



# ESG Impact Report 2024–25

>dals<

>Everyone<  
understood

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## Welcome

Our first ever annual ESG Impact Report highlights the accomplishments and progress made in Dals’ ongoing journey within the social and environmental space. It reflects on the positive impact created by our partnerships, projects, fundraising and volunteering efforts.

The report will provide stakeholders with a comprehensive summary of Dals’ progress in its approach to social value and integrating environmental, social and governance (ESG) considerations into the language services industry.

Our vision is to have a world where everyone is understood, beyond that we are dedicated to making a positive societal and environmental impact within the communities in which we supply language services to.

It is equally important that Dals is always acting transparently, carefully measuring the social impact we have delivered. As a member of the Social Value Portal, we are able to demonstrate the social, economic and environmental value of our efforts. By recording this impact, we are better positioned to build on our successes, see where we can do even better, and identify new opportunities.

Our successful initiatives, including employability support and access to free language services for VCSE’s has lead to an overall generation of £15 million in social value. £7.4 million was delivered in 2024 alone. Alongside these milestones, we were delighted to have been shortlisted for a Social Value Award in the category of Private Sector Leadership.

“

Dals’ first-ever annual ESG Impact Report showcases their ongoing commitment to Social Value and sustainability. In 2024 alone, they generated £7.4 million in Social Value, contributing to over £15m since adopting the Social Value TOM System™. By ensuring their social impact is both measurable and externally validated, they can demonstrate progress with confidence, ensuring actions reflect genuine, quantifiable outcomes. As their Social Value partners, we are so very proud of their drive for positive change in communities across the UK.”

GUY BATTLE  
CEO, SOCIAL VALUE PORTAL



TOTAL SOCIAL VALUE  
GENERATED FOR  
COMMUNITIES ACROSS  
THE UK

£15m

## Message from our CEO



As a leader in our sector, we recognise that our work goes beyond delivering high-quality interpreting and translation services. We operate in a comprehensive landscape that is increasingly interconnected, and with that comes a profound responsibility to contribute positively to society and the environment. ESG principles are not merely an add-on to our business strategy; they are integral to our core values and how we define success.

### Environmental responsibility

Our industry has a unique opportunity to drive sustainability through digital processes, reducing paper usage, and minimising our carbon footprint. By embracing technology and innovation, we are committed to reducing our environmental impact while continuing to serve our clients effectively.

### Social impact

Language services play a crucial role in bridging cultural gaps and fostering understanding across diverse communities. We strive to promote inclusivity and diversity within our workforce and among our clients. This year, we have expanded our outreach initiatives to support underrepresented communities and have invested in training programs that empower our employees and enhance their professional growth. Our commitment to social responsibility is reflected in our efforts to ensure that every voice is heard and valued.

### Governance and ethics

Integrity is the foundation of our business. We uphold the highest ethical standards in our operations, ensuring transparency and accountability at every level. By adhering to robust governance practices, we build trust with our clients, partners, and the communities we serve. Our commitment to ethical practices not only enhances our reputation but also drives sustainable growth.

In 2023 we took an important step and created a dedicated function that solely focuses on ESG. The team has conducted a comprehensive assessment of our current practices, identifying areas where we can enhance our environmental performance, promote social equity, and improve our governance structures. By collaborating with various departments across the organisation, we are fostering a culture of sustainability that encourages innovative thinking and collective responsibility.

Our primary objective was to integrate ESG principles into every aspect of our business operations, ensuring that we not only meet regulatory requirements but also exceed the expectations of our stakeholders, including investors, customers, and the communities we serve.

Furthermore, the team has developed a robust framework for measuring and reporting our ESG impact, which will enable us to track our progress over time and hold ourselves accountable to our sustainability goals. We are also engaging with external partners and experts to stay abreast of emerging trends and best practices in the ESG landscape, ensuring that our strategies are both forward-thinking and effective.

The importance of ESG in the language services industry cannot be overstated. As we navigate the complexities of a rapidly changing world, our adherence to these principles will not only differentiate us in the marketplace but also position us as a leader in responsible business practices. Our clients increasingly expect us to be proactive stewards of sustainability, and we are dedicated to meeting those expectations.

I encourage each of you to read our ESG Impact Report and reflect on how you can contribute to our goals. Together, we can drive meaningful change in our industry and beyond.

Thank you for your continued commitment to our shared vision.

**MATTHEW TAYLOR**  
CEO

## About Dals

The world is a better, fairer place when everyone is understood. At Dals we enable people and organisations to tackle the critical language challenges they face every day. Our first-class interpreting and translation services cover more than 500 languages, including British Sign Language and other non-spoken languages.

