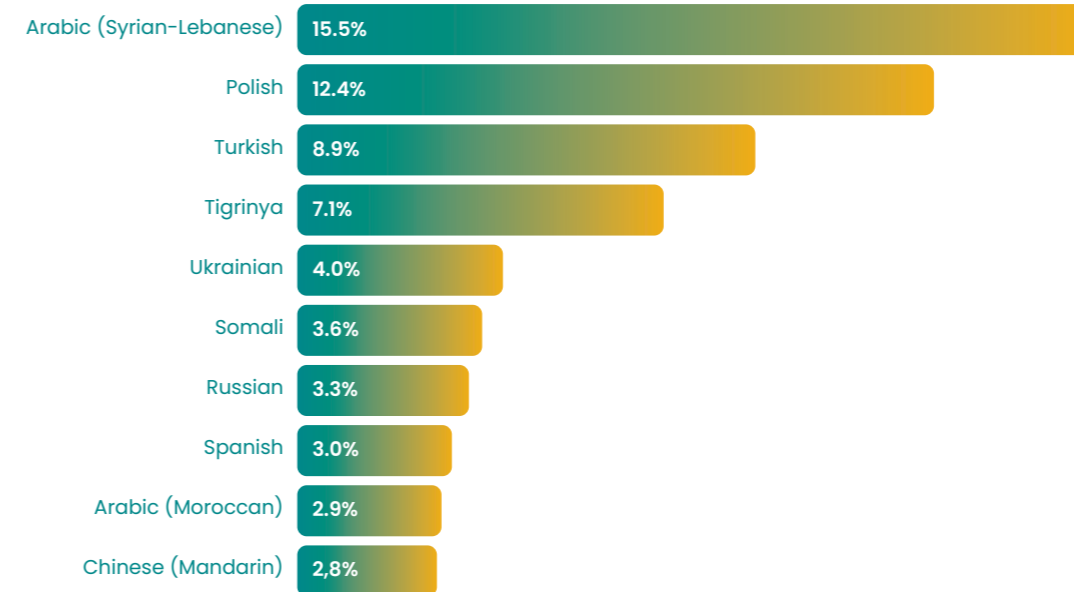
Our telephone interpreter services have been widely known in the Netherlands for 46 years. We provide clients with an interpreter on the phone, 24 hours a day, 7 days a week. In 2022, 651,000 telephone interpreter calls were made, representing a strong growth of 48.9%. This increase is due to several national government contracts that commenced during the year. We see an increase across all languages, with Arabic (Syrian-Lebanese) being the most frequently requested language.





