



**Effective communication
improves compliance and
human rights protection
across your supply chains**

Interpreting and translation for
**Ethical Trade &
Responsible Sourcing**



Compliance starts with communication

For companies with global supply chains, sustainability and ethical sourcing are key to building resilient, responsible business operations. Accurate, multilingual communication is an essential tool for making sustainability and ethical sourcing a reality.

Professional language services help sourcing teams engage meaningfully with workers, track supplier accountability, and create accessible channels for workers to raise concerns in their own language. Whether the goal is to enhance sustainability efforts or meet evolving EU compliance standards, clear communication is the foundation of ethical and responsible business practices.

What is the CSDDD?

Companies selling goods or operating in the EU, must comply with the Corporate Sustainability Due Diligence Directive (CSDDD), which sets legal requirements to ensure human rights and environmental accountability across their entire supply chain.

Seven ways language services support **responsible sourcing and ethical trade**

Responsible sourcing and ethical trade depend on more than just policies. Open, honest, and effective communications make it possible for workers to be heard and treated fairly. When working with employees or suppliers who speak different languages (or for whom English is not a first language) a professional interpreting and translation provider can help businesses easily understand any concerns.

Here are seven ways that professional language services can support responsible sourcing and ethical trade:

1. Worker engagement and Human Rights due diligence

Without a common language, workers cannot report their concerns. This reduces transparency and compliance. Clear communication builds trust and enhances due diligence in supply chains.

2. Grievance mechanisms that work

Workers need accessible ways to report issues in confidence and without fear. Multilingual services and interpreting support ensure grievances are properly collected, understood, and acted upon.

3. Health and Safety compliance

When workers do not clearly understand health and safety information, they face a greater risk of accidents. Translating this information reduces liability and protects workers.

4. Legal and ethical compliance

For companies with global supply chains, and

for those doing business in the EU, ethical sourcing is critical. Language services help you meet your compliance requirements.

5. Resilience and risk mitigation

Creating a workplace where workers feel safe to speak up and share concerns strengthens supply chains, reduces risks, and protects your company's reputation.

6. Fair recruitment and onboarding

Migrant workers can struggle to understand contracts, rights and workplace expectations due to language barriers. Translation and interpretation ensures workers are informed and their rights protected.

7. Worker empowerment and inclusion

Workers who can communicate in their own language are more engaged, informed, and confident in workplace discussions, leading to a fairer and more inclusive work environment.



Language and accessibility services for ethical trade and responsible sourcing

Culturally sensitive interpreting

- Face-to-face, telephone, and video interpreting
- On-demand or pre-booked support
- 260+ languages, including British Sign Language
- Available 24 hours a day, every day
- Connect to an interpreter via phone within 30 to 40 seconds on average
- User-friendly mobile app

Interpreting use cases:

- Worker interviews
- Grievance helplines
- Human rights assessments and supply chain investigations

Swift and accurate translation

- Our quality and data security are certified to ISO standards
- 260+ languages, including Braille
- Translation led by humans and backed by technology
- Cultural sensitivity and awareness

Translation use cases:

- HR and legal documents
- International Regulatory Compliance
- Training videos and eLearning





“ We needed an agile service that can provide a broad range of languages and it’s that on-demand nature that’s really key for us. We can’t predict which languages we’re going to need, when. We need that global agility. ”

Human Rights Manager, Tesco



Multilingual Grievance Mechanism

Workers need a way to report issues safely and in their own language. Our multilingual grievance mechanism combines AI with human expertise to provide a safe, confidential, and accessible way for workers to voice concerns.

Clear Voice’s multilingual grievance mechanism:

- Provides a safe, confidential and accessible way for workers to voice concerns
- Creates a more inclusive, fair and supportive workplace
- Aids a culture of transparency and accountability
- Enables organisations to act on issues in a timely manner
- Ensures that every worker, regardless of language or background, is heard and supported

Why choose Clear Voice?

Many of our interpreters come from a refugee or migrant background. Their life experiences give them a unique perspective, infused with empathy, sensitivity, and cultural understanding. This approach ensures they offer the highest level of support to the workers and vulnerable people who access Clear Voice language services.

Ethical

- We support vulnerable communities in close collaboration with the charity Migrant Help
- We train refugees to become interpreters through our InPower Project
- We value the planet and its people, placing a particular emphasis on equality, diversity and inclusion

Sustainable

- The InPower Project builds our unique, sustainable pool of interpreters delivering enhanced access to “rare languages”

Reliable

- We have over 2,000 rigorously selected and trained linguists
- All linguists are DBS checked and subject to ongoing assessment and quality reviews

Experts

- We have been supporting clients for 18 years
- Quick, easy to use, high quality, reliable and cost-effective

Who are Clear Voice?

We donate 100% of our profits to charity

We train refugees to become interpreters through our InPower Project

A transformative opportunity for refugees to gain skills, a qualification and rewarding work.

We delivered £3.3m in social value last year

Calculated using the Social Value TOM System™

- Linguists receive training on modern-day slavery, helping our clients work towards a world without slavery

Flexible

- Pay-as-you-go model provides flexibility for changing needs

Recognised

- NatWest SE100 Awards 2022: Social Business Champion (Winner)
- Social Enterprise UK Awards 2024: Social Enterprise Innovation of the Year (Finalist)
- Nominated for 5 national awards



Clear Voice

Empowering people, protecting rights and supporting ethical business

Partner with Clear Voice to create a workplace where every voice is heard, compliance is met, and ethical standards are upheld.

Our language services empower businesses to meet both their legal responsibilities and their human rights commitments, while delivering real, meaningful social impact.



“ Using Clear Voice has made such a huge difference in our interactions with people. It has helped us connect with them. It’s given better assurance to our human rights due diligence. ”

Human Rights Manager, Tesco

Ready to break down barriers?

Get in touch today



Contact us to find out how Clear Voice can help ensure your supply chains meet your ethical standards.



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