Dals has been facilitating communication and helping those in need access essential services for over 25 years. It was founded in Manchester in 1998 by Actar Arya, an interpreter herself, who had the vision of providing quality language services to limited English speakers in need of access to essential services in their everyday lives. This goal has seen Dals continue to grow to new heights and explore new avenues of connection, always centred around anticipating our clients' needs.

In the past few years, Dals has been driven by technology, launching industry-leading interpreting platforms built in house. We have also expanded into new markets, further strengthening our service offering with acquisitions in the UK and beyond.

We are leaders in our industry, and trusted partners to key public services, private sector organisations and central government bodies. Our clients need pinpoint accuracy, maximum accessibility and full accountability when communicating with their service users and rely on us to solve their critical challenges with fluency, efficiency and ease. Clearer understanding creates more equal outcomes, and that is what we help deliver across millions of interactions every year.

As a people-focused business with strong values and a passion for positive change, we attract the most talented people to become part of our team. Dals is growing sustainably by expanding our essential services to increase access, while harnessing the latest technology to improve customer experiences. Together we are proud to bring potentially life-changing clarity to every conversation and create a fairer world through better understanding.



INTERPRETERS IN OUR EVER-GROWING NETWORK OF LINGUISTS

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10,000+



MINUTES OF INTERACTIONS DELIVERED EACH WEEK

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1,000,000

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## Our Values

### › *Human* ‹

We understand and appreciate that every relationship starts with trust and respect. We're grounded, compassionate and have a steadfast belief that everyone deserves equal access to our vital services. We promote a culture of learning and support our team with openness and honesty.

### › *Expert* ‹

For over 25 years, our essential interpreting and translation services have earned the trust and loyalty of our clients in the public and private sectors. Our expert team, with diverse skills and real-world experience, connect people to what they need. We never give up and will always retain this vital hallmark of our service.

### › *Innovative* ‹

We are constantly exploring the potential of new technology to break new ground. We continuously serve our clients and find better ways to improve our services and customer experience. We are proud to be developing more sustainable and human-centred ways to apply technology for the benefit of our team and our clients.

### › *Responsive* ‹

We provide a critical service for our clients and we know that it pays to be proactive and efficient in our delivery. We work with urgency and understand the positive impact we make with our clients is a result of our individual and collective performance.

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## Our Mission

### › *Help clients succeed* ‹

We are responsible and trusted to help. We embrace the often critical and complex nature of our clients' requirements, striving to provide equality and bring understanding to their service users wherever they are, whenever they need it.

### › *Build and retain talent* ‹

With our cherished reputation and strong values to guide us, we attract and retain the brightest and best people to join our high achieving team. We enjoy a culture of learning and continuous development.