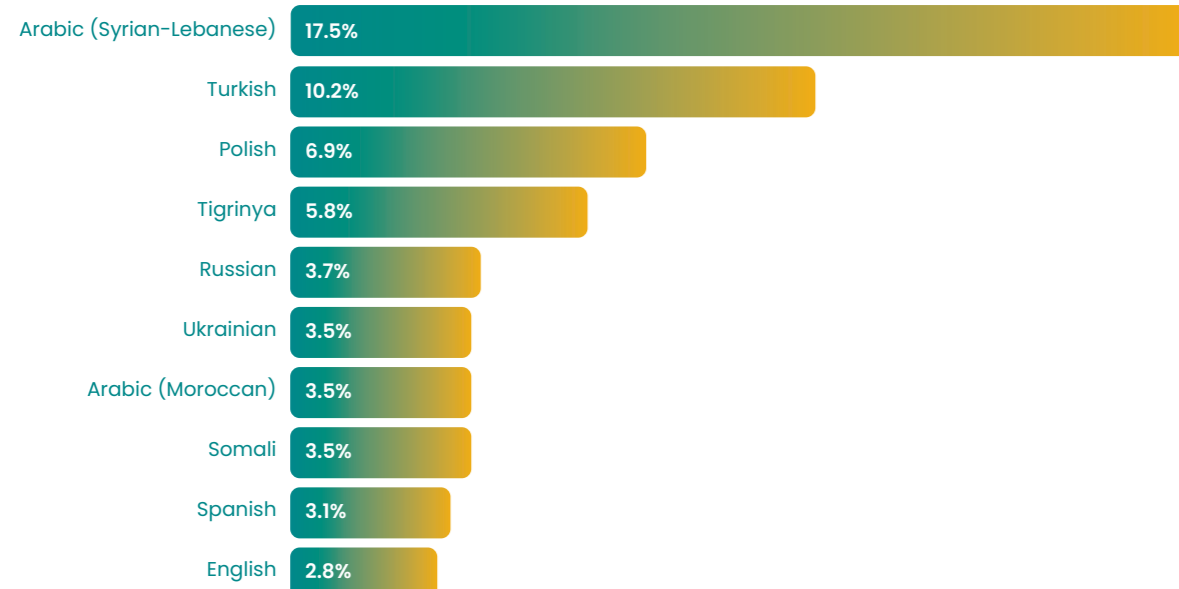
Video

A video interpreter was requested around 7,000 times. This means that these requests fell significantly by 39.2%. After a year of several lockdowns, the world opened again and, as usual, more on-site interpreting took place. Again, Arabic (Syrian-Lebanese) saw the highest demand. In addition, Ukrainian made up 4% of the total here, whereas 2021 it accounted for only 0.2% of total demand.



On-site

More than 62,000 on-site interpreting services were performed, representing an increase of 23.5% over the previous year. This is because the corona measures were relaxed earlier in 2022 after a year with many lockdowns. Across all sectors, we saw more on-site interpreting. In addition, interpreters were deployed en masse at Ukrainian refugee centres.



Interview Astrid van Rossum

Dutch market continues to grow

The swelling influx of refugees from Ukraine, the arrival of major new clients, the sharply increased demand for interpreting services: CEO Astrid van Rossum looks back on a memorable year.

What were the most important events for Global Talk in 2022?

“First and foremost, of course, is the war in Ukraine. In the spring, demand for interpreters rose sharply, while only sixteen interpreters were available throughout the Netherlands who were proficient in Ukrainian and Dutch. In that period, we managed to distinguish ourselves as a party that can quickly devise and implement creative solutions in these kinds of situations: we trained eighty language supporters in a short time who could be deployed in all kinds of practical situations.”

“Additionally, we implemented a number of major new contracts with national government last year. Several national government departments went out to tender for the first time. We succeeded in winning those contracts we were hoping to secure and extended our

current contracts. We have a strong presence within all the special investigation services and in the refugee and asylum chain. In healthcare, we managed to sustain our strong position, with new contracts at UMC Groningen and the Radboud UMC in Nijmegen.”

How did Global Talk fare in 2022?

“Very well. The number of services performed grew by some 45%. This means that we are increasingly contributing to work of great social value through our interpreters. Our interpreters break down language barriers in situations that really matter: in cases of child abuse, when refugees are telling their story or a witness is being heard.”

What is Global Talk’s market position?

“We are the largest in the Netherlands, in Europe we are number three and we’re on

our way to the second position. In the Netherlands, we focus on maintaining our position by strengthening the organisation, and by offering new services. Increasingly, we do more than just provide interpreters. For instance, we hold lectures and presentations, and give advice on culture and cultural differences. Above all, we see major opportunities for growth outside the Netherlands. In Europe, we want to grow through our branches in Belgium and Sweden that offer enormous potential.”

What does growth mean for the Dutch organisation?

“We had to pull out all the stops to keep up. Waiting times in our contact centre were increasing. So we made our clients aware that they could also submit their request online. This campaign worked. As a result, there is now more time to properly handle telephone requests that are a bit more complex.”

“We also thought about how we wanted to organise our work in the post-Covid era. We arrived at a hybrid approach to working, ensuring that everyone remains involved in what is going on in the organisation and with their immediate colleagues.”

Does growth also affect the relationship with interpreters?

