

Lifeline Language Services

- where the accent is on you!

t: **0800 783 4678** f: 0800 328 4149
info@lifelinelanguageservices.co.uk



Established **1990 Lifeline Language Services** is one of the UK's leading language solution providers offering **friendly, affordable one-stop capability** for all your language needs. With an in-house team of qualified expert linguists & project managers, we are **Full Members** of the **Association of Translation Companies (ATC)** and the **Institute of Translation & Interpreting (ITI)** - your assurance of both our **capability** and our **ethics**. An overview of what we do is below - but if you don't see what you're looking for, just ask!

Languages

- Our global network of professional mother-tongue linguists supports **over 150** languages, including non-English combinations such as **Spanish-French** or **Arabic-Italian**. Amongst many others we handle:
- all **European & Scandinavian**, including Icelandic, Turkish, Greek...
- most **Asian**, including Korean, Thai, Traditional & Simplified Chinese, Farsi, Punjabi, Urdu, Gujarati, Japanese, Tamil
- most **Former Soviet Union (FSU)** languages including Latvian, Ukrainian, Estonian, Czech, Polish...
- **Arabic, Hebrew** and **African** dialects - including Afrikaans, Swahili, Xhosa, Zulu, Somali...
- **Latin American** Portuguese & Spanish, and **Canadian French**

With hundreds of specialist translators in sectors from **Accountancy** to **Zoology**, you can trust our language **accuracy** - whether for **technical, legal, commercial, multimedia** or **personal use**.

Services

- **Text translation** of hard copy, PDF or electronic files. Translations can be fully-laid-out to your requirements, with full **typesetting/DTP** in most software formats (see below) delivering print-ready product. We also provide **notarised** and **legalised** documents for legal use, **certified** or with **sworn statement/affidavit** if required
- **Spoken interpreting**, using linguists carefully selected for language, specialism, personality and experience: **Face to Face interpreting** for meetings, interviews, assessments, insurance investigations, court cases, and medical appointments using **CRB-cleared DPSI-qualified** (Diploma in Public Service Interpreting) interpreters; **Simultaneous or consecutive interpreting** for conferences (including equipment provision if required)
- **Multilingual voice-over** or **sub-titling** of video, and **voice recording** of telephony IVR prompts
- **Accessibility services** - **Braille** transcription, **BSL** interpreting, "talking text" recording
- **Transcription** of recorded audio into text (e.g. interviews, conferences, market research)
- **Proof reading** of your text for accuracy and usability

Sectors

Established in **1990** we bring over **21 years' experience** ensuring excellence in many sectors including:

- **Legal, Insurance, Loss Adjustment** - personal injury claim investigation, medical reports, court interpreting, transcription/translation of PACE interviews (English & foreign language), marine transport surveys etc
- **Hospitals, Surgeries, Clinics & Social Services** - interpreter provision for appointments; translation of medical reports, psychological assessments & other material
- **Health & Safety** - video voice over, MSDS, manuals, onsite training course interpreting (*even up ladders!*)
- **Environmental** - reports, projects, surveys, technology
- **Engineering** - marine, civil, aviation, defence, petroleum, electrical; tenders, contracts, surveys, specs
- **Logistics** - docks, warehousing, airports, freight; research, analyses, reports
- **ITC** - websites, manuals, localisation & testing. Hands-on **SAP R/3** experience
- **Financial, Tax & Banking** - IPO's, annual accounts, VAT refunds, shareholder info
- **Food & drink** - technical analyses, multilingual labelling, tailored marketing

Lifeline Language Services Ltd 3rd Floor, Victoria House, Ormskirk Road, Preston, PR1 2QP
t: **0800 783 4678** • f: 0800 328 4149 • e: info@lifelinelanguageservices.co.uk • www.lifelinelanguageservices.co.uk
Registered in England No **4082782** • VAT Reg No **647 9066 01**