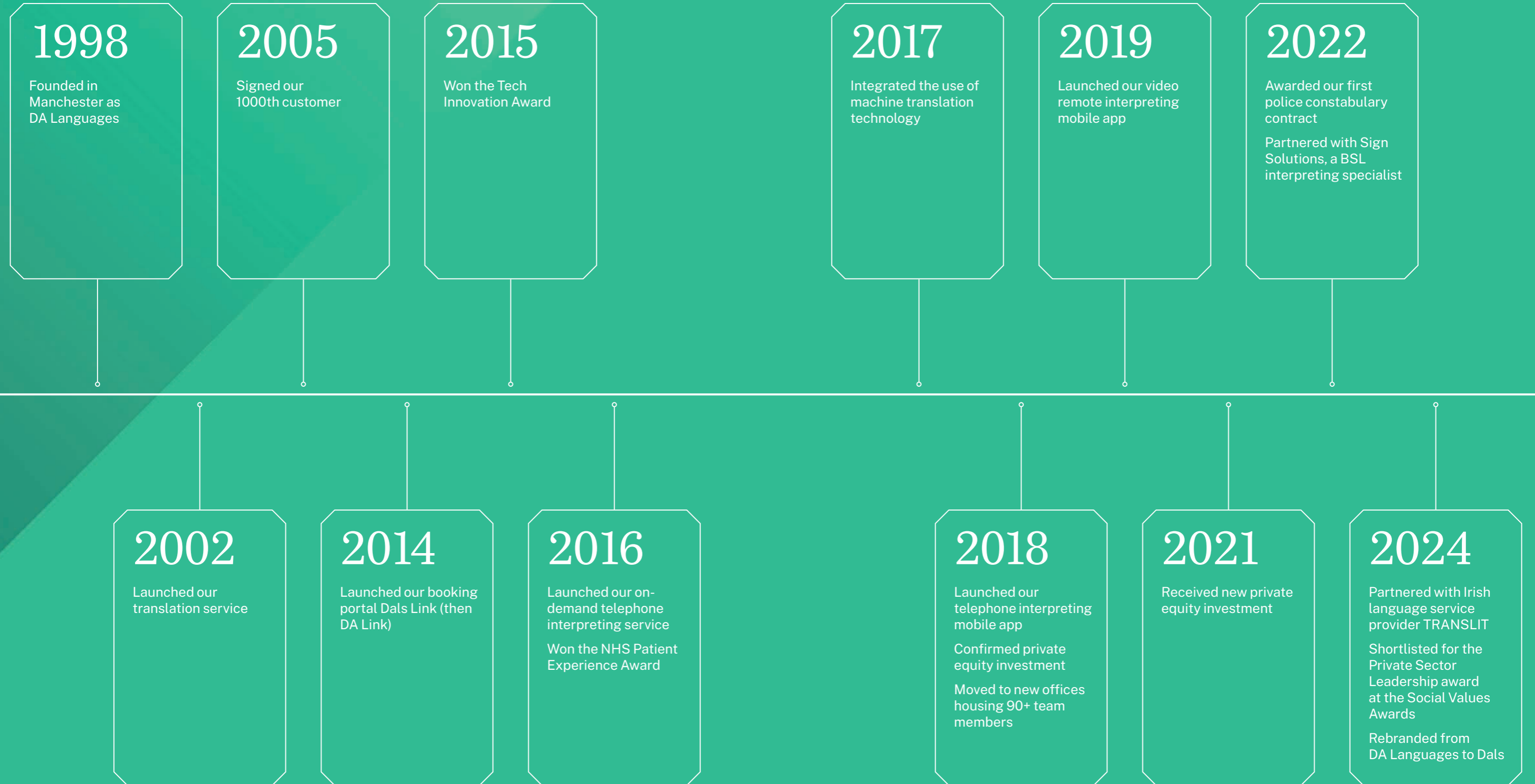
### › *Always look ahead* ‹

To us, environmental, social and governance standards and our desire to make positive change are closely linked. We hold ourselves to the highest standards and are committed to making a difference through our work and company culture.

### › *Offer unrivalled access* ‹

We understand that it is important to continually widen the accessibility of our services. We are proactive in ensuring that technology maximises and delivers the best experience, improving outcomes for all.

## Our History



## Our ESG Team

At Dals we are committed to having a positive impact on people, communities and the planet. As we expand, we are carefully considering the impact of everything we do, and putting social value at the heart of our operations. Together we are helping create a cleaner and more accessible global future.

With our firm focus on the future, we have established a dedicated department for boosting social value at Dals. As part of their work, our team investigates, reports on and addresses our carbon emissions, collaborates closely with charity partners to fundraise for their work and demonstrates to clients how our services can be used in the most socially conscious way.

1

Three factors underpin our ESG strategy

The environmental impact of our operations on the world around us.

2

Our social responsibility to support charities, communities and local initiatives.

3

How Dals governs itself and conducts its business operations, including transparently reporting our economic activity.



### Charlotte Gascoyne Head of Sustainability and ESG

To effectively execute our strategy, we appointed a Head of Sustainability and ESG who sits on our Senior Management Team, influencing Directors and Board members to incorporate sustainability and social value into key decision-making.

### Jessica Jarrold Sustainability and ESG Engagement Officer

Our Sustainability and ESG Engagement Officer is responsible for planning and executing our social value initiatives.

“I take pride in being a member of an organisation that actively supports people and communities while also considering our environmental impact.”

“

The services we provide make a substantial difference to the lives of individuals and in addition we aim to make a difference to the environment and wider community to benefit the next generation.”

CHARLOTTE GASCOYNE  
HEAD OF SUSTAINABILITY AND ESG



## Our Four Pillars

To drive our initiatives, we have established an Environmental, Social and Governance Strategy centred around four key pillars:

›Our People‹

›Our Community‹

›Our Planet‹

›Our Business Practices‹

Each pillar encompasses key themes such as employee wellbeing and inclusive hiring, enhancing employability, and supporting micro, small and medium enterprises (MSMEs) and voluntary, charity and community enterprises (VCSEs).

We also prioritise emissions reductions, resource minimisation and the implementation of strong governance practices, ethical procurement and a value-driven supply chain.

## Sustainable Development Goals

On September 25, 2015, global leaders adopted the 17 Sustainable Development Goals (SDGs) to protect the planet, fight against and attempt to eradicate poverty to build a more prosperous world for future generations.

These goals are aimed to engage governments, companies, civil society and individuals. Each goal includes a series of targets, each with their own indicators to determine whether the objective has been achieved. Dals' ESG Strategy links into the Strategic Development Goals adopted by all United Nations Member States in 2015 and provides a shared blueprint for peace and prosperity for people and the planet, now and into the future.