“Certainly. We have a robust Resources department for our interpreters. This is necessary because clients make increasingly specialised demands on them. We want to work with the right professional interpreters and we want them to enjoy working with us. That’s why it’s important that everything in our contact with interpreters runs smoothly. The Resources team takes care of the administration surrounding the interpreters’ work, handles questions and any complaints. They also look after our interpreter development programme. By offering specific training in this programme, we expect more interpreters to find us. After all, with us they can continue to develop.”

What do you see as the main focus for 2023?

“We’ve grown incredibly fast in recent years. That’s why we are going to strengthen the organisation in many places, with new colleagues and new technology. This will enable us to continue providing excellent services to our clients.”



About the Netherlands

“Close cooperation is key”

Global Talk is becoming increasingly socially significant: 2022 was all about growth. While retaining trusted clients, we also welcomed a range of new clients. Chief Commercial Officer Guido Vroman explains the success.

University hospitals, such as the UMC Groningen and Radboud UMC in Nijmegen, again chose for Global Talk. As did sizeable municipalities, including Utrecht and The Hague. We also strengthened our position within the (special) investigation services and in the refugee and asylum chain. We concluded contracts with the Immigration and Naturalisation Service (IND), the Repatriation & Departure Service, the Central agency for the reception of asylum seekers (COA) and the Dutch Council for Refugees.

High rating

Guido Vroman: “Our clients are very satisfied with our services. On average, they rate us with an 8.4.” That high rating speaks volumes about the quality. “Our service is available 24 hours a day. We always find a solution for the client’s issue, even if it isn’t easy. Another quality aspect: we now work in close cooperation with

one another. We have a dedicated team for each sector. The account managers assigned to them know exactly what’s going on within a certain sector and can therefore provide specialised advice. We will further strengthen these teams in 2023: each team will have at least one more account manager, so that we can give even more time and attention to all our clients.”

Global Talk is further expanding its services in 2023. “We’re doing this through advisory reports, making the deployment of interpreters even more transparent for our clients. Because Global Talk has a professional Business Intelligence department, we can provide clear, detailed reports on the forecast and current trends within interpreting. This includes answers to questions such as: which interpreters are most requested in which languages? What do the seasonal patterns look like?



Down to daily order patterns. This allows us to provide even better advice. For example, we often see clients requesting interpreters based on a reservation, which they then cancel. They can save themselves these costs by requesting interpreters on an ad-hoc basis more frequently. With this service, we’re developing from a supplier of interpreting services to an advisor and partner.”

“Interpreting is not just about understanding words, but understanding the cultural context as well”

Cultural consulting

The extension to cultural consulting also fits into this framework. “In conversations, it’s not just about understanding the words, but also understanding the cultural context. Based on the languages Arabic-

Syrian, Polish and Tigrinya, we provide advice and information on cultural do’s and don’ts. This helps our clients to better understand why people from another culture react and behave in a certain way. To be clear, this advice is separate from the interpreting services we offer: the interpreting itself is done according to established guidelines.” We offer cultural consultancy in the form of individual advice, webinars, lectures or workshops.

Global Talk care app

Lastly, we are also introducing technical innovation to the services we provide. Guido: “This spring, we will also introduce the Global Talk Care app in Dutch hospitals. We previously launched this app in Belgium, where we won the ‘Inspire Health & Care Award’ innovation prize.” The Global Talk Care app consists of 350 frequently used medical questions, answers and instructions, divided into 28 medical topics and translated into 12 languages. An interpreter can also be called directly with the app.

Guido: “Whether introducing new services or deploying sophisticated, innovative technical solutions, Global Talk is able to optimise the services we provide, together with – and for – our clients.”



“From Ukrainian language supporter to interpreter” – project conclusion

On 14 December 2022, we concluded the “from Ukrainian language supporter to interpreter” project. With Global Talk’s support, fifteen Ukrainian language supporters have now taken the step to become professional interpreters. To thank them for their commitment and trust, we held a small celebration in their honour. The day highlighted people’s personal experiences and ended in style with traditional Ukrainian music played by the accordionist Oleg Lysenko.