Managing Director: Lynn Everson BA (Hons), MA MCIL MITI • **Production Director:** Mark Everson CEng MIET MSc • **Company Secretary:** Jackie Thomas
Senior Project Manager: Sarah Cutts BA (Hons) • **Translation Manager:** Eva Lohwasser German State Certified Translator & Interpreter, MA Translation
Members of the North & Western Lancashire Chamber of Commerce and the West Kent Chamber of Commerce & Industry

Quality Assurance

We only use **fully-qualified mother-tongue linguists** specialising in their fields; many are also technically qualified, with professional qualifications in IT, engineering, or law. We deploy **glossaries** and **translation software** for major projects to ensure consistency, fully **briefing** all translators and interpreters before every assignment and debriefing them afterward. Our rigorous standards are maintained through **audit and performance verification**, including:

- **Supplier rating** updated with each assignment
- **In-house checks** of all text translations, reinforced by external review as necessary
- All translations for **publication** or **legal use** are also independently proof read by a second translator
- New translators applying to us must meet strict **qualification requirements**. A test piece, independently assessed by a trusted qualified translator well known to us, may be required
- We **audit** interpreters in action in the field and seek **customer feedback**
- **Transcribed audio** and **proofreading projects** are also checked in-house and/or independently
- **Our supplier rating system assesses:**
 - **Qualifications.** All our interpreters & translators must hold at least associate membership of the ITI or IoL (or overseas equivalents). For insurance, court, hospital or social services provision many also possess DPSI (Diploma in - Public Service Interpreting) if this is available in their language
 - **Quality.** Re-assessed with each assignment
 - **Accessibility.** Full or part time availability and ease of contact
 - **Flexibility.** Willingness to accommodate urgent demands or changes
 - **Punctuality.** Absolutely vital
 - **Technical capability.** Equipment & Formats supported, and ability in these

All suppliers must adhere to published professional Codes of Conduct.

Customer base

We are established language solutions providers to clients in the UK, mainland Europe, USA and beyond, including:

- **Professions** - Law firms, tax consultancies, loss adjusters, insurers.
- **Public services** - Clinics, Hospitals, Police, CPS, Social Services, Courts, Councils.
- **Language professionals** – we are trusted partners to dozens of language companies worldwide
- **Business & Industry** – Leading global names in defence & aerospace, food, utilities, insurance, finance, IT, consultancy, telecoms, biotech and more
- **Private clients** - we've delivered hundreds of personal translations, including birth and marriage certificates, deeds, insurance claims, and property documents, including many certified, notarised and with affidavits

Partners

We are an **ethical** company; we look after our people and our partners **just as well** as we look after our customers. When a new translator wanted to know if we were OK to work for she posted the question on one of the professional bulletin boards – and was swamped in **recommendations**. We are **exhaustive** in the **selection** of our partners to ensure the highest standards of language are maintained. That's why we are partnered with **leading language companies** and with the **best freelance translators and linguists** worldwide. We look after them and they look after us - together, we look after you, our customer.

Formats

Working on both **PC** and **Mac** platforms, we provide translations **fully-laid-out** and **ready to use** in most software formats including **MSOffice** (Word, Excel, PowerPoint, Access) – **Quark** – **Illustrator** – **Photoshop** - **InDesign** – **PDF** – **XML** - **website** - and more. **Audiovisual** formats include **voiceover** and **subtitles** (burned-in or text file). We provide **Braille transcription**, **BSL interpreting** and **talking text** for **accessibility**. We also deploy **Computer Aided Translation** (CAT) software to offer our clients **highly cost-effective** follow-on translation.

For more info please e-mail us on info@lifelinelanguageservices.co.uk - call us on **0800 783 4678** - or fax us on **0800 328 4149**. There's much more about us and our services, some fun, and FREE downloadable information and "How to" guides, on our website at www.lifelinelanguageservices.co.uk. We're really looking forward to working with you!

Your Lifeline Language Services team

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