We have committed to aligning Dals' operations to eight Sustainable Development Goals.



End poverty in all its forms everywhere



Ensure healthy lives and promote well-being for all at all ages



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Reduce inequality within and among countries



Take urgent action to combat climate change and its impacts



Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels



## Our People

Our People pillar is dedicated to fostering a supportive and nurturing environment that prioritises the overall wellbeing of our employees, ensuring that their mental, physical and emotional health are taken into consideration.

Additionally, Dals is committed to implementing inclusive hiring practices that not only seek to attract a diverse range of candidates but also promote equity and accessibility throughout the recruitment process. By doing so, we aim to create a workplace culture that values every individual, encourages collaboration, and empowers all employees to thrive both personally and professionally.

### Apprenticeships

A key area of our People strategy includes enhancing employment through apprenticeships.

Our apprenticeship scheme has provided more than 2,000 weeks of training since 2017, leading to the graduation of 19 individuals with Level 3 qualifications in Business Administration. In 2024 we recruited 14 apprentices into the organisation which has resulted in over 362 weeks of training.

Additionally, each graduate is guaranteed a full-time position within the organisation, meaning we create direct pathways to employment as well as building an empowered workforce that can contribute positively to our local economy.

By investing in local talent development, we have strengthened our ties to the community and contributed to local economic growth.

WEEKS OF TRAINING THROUGH OUR APPRENTICESHIP SCHEME PROVIDED SINCE 2017

2,000

CONVERSION OF APPRENTICES GRADUATING TO PERMANENT STAFF

100%



### Wellbeing support to 100% of staff

Incorporating resources such as Westfield Health, an Employee Assistance Programme (EAP), and Mental Health First Aiders, reflects a comprehensive approach to promoting mental health and overall wellbeing in the workplace. Dals is a Mindful Employer having implemented the Thriving at Work standards.

Our ongoing wellbeing support not only enhances individual employee wellbeing but also contributes to a healthier, more productive organisational culture. This holistic approach recognises the interconnectedness of mental, emotional and physical health, paving the way for a cultural shift within our organisation, where employees feel valued, understood and supported.

Furthermore, our partnership with the charity Tommy's provides training to managers who are supporting employees through pregnancy, parenting, baby loss and fertility at work.

PERCENTAGE OF DALS EMPLOYEES WHO CONFIRMED THAT THEY INTEND TO STAY WORKING WITH US 'INDEFINITELY'

65%

Dals also provides access to discounts for gym and fitness programme memberships, and a cycle to work scheme that supports staff physical wellbeing.





2,000

Our apprenticeship scheme has provided more than 2,000 weeks of training since 2017

### Equity, diversity and inclusion

Our Equal, Diversity and Inclusion policy is woven into every part of our relationship with and management of employees, from the very moment they apply for a role at Dals. Its aim is to ensure that no applicant or member of staff receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Additionally, Dals is a member of ENEI (the Employer's Network for Equality and Inclusion). This helps employers build and maintain diverse teams and inclusive cultures through our membership, training and consultancy services.

### Accredited Real Living Wage employer

Dals values the hard work, talent and commitment each of our employees contributes to the business. Consequently, every staff member at Dals UK receives the Real Living Wage as a minimum.

### Career progression and training

We are a proud member of The 5% Club, aiming for a minimum of 5% of our workforce being in earn and learn roles, strengthening our commitment to developing our employees' skillset.

To further continually develop our staff, Dals has funded training courses including finance for non-finance managers, Prince 2 project management and mini-MBAs.

EMPLOYEES ADVANCED OR PROMOTED IN THE LAST YEAR

29%

EMPLOYEES SUPPORTED WITH CONTINUAL PROFESSIONAL DEVELOPMENT IN 2024 VIA EXTERNAL TRAINING

70

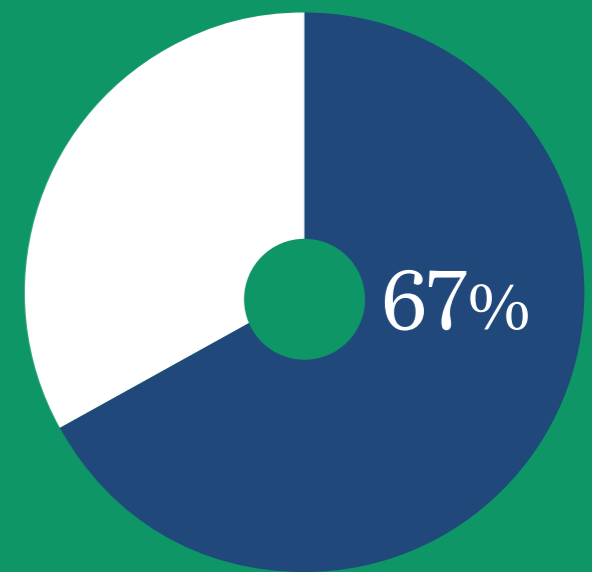
We are proud to hold industry-standard accreditations that establish Dals as a key supporter of promoting equality, diversity and inclusion.