“I was struck by the power of life when I went to interpret for wounded Ukrainian soldiers who were rehabilitating. Suddenly you are confronted with the war in a very different way. Young servicemen aged 24 at most, having to carry on after having one or even two legs amputated, sometimes just

“*He was constantly trailing his therapists*”

above the knee. What moved me so much was their attitude: they wanted to move on and were incredibly motivated to learn to walk with prostheses. I’ll never forget one man of roughly 26, in particular: he was constantly trailing his therapists. It just couldn’t go fast enough for him. He didn’t want to wallow in regret but kept going full speed ahead. He made me wonder what I myself would be like in such a situation. This man made a big impression on me.”

Volodymyr Katchour, Dutch – Ukrainian interpreter

Tackling the shortage: the Ukrainian approach offers a solution

A number of languages are in short supply, making it difficult to find the right interpreter quickly. Besides Ukrainian, these include Bulgarian, Albanian and Latvian, as well as other languages such as German and English. With the approach for Ukrainian language supporters in mind, Global Talk is undertaking initiatives to address this shortage. “We now have a customised programme that we use to train aspiring interpreters,” says Anita Meijer, Development Manager.

Interested people with a good command of both a foreign language and Dutch and an affinity with the interpreting profession can participate

in an information and selection day for aspiring interpreters. They will be given a language test and take part in role-plays. Subject to a positive evaluation, they can attend a three-month training course in general interpreting techniques. During this period, they conduct simple interpreting interviews, which are evaluated by a Global Talk trainer and the client. The aspiring interpreters then start working in straightforward situations, for example at reception centres. Anita: “Because we deploy aspiring interpreters there, capacity is freed up for work that can only really be done by registered interpreters, for example at judicial institutions.”

About Sweden

Potential growth in Sweden

Since Global Talk opened up office in Sweden in 2019, it's established a modest position in the market. Managing Director Tobias Andersson believes this is about to change for the better.

Tobias Andersson is new to the translation and interpreting industry. The Swedish Managing Director previously worked in IT; his last position was at telecom market leader Telia. Since 1

"To be honest, I didn't realise how big the sector is"

November 2022, he has been managing Global Talk's Swedish branch. "To be honest, I didn't realise how big the sector is," says Tobias, who has been following an introductory programme

in recent months. "I've become keenly aware of the importance of this sector. Refugees, who often arrive here worse for wear, should get the help they need from a humane point of view."

Global Talk is upcoming in Sweden; its doors opened in 2019, following the acquisition of the still relatively young Swedish agency Tolkresurs. Shortly after this, Covid broke out, hampering sales activities. Its market position is therefore still small. Tobias: "In 2015, when there were so many refugees from Syria, it wasn't that difficult to secure a position in Sweden. Demand was huge and there was almost a kind of panic. In the years that followed, the market calmed down. Nowadays, you'd need something different to capture a sizeable market share."



Powerful tool

That "something different" lies mainly in adding value to the customer and using a structured go to market approach, Tobias explains. "We have a well-organised team and we approach the market in a very structured way. In 2023, we will be visiting all the Swedish municipalities to tell our story. We were ISO certified in 2022, which is also important, especially when dealing with the government. Moreover, at the end of 2022 we implemented Tasnet, the matching system Global Talk works within the Netherlands, which enables clients to establish contact with an interpreter within minutes. Tasnet is a powerful tool and it's going to make all the difference" says Tobias, who, given his background, believes strongly in IT solutions. "Thanks to Tasnet, we can grow without the need for additional staff. Although Sweden is highly focused on IT solutions, our competitors don't have a comparable system. That sets us apart."

Focusing strongly on tenders from municipalities and other government agencies should bring commercial success to Global Talk in Sweden by 2023.

Implementation of a contract with the Swedish government employment agency will significantly boost growth. Global Talk has been providing them with interpreters since December 2022. The team also succeeded in winning a tender from the municipality of Ronneby late last year. Tobias: "In 2023, we will add two Bid Managers to our team. That will contribute to our future growth."

Optimistic

Tobias is optimistic about Global Talk's future in Sweden: "This position is challenging: there is still enormous potential. I'm used to working in very competitive markets. The number of serious parties participating in tenders in Sweden is four at the most. With our strong proposition and powerful matching system, we will succeed in winning a place between them and securing a substantial market share."

About Belgium

Gaining a stronger foothold

Located just to the east of Antwerp, Global Talk's Belgian country office was established in 2020. Business development manager Stefan Verbist and account manager Liesbeth van Rymenam are both based there and focus on developing the Flemish market. After emerging from the difficult Covid period, the company is now beginning to show signs of success. Its successful Global Talk Care app for hospitals serves as a good example of a major asset.

Belgium has a well-established government service that supports public organisations (healthcare, welfare, the asylum chain) with interpreting services. But its services are limited to 40 languages and interpreters can only be booked by reservation, during office hours. We can do better: which is why Global Talk has been targeting the Flemish market since 2020 and why Global Talk Belgium was created. Stefan Verbist, "We offer interpreters in 200 languages and are available 24 hours a day. The services we provide are therefore perfectly suited to the market's needs."



Global Talk Belgium focuses on the same markets as Global Talk in the Netherlands: care and welfare, youth support, cities and municipalities, the GGZ (mental healthcare), and the asylum chain. At present, Flanders is largely served by the Dutch Global Talk organisation. Via an app or by phone, Belgian clients are matched with a Flemish or Dutch interpreter. Verbist: "The group of Belgian interpreters is growing rapidly. More and more Belgian interpreters are spontaneously coming forward to work for us. Our interpreter database now comprises more than 1,800 interpreters in 200 languages."



Global Talk Care app

The Global Talk Care app was developed specifically for the Flemish healthcare market. It includes 350 frequently used questions, answers and instructions, covering 28 medical topics and translated into 12 languages. The services of an interpreter can also be engaged via the app. Verbist: "In a treatment or care process, there are numerous occasions when good communication between practitioner and patient is crucial, but for which you don't immediately call in an interpreter. Think of questions asked during the preliminary assessment or triage. Or simple announcements that are important to the patient like 'I'm going to insert a drip now'. These are points when you don't want to be struggling to communicate with a patient, because the message is too important."

Innovation Award

The Global Talk Care app was developed in cooperation with Antwerp's Hospitals Network, a merger of nine hospitals. An updated version was released for other Flemish hospitals at a later date. "The app doesn't replace the interpreter, but complements them." With this app, Global Talk and Antwerp's Hospitals Network won an innovation award in Belgium: the Inspire Health & Care Award.

Calling card

The app provided Global Talk with an excellent calling card in Belgium. Combined with active marketing, half of all Flemish hospitals are now connected to Global Talk's interpreting services because of the app. The number of requests for interpreting services is rising steadily. Stefan: "Because of Covid, we couldn't actively approach the market for a long time. Since the beginning of 2022, however, we've been able to visit our clients again and organise workshops. There's still a lot of work to do, but we can see that our approach is achieving results. The Global Talk name is becoming more familiar in Belgium and we are attracting new clients through referrals."

Gaining a foothold

What does Stefan expect from 2023? "We will continue to strengthen our position in healthcare. We will also focus on the mental healthcare sector, education, and cities and municipalities. With our unique offering, we're definitely going to make a bigger difference in the coming year than the traditional market players. Global Talk Belgium is gaining a stronger foothold."



“Initially, he didn’t make eye contact and didn’t want to talk. No, in the beginning it was not easy with this kid. He hardly listened to the people around him. Suddenly that changed and he did what he was asked to do. I will never forget this Romanian boy in his wheelchair. I was called in by the hospital to interpret with the occupational therapist, the physiotherapist and

“I will never forget this boy”

with a committee who, in the presence of his mother, talked about the care he needed. Gradually, a bond developed between him and me. It took me hours of travel time just to interpret for half an hour. I wanted to know

how he was doing and didn’t want to let him down. If he saw me in the hall of the hospital, he cheered up. He still found his physio-exercises hard. But with me there, he did them, looking at me proudly with a look of: you see, I can do it!”