These include:



### GENDER SPLIT ACROSS EMPLOYEES

67% OF THE SENIOR EXECUTIVE TEAM ARE FEMALE (62% OF OUR OVERALL WORKFORCE)



## Our Community

### Our community pillar serves as a vital connection to various initiatives aimed at:

- Enhancing employability
- Promoting health and wellbeing
- Providing support for voluntary, community and social enterprises (VCSEs) as well as micro, small and medium enterprises (MSMEs)
- Fostering a successful volunteering program that we have established

Through this comprehensive approach, we aim to strengthen our community by addressing multiple facets of social and economic development, ensuring that individuals and organisations alike have access to the resources and support they need to thrive.

### Career mentoring at schools

We engage with schools and colleges, providing career support and educational activities to help young people recognise the potential of language skills in their professional lives.

In 2024, we dedicated over 168 hours via our network of school careers leaders and through our partnership with charity Speakers for Schools, delivering careers presentations and interactive sessions, as well as support at careers fairs and mock interview events. These sessions not only help with skills development but also contribute to securing a future workforce by advocating for our industry as a career option.

### Supporting VCSEs

Collaboration is integral to our approach. We focus on supporting the growth of VCSEs local to our clients by providing free access to our language services. Through a needs analysis we can identify charities that provide essential support within their communities but that would otherwise lack the resources to access our services.

These charities focus on diverse issues including assistance for refugees and asylum seekers, LGBTQ+ support, homelessness, and domestic violence.

In 2024, we donated over 7,000 minutes of interpreting, enabling these charities and many others to help numerous people with limited English proficiency who would otherwise struggle to communicate.

We also supply our language expertise to the British Red Cross (BRC) by conducting language assessments of their volunteer interpreters at no charge. These assessments are essential to ensure that the volunteers can deliver high-quality interpretation services for vulnerable refugees, migrants, and asylum seekers, enabling the charity to deliver vital support in-house. 11 volunteers were onboarded by the BRC in 2024 after successfully completing a language assessment conducted by Dals.

MINUTES OF INTERPRETING DONATED IN 2024

7,000

VOLUNTEERS ONBOARDED BY THE BRC IN 2024 AFTER COMPLETING A DAL'S ASSESSMENT

11

### Volunteering

All staff members can get involved in contributing to social value in their community and via our staff volunteering policy, all employees are entitled to two days of paid volunteering leave each year.

We have delivered 137 hours of volunteering support to local charities including The Bread and Butter Thing, The Christie Charity and Manchester Central Foodbank. This volunteering time has helped to provide essential resources and support for these charities while also raising awareness of their efforts.

HOURS OF VOLUNTEERING TIME DURING 2024

137



**Charity partnerships and community support**

Our 2024 charity of choice was the The Chrisite Charity, who raise funds to support The Christie Centre in Greater Manchester, the largest single site cancer centre in Europe.

£3,129

Donated to The Christie Charity following several fundraising events including bake sales, sponsored sporting events, and a Christmas raffle



Maisie O'Shea of the England Deaf Women Futsal team, winner of Deaf Sports Personality of the Year 2024

£2,950

Donated to Deaf Sports Personality of the Year

£500

Donated to Deaf Mountaineer of the Year

We have made donations to the BSL events and deaf fundraisers to celebrate and empower the deaf community. By highlighting their achievements we aim to inspire others within the deaf community and promote equality and understanding.

£500

Donation to The Deaf Academy and provided BSL interpreters for free to support the Hearing Dogs for Deaf People Fundraiser (AVIVA)



**Supporting economies via community engagement**

Dals invests in continually developing and nurturing our supply chain. To achieve this, we focus on job creation and skills enhancement for our freelance linguists.

Via our partnership with Department for Work and Pensions we have delivered careers sessions to jobseekers and particularly those with language skills. In 2024, we attended multiple careers events in Jobcentres across Greater Manchester, South Yorkshire, Lancashire, and Berkshire. The aim is to inform these individuals about the available roles in the languages industry in their local area, which include delivering language services to our clients. The support we deliver not only helps people with language skills to find professional opportunities but also more widely provides skills development and confidence building by addressing and mitigating barriers to employment.