Dana Schoenmaker, Dutch – Romanian interpreter

Rankings

Global Top 50

In 1976, we started as Stichting Tolkcentra and were renamed Tolk- en Vertaalcentrum Nederland (TVcN) in 2000 and Global Talk in 2020. The social commitment we started with 46 years ago is still what motivates us to this day. This, combined with today’s innovative online communication tools, means that our services have earned a prominent place on the map, both locally and internationally.

We are rapidly developing into a leading European organisation in the field of language and transcending cultural barriers. And we are proud of that. A total of 3,750 interpreters and cultural specialists now work for Global Talk. We operate in the Netherlands, Sweden and Belgium. In the coming years, we intend to establish a presence in more countries.

Global Talk is also getting noticed worldwide. The Nimdzi Insights 100 is the annual analysis of the world’s largest Language Service

Providers. In its most recent edition, Global Talk, as a leading interpreting service provider in Europe, was ranked number 49 based on its 2022 revenue. A year earlier, Interpreting Index was released by Nimdzi. On this list, 35 companies were ranked specifically on their interpreting service turnover and we hold the 10th place globally and the 3rd place in Europe. In the most recent release of the Slator Language Service Provider Index (LSPI), we ranked 31st out of over 300 LSPs.





More and more online requests



Telephone interpreter services: on time and for everyone

If you want an interpreter on the phone, you call our telephone interpreter service. Logical, right? But phone calls are increasingly giving way to online requests. That way, Global Talk can successfully manage the growth. And everyone gets an interpreter on the phone on time.

Global Talk is growing fast: last year, the number of interpreting services performed grew by 45%. Of course, there was a huge demand for Ukrainian interpreters. In January, for instance, there were 170 requests for interpreters in this language. In October, the peak month, the number was 2,200. However, the growth experienced by Global Talk wasn't only due to the surging influx of refugees from Ukraine. The increase also occurred in a good number of other languages, including Arabic (Syrian-Lebanese). "We also grew because we succeeded in winning tenders for new contracts and because we received more requests based on existing contracts," says Esther ten Doeschot, Director of Operations.

Clients can request our interpreting services by phone, via our interpreter telephone helpdesk or online. Telephone requests are processed at our contact centre in Hengelo. Some twenty-five staff work there daily during peak hours to help all applicants as quickly as possible. Those who want to request an interpreter online (by reservation or directly), use our website to create an account with Tasnet, our matching platform.

Campaign

To help all applicants for interpretation services as quickly as possible, we ran a campaign this year to raise awareness for requesting interpretation services online. This creates space on the phone for requests that involve more consultation.

Promoting online requests has worked. The number of online requests for an interpreter on the phone rose from 33% (January) to 49% (December). The percentage of reservations went up from 23% to 53% in the same period. Thanks to this growth, the waiting time on the phone remained the same, while the total number of requests increased significantly.

Growth

The coming year will again be characterised by growth. "I expect growth in several departments, and we will take on new colleagues, especially in the contact centre. We will also recruit a large number of interpreters to keep up with increasing demand. And we will continue to encourage more of our clients to request an interpreter online rather than by phone. True, our interpreter telephone helpdesk is well established. But in the future, we only want clients to call if they really need to speak to someone in person. That way, when demand increases, we will continue to make sure that everyone gets the right interpreter on the phone on time."

"In the future, we only want clients to call if they really need to speak to someone in person"

Tasnet: an interpreter on the phone within minutes

One of Global Talk's most powerful tools is Tasnet. It is the IT heart of our organisation. Tasnet is a matching platform that allows us to connect the client to the right interpreter for each request within minutes. Calling is then no longer necessary. If you enter your request in Tasnet, the system immediately approaches available interpreters and you are connected with an interpreter even faster. Tasnet also allows you to reserve an interpreter for a later time (over the phone or on location). Thanks to Tasnet, we are able to successfully manage the enormous flow of requests (an average of 75,000 per month).

What we do for our interpreters

Interpreter Development Programme

Without interpreters, there would be no Global Talk. That's why we nurture our interpreters and support them to develop personally and professionally. Examples of how we achieve this is include in our Interpreter Development Programme and Your Talk.

Last year, we introduced our Tolken Ontwikkel Programma (Interpreter Development Programme - TOP), a loyalty programme in which interpreters earn points by working with Global Talk. Those who often interpret via Global Talk and who hardly ever cancel will see their points increase rapidly. Submitting these points gives interpreters discounts on training courses. Anita Meijer, Development Manager:

"The quality of the interpreters we use is high. We want to maintain this quality. And of course, we also want interpreters to continue to develop. That is not without obligation: registered interpreters are required by the Permanent Education Act to obtain 80 PE credits within five years. With our development programme, we help them to achieve this."



Your Talk: mental first aid

Interpreters often experience intense situations. For example, they face child abuse, witness domestic violence or hear horrific, violent stories. Interpreters are professionals. They are trained to do their work under difficult circumstances and can take a few knocks. Still, it can help interpreters to be able to share their story with a colleague after an emotional assignment.

For offering mental first aid like this, we started Your Talk, which we set up with ARQ IVP (an institute focusing on psychotrauma). Through Your Talk, we put interpreters who need to blow off a bit of steam in contact with a fellow interpreter or Global Talk staff member. A number of interpreters and staff have followed a training course for this. They don't offer coaching or assistance, but they do offer a listening ear. And they are alert: if they suspect more help is needed, they advise contacting the family doctor or another counsellor. And of course, they adhere strictly to the duty of confidentiality.

Global Talk Academy

To implement TOP, we use the Global Talk Academy. Anita: "We were the first interpreting intermediary in the Netherlands with our own, recognised training academy, accredited by the Agency administering the Sworn Court Interpreters and Translators Act (Wbvtv). Through this academy, we offer a variety of training programmes. While we develop some ourselves, others are offered by external institutes at our request. These training courses are also partly customised for us. We also provide customised training programmes for clients, so that interpreters keep up to date with procedures, practices and terminology."

Integrity

Although the programme is relatively new, more and more interpreters are taking advantage of it. Anita: "There's a lot of interest in the integrity course, in which the assessment is an important part. Those who have taken the assessment are more aware of the extent to which they can be influenced. In other words, you get to know your weaknesses. During the training you then learn how to further improve your awareness and skills in the area of integrity. You become more aware of how to avoid any pitfalls." Other courses that are going well are Dutch B2 (Independent user) and Dutch C1 (Proficient user).

These courses revolve around conversations, discussions, presentations and writing assignments. "Of course, every interpreter who works for us speaks Dutch. But some are better than others. Interpreters are listed in our database from B2 upwards; we like to see them develop to C1. This is a lengthy process, within which these training courses fit." Next year, Global Talk will further expand the training programme. "Many interpreters working in the asylum chain want to know more about procedures and terminology. We will respond to that. Another topic that TOP focuses on relates to the tough emotional

conditions interpreters often work under. Good communication skills are important to cope with this, but intervention can also help". Anita concludes: "We will also focus on that. In many ways, we want to encourage interpreters to keep training. We consider it our duty to support the development of our interpreters."

Small initiatives can make a big difference

Through their work, our interpreters and staff feel strongly involved in the major social issues of our time. Many of them also want to “do something good” outside their paid employment. Global Talk Impact provides a platform for this.

They flew out over the digital counter like hot cakes: the videos of Prime Minister Rutte’s periodic Covid press conferences, translated into the eight most common foreign languages in the Netherlands. “Understanding is everything is our mission: everyone should be able to understand others and be understood themselves. In light of that, idealistic projects have arisen regularly in recent years,” says Martina Caliskan, one of the driving forces behind Global Talk Impact.