Additionally, we have delivered nine Government-run virtual Sector-based Work Academy Programmes (SWAPs) where we delivered dedicated support to 114 selected jobseekers with appropriate skills. The sessions are tailored to cover how these candidates can use their language skills via a virtual presentation followed by guaranteed individual interviews.

As a result of these initiatives, we have generated £679,143 in social impact and successfully onboarded 21% of candidates who are now engaged in paid work as professional linguists, thereby contributing positively to the local economy.

We have also delivered career insight sessions to groups studying community interpreting courses via training providers including the national adult education provider WEA.

In addition, we have partnered with the prison education provider Novus. The organisation helps adults and young offenders to develop skills and confidence to improve their employability post-release from prison, with the goal to ultimately reduce reoffending.

We also translated their resources into frequently required spoken languages and British Sign Language to support them in promoting educational courses such as ESOL to limited English speakers.

**International Women's Group in Glasgow**

In 2024, staff members from Dals also volunteered time to visit the International Women's Group in Glasgow, an organisation aimed at supporting women from diverse backgrounds to become active citizens through education, employment, volunteering and leadership. We spoke about careers in the language industry, covering roles in the industry, onboarding and working as a freelancer, before taking part in a Q&A session.

JOBSEEKERS SUPPORTED THROUGH VIRTUAL SECTOR-BASED WORK ACADEMY PROGRAMMES (SWAPS)

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114



Dals volunteering with the International Women's Group in Glasgow

## Our Planet

Our Planet pillar focuses on emissions reductions and minimised consumption to reach the Net Zero target of 2030, emphasising a comprehensive approach that integrates sustainable practices across various sectors.

By prioritising innovative technologies and fostering collaboration among our clients and communities, we seek to create a resilient ecosystem that supports sustainable development.

Ultimately, our goal is to enable organisation to access language services in the most sustainable way that avoids harmful emissions created from Linguist travel and air pollution.

Following on from analysis of our company's carbon emissions, we understand that 99% sits within the scope 3 category, specifically, employee commuting business travel and downstream transportation which is associated with travel undertaken by interpreters to client on-site assignments. To date the measures that we have implemented to tackle emission reductions include:

- Understanding our emissions (Scope 1, 2, 3) and publishing an annual Carbon Reduction Plan
- Working collaboratively with our clients to support a transition to remote services, in place of in-person assignment where appropriate
- Building digitalised solutions to contribute to more sustainable business practices, for example e-sign which eliminates paper usage
- Promoting greener commuting methods among employees including cycle to work scheme
- Committing to a Net Zero target

### Net Zero target

Dals has committed to a Net Zero target of 2030. This means that the amount of carbon emissions our operations will produce in 2030 and beyond will be small enough to have zero negative impact on the environment.

### Lowering our services' environmental impact

Our interpreting services are vital in helping the everyday lives of limited English speakers. To ensure that interpreting services can be delivered in the most sustainable way, Dals has built tailored technological solutions to connect clients and service users whilst minimising emissions.

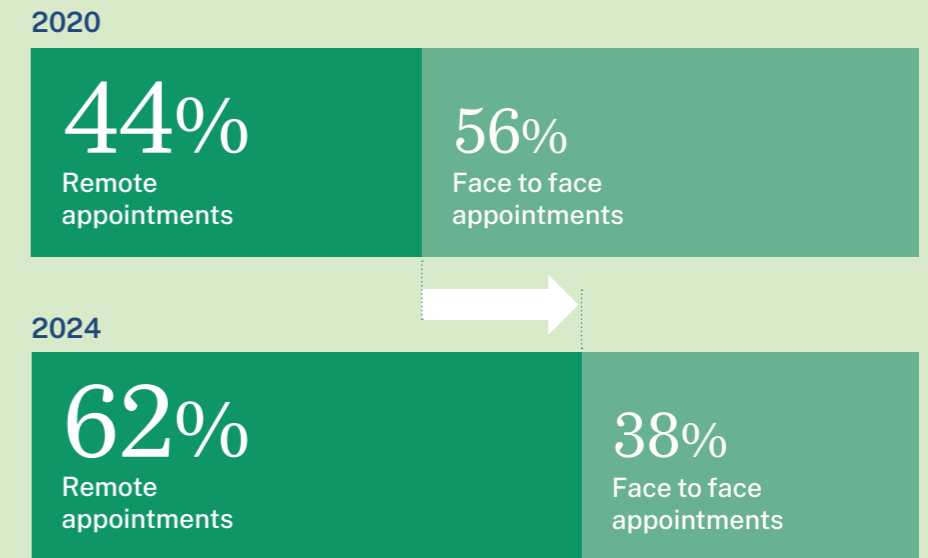
Our linguist locator tool has reduced the average milage an interpreter travels to a face to face interpreting appointment. An average reduction of 29.1 miles per assignment was seen following the implementation of this technology alongside the promotion of remote interpreting services.