Clear criteria

This spontaneous initiative soon led to founding Global Talk Impact. Martina: “We’d often wanted to start idealistic projects before, as a permanent core of employees, under a single banner and using clear criteria. The projects must share common ground with language and culture and help people understand one another better. Naturally, these must be projects with an idealistic objective. We contribute by utilising our knowledge and years of expertise in cases where knowledge and resources are lacking.”

She also works as an account manager for the municipalities. Translating press conferences is a good example. Global Talk engaged eight interpreters, setting to work immediately after each press conference translating them and doing the video voice overs. They spread like wildfire. “We received loads of great responses, even from municipalities with which we had no previous contact. They too made grateful use of them.”

Chat buddies and volunteers

At Global Talk, we also encourage the use of volunteers like in the Kletsmaatjes (Chat buddies) project. At Kletsmaatjes, volunteers talk to non-native speakers for an hour every week to promote the Dutch language. Half of the hours spent as a volunteer for these projects as Global Talk count as working hours.

Martina continues: “Our staff and interpreters love doing something for others. Global Talk Impact facilitates this. Our projects show that small initiatives can make a big difference.”

Nacht van de Vluchteling

The Nacht van de Vluchteling (Night of the Refugee) initiative was launched by Stichting Vluchteling (the Refugee Foundation) and takes place annually in six Dutch cities. Participants can walk between 20 and 40 kilometres for charity. Five people participated in Utrecht on behalf of Global Talk Impact and succeeded in raising a tidy sum. The proceeds went to people in need in Mali, Afghanistan, Somalia and Syria.



VoorleesExpress

Besides the introductory video and engaging volunteers, Global Talk joined forces with three cultural specialists to create a number of videos explaining and giving tips about their own culture. The videos support volunteers before they get involved with the VoorleesExpress.

[Go to the videos of VoorleesExpress](#)

Quality

Our certifications

At Global Talk, we're proud of what we do and the quality we deliver. Our ISO certifications are a logical consequence of this. ISO certification proves our ability to continuously evaluate and improve processes, products and services, and that we fully comply with the applicable international standards. Besides the fact that more and more clients and suppliers require ISO certification, such as in tendering processes, ISO certification provides tools for constantly refining business processes. Based on risk inventories, privacy impact analyses, internal project evaluations, customer satisfaction analyses and internal audits, among other things, we work continuously to improve our processes. We work with a management system designed and implemented in accordance with ISO 9001, 14001, 27001, 27701 and 18841.

Netherlands & Belgium



Sweden



"I worked for a year in Turkey as an English teacher at the Ministry of Education. It was a dream of mine to meet the minister one day. Quite by chance, that dream came true in the Netherlands,

"Suddenly, I was standing between two ministers"

when the Turkish education minister visited his Dutch counterpart. Suddenly, I was standing between two ministers! I was interpreting in three languages: Dutch, Turkish and English. At the beginning I was a bit tense, but that soon lifted. I think everyone was happy. After the assignment, I've already been called by several Turkish ministries to interpret. Really great!"

Mehmet Uz, interpreter in three languages (English, Dutch and Turkish)



"I regularly interpret for a young woman who is deaf and therefore speaks differently from people who can hear. She's taking a computer course and doesn't always understand the instructions: for people who are deaf, sign language is their mother tongue. Another language, including a written language, is a second language for them. Since I have been interpreting for her, she has been going through the material far quicker. I see her growing as a person.

"I see her growing as a person"

In the beginning, she looked around and was a bit uncertain. Her self-confidence has grown tremendously within a short space of time. The teacher was amazed at her progress. Many people think deaf people can't do as much as they can, so I'd like to quote I. King Jordan, the first deaf American dean of the world's only university for the deaf, in Washington: 'Deaf people can do everything that hearing people can do except hear.'

Lud van der Garde, Dutch sign language interpreter

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Understanding
is everything

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TALK INTERPRETERS
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