Our promotion of remote interpreting services, namely telephone interpreting and video remote interpreting, has had a significant impact on the way our clients think about and book language services. Through training sessions and spreading greater awareness of these proprietary services, clients have widely adopted the use of these remote, more environmentally friendly solutions where previously they might have immediately booked a face to face interpreter.



### Using technology to lower carbon emissions

Pre-technology implementation (2020), 56% of interpreting minutes were delivered as face to face appointments versus 44% remote appointments. In 2024 the split became 38% face to face appointments versus 62% remote. This reduction in face to face interpreting bookings has saved 671.88tCO<sub>2</sub>e.



A remote interpreting booking produces on average 99.5% less carbon emissions compared to a face to face interpreting booking.



FACE TO FACE INTERPRETING  
AVERAGE EMISSIONS CREATED  
BY AN APPOINTMENT IN 2024

0.08kgCO<sub>2</sub>e

VIDEO REMOTE INTERPRETING  
AVERAGE EMISSIONS CREATED  
BY APPOINTMENT IN 2024

0.03kgCO<sub>2</sub>e

TELEPHONE INTERPRETING  
AVERAGE EMISSIONS CREATED  
APPOINTMENT IN 2024

CARBON EMISSIONS  
REDUCTION OF A  
REMOTE INTERPRETING  
BOOKING

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99.5%



671.88

The reduction in face to face interpreting bookings has saved 671.88 tCO<sub>2</sub>e



Case Study

Helping South London and Maudsley NHS Foundation Trust (SLaM) reduce its carbon emissions with remote interpreting technology

Implementing remote services

Back in 2019 86% of SLaM’s bookings were delivered via Face-to-Face interpreting. Dals worked closely with South London and Maudsley NHS Foundation Trust (SLaM) to help the organisation to continue to best serve its limited English speaking patients with the help of high-quality interpreting, whilst also capping its impact on the environment.

Our solution was to help SLaM fully implement remote services, namely telephone interpreting and video remote interpreting across its many departments.

Overall, SLaM is better equipped to serve its diverse, 1.3 million-strong patient base without veering away from NHS environmental targets. As of 2024 86% of booking are now delivered remotely.

61%

REDUCTION IN THE TRUST’S NUMBER OF FACE TO FACE INTERPRETING BOOKINGS IN 2024 COMPARED TO THAT OF 2019

1,426%

INCREASE IN BOOKINGS OF REMOTE INTERPRETING BETWEEN 2019 AND 2024

37.15

REDUCTION IN OF TONNES OF CO2e, THE EQUIVALENT TO 140,331 FEWER LINGUIST ROAD MILES IN 2024 COMPARED TO 2019





## Our Business Practices

### Transparency and accountability

Dals strives to produce transparency and accountability through comprehensive and detailed reporting mechanisms that utilise tangible reporting methodologies. This allows for a clearer visualisation of our processes and decision-making pathways.

Through this approach, we aim to foster trust with our stakeholders, including clients, employees and the communities we serve.

Furthermore, we maintain multiple accreditations from recognised industry bodies to reinforce our commitment to ethical business practices. These accreditations not only validate our adherence to high standards of conduct and operational integrity but also demonstrate our dedication to continuous improvement and responsible governance.

By integrating these principles into our core operations, we seek to create an environment where ethical considerations are paramount. All actions are subject to scrutiny, ensuring that we meet our obligations to our stakeholders and contribute positively to society as a whole.

- Attaining crucial accreditations and certificates
- Managing risk
- Reporting via the Social Value Portal
- Implementation of training and policy enforcement
- Upholding the Modern Slavery Act and human rights with the use of the Modern Slavery Assessment Tool
- Ensuring the highest ethical standards, following a code of conduct and committing to anticorruption and antibribery
- Upholding stakeholder engagement
- Promoting diversity and inclusion

Dals is dedicated to continuous improvement and upholding the highest standards. This is evidenced by our memberships of key industry bodies, and our commitment to regular internal and external audits.



### Social value transparency

To effectively track our progress towards our ESG goals, we have partnered with the Social Value Portal and aligned all our social value activities to its 'Themes, Outcomes, and Measures' TOMs framework. This system enables us to demonstrate our social impact through quantifiable outcomes, enhancing our accountability.

The Social Value Portal evaluates the data and the evidence of our social initiatives, providing essential external validation that enables us to present our social impact to all stakeholders with genuine transparency and without exaggerating our achievements.



## Our Commitments to Clients

### A long-term partner

At Dals, we are trusted by our client to facilitate communication across millions of interactions annually. Our services enable them to face the critical language challenges they face every day.

Organisations continue to choose Dals as their long-term partner for language solutions. They benefit from our tireless work in finding solutions to the communication challenges they face, from the world operating more remotely to increasing diversity in their communities.

By highlighting the Social and Local Economic Value (SLEV) delivered to these clients in their area with externally validated data, as well as outlining the specific themes that this has supported, clients can truly understand the impact made in their communities above the contract delivery.

By offering a full managed service, our clients can be reassured that our expert teams are their partner, accessible to them for any of their needs, challenges, complaints or queries. By aligning with each client's social value commitments, they understand our shared commitment to social and economic growth in their communities and we are transparent in the actions we have taken to move this forward.



## Our BSL partner: Sign Solutions



As one Dals' partners, Sign Solutions is committed to providing access, which combats inequality. The British Sign Language interpreting provider achieves this in-house and externally through our attitude, commitment and vital work. Sign Solutions does not just provide communication solutions but, as a team, fosters a culture which promotes inclusion, access and equality in all that it does.

### CORE VALUES

1. Empower Deaf people
2. Provide innovative solutions
3. Deliver the highest quality services
4. Be responsive to our customers
5. Value customer satisfaction



HOURS OF VOLUNTEERING SUPPORT TO LOCAL CHARITIES OUR EMPLOYEES HAVE UNDERTAKEN IN 2024

133

GENERATED BY SIGNSOLUTIONS IN SOCIAL VALUE

£746k

DONATED TO CHARITABLE CAUSES

£2.9k

“Our mission is to provide access and combat inequality by enabling people of different languages, cultures and communities to talk to each other.”

CLARE VALE  
MANAGING DIRECTOR



## The Future of Dals: Enhancing ESG Performance

At Dals, we are proud of our achievements in the realm of Environmental, Social, and Governance (ESG) performance. Our journey so far has been marked by significant milestones, but we are committed to building on this foundation to create an even more sustainable and impactful future.

### The Future

#### Promoting Remote Services

One of our key priorities moving forward is to further promote our remote services. By doing so, we aim to significantly reduce downstream transportation emissions. Remote services not only offer convenience and flexibility to our clients but also contribute to a greener planet by minimizing the need for travel and thereby reducing our carbon footprint.

#### Expanding VCSE Support

We are dedicated to expanding our support for Voluntary, Community, and Social Enterprises (VCSE). Our goal is to widen the number of charities and community groups that can access our language services. By doing this, we hope to empower more organizations to communicate effectively and reach their goals, ultimately fostering stronger and more resilient communities.

#### Widening Our Reach to Jobseekers and Students

In addition to our environmental and community-focused initiatives, we are also committed to supporting jobseekers and students. We believe that language skills are a powerful tool for professional development. By encouraging more individuals to use their language skills professionally, we aim to open up new opportunities for personal and career growth, helping to improve employability and boost local economies.

At Dals, we are excited about the future and the positive impact we can continue to make. By focusing on these priorities, we are confident that we can enhance our ESG performance and contribute to a more sustainable and inclusive world, where everyone is understood.



Dals hosting a careers event for students at Northampton International Academy in March 2024

### At a Glance

ESG principles are integral to our core values. These values benefit all of our staff members and the company as a whole.

MINUTES OF INTERACTIONS DELIVERED EACH WEEK

1,000,000

Through our ESG initiatives in 2024 we also to make a lasting impact on the wider community and the planet.

TOTAL SOCIAL VALUE GENERATED FOR COMMUNITIES ACROSS THE UK

£7.4m

LANGUAGES COVERED BY OUR NETWORK, INCLUDING BRITISH SIGN LANGUAGE AND OTHER NON-SPOKEN LANGUAGES

500+



CONVERSION OF APPRENTICES GRADUATING TO PERMANENT STAFF

100%

SOCIAL VALUE GENERATED THROUGH PROVISION OF EXPERT BUSINESS ADVICE TO VCSES AND MSMES

£15k+

HOURS OF VOLUNTEERING TIME DURING 2024

137

DALS EMPLOYEES HAVE RECEIVED TRAINING AND CAREER PROGRESSION OPPORTUNITIES

100%

67% OF THE SENIOR EXECUTIVE TEAM ARE FEMALE (62% OF OUR OVERALL WORKFORCE)



SOCIAL VALUE GENERATED THROUGH OUR VOLUNTEERING

£2,000+

CARBON EMISSION AVOIDED VIA THE USE OF OUR REMOTE SERVICE OFFERINGS

671 tCO2e

>dals<

>Everyone<  
understood