

EITI Limited  
half-year report  
2003

Whatever the language, leave it to us





### Board of Directors



Carolyn Burgess  
Managing Director



Carol Cooper  
Operations Director



Graham Jones, Director &  
Company Secretary

### Management team



Dawn Bowes, Customer  
Relationship Manager



Martin Burgess, IT &  
Communications Manager



Bev Williams  
Accounts Manager

This half-year report was approved by the Board of Directors on 9 July 2003.

Telephone interpreting conference calls may be monitored for quality purposes.

## Contents

---

|  |   |
|--|---|
| Board of Directors and management team | 2 |
| Message from the Managing Director     | 3 |
| Operations review                      | 4 |
| Telephone interpreting                 | 4 |
| Face to face interpreting              | 4 |
| Written translation                    | 4 |
| Interpreting and translation personnel | 4 |
| Customer service review                | 5 |
| A brief history of EITI                | 5 |
| Contact details                        | 6 |
| Information in other languages         | 6 |
| Financial summary                      | 7 |
| Postscript                             | 8 |

---



## Message from the Managing Director

The first half of 2003 has seen the continuation of EITI's long-term growth. Our turnover for the first six months of this year is 33% more than our turnover for the same period last year.

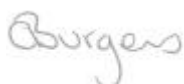
This growth is a result of our passion for languages, communication and customer service. EITI is committed to providing a complete range of interpreting and translation services in all languages; the fact that we are still the UK's only 'one-stop shop' for multilingual communication is instrumental in attracting new customers. In addition, our straightforward, friendly and professional approach to customer service ensures that the overwhelming majority of our customers never feel the need to go elsewhere.

EITI is now firmly established as a major player in the telephone interpreting market. One of our strengths in this area is that we use the same interpreters for both telephone and face to face assignments; the experience of working directly alongside healthcare professionals, police officers and other front-line service providers gives our interpreters an advantage when it comes to the relative anonymity of a telephone conference call.

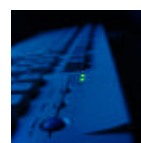
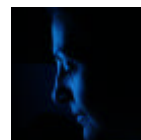
The written translation market remains extremely competitive and, in some ways, this is the most challenging area of our business. EITI now has one of the largest teams of translators in Europe, which enables us to assign projects to linguists with very specific skills and experience; this has helped us to win a number of major contracts this year.

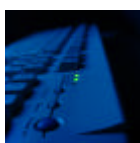
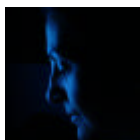
EITI has become an important link in the communications strategies of some of the largest public authorities and businesses in the UK. As a result, we are constantly improving the security, reliability and robustness of our operations. This year, for example, we have become a registered body with the Criminal Records Bureau, which helps us to identify candidates who may be unsuitable for certain work. We are also undertaking a thorough review of our disaster recovery plan, which will help us to ensure that our services are largely unaffected by a major incident.

On behalf of everyone at EITI, I would like to thank all of our customers for their support; we look forward to working with you for many years to come.



Carolyn Burgess





## Operations review

|                           | Half-year ended 30.06.03 | y/e 31.12.02 |
|---------------------------|--------------------------|--------------|
| Proportion of total sales | %                        | %            |
| Telephone interpreting    | 32                       | 26           |
| Face to face interpreting | 51                       | 59           |
| Written translation       | 17                       | 15           |

### Telephone interpreting

This is the fastest growing area of EITI's business, with a 43% increase in monthly sales compared to 2002. The user-friendly price of £2.00 per minute for all two-way conference calls with no set-up fees or subscription charges has given EITI a significant advantage over many of its competitors. Another key factor in winning new business has been that EITI is able to use UK-based interpreters with wide experience of face to face interpreting.

### Face to face interpreting

EITI undertook 4,423 face to face interpreting assignments in the first half of 2003. Although there was an increase in bookings from organisations in Scotland and the north of England, the vast majority of assignments, 87%, were still within London and the south-east.

### Written translation

EITI was involved in a wide variety of projects in the first half of 2003, winning contracts from organisations as diverse as Cadbury Schweppes plc and Holloway Prison. The split between public and private sector business during this period was very even: 52% of sales were to the public sector; 48% of sales were to the private sector.

### Interpreting and translation personnel

As at 30 June 2003, 2,772 interpreters and translators were accredited for work with EITI. The average time taken to complete EITI's recruitment and assessment procedure increased during the first half of the year to 49 days; this increase was partly due to additional security procedures that were added to the recruitment process.



## Customer service review

|                 | Half-year ended 30.06.03 |      |      |      |
|-----------------|--------------------------|------|------|------|
|                 | EXCELLENT                | GOOD | FAIR | POOR |
| Overall rating  | %                        | %    | %    | %    |
| Professionalism | 91                       | 9    | 0    | 0    |
| Deadlines       | 95                       | 5    | 0    | 0    |
| Reliability     | 94                       | 6    | 0    | 0    |
| Understanding   | 94                       | 6    | 0    | 0    |
| Helpfulness     | 96                       | 4    | 0    | 0    |

EITI measures customer satisfaction using a standard feedback form. A total of 540 forms were sent to customers during the first half of 2003; these forms asked customers to rate various aspects of EITI's service as either excellent, good, fair or poor.

The five areas of customer service assessed were:

- EITI's **professionalism** and general approach to assignments;
- the ability to meet **deadlines** and delivery schedules;
- the **reliability** of advice and information given to customers;
- the **understanding** of customers' needs and wishes and
- the overall **helpfulness** and friendliness of EITI personnel.

More than nine out of ten customers rated all aspects of EITI's service as excellent. No customers rated any aspect of EITI's service as either fair or poor.

### A brief history of EITI

The company was formed in 1992 by Fardis Nejad, the former Chairman of the London Interpreting Project and a trustee of the human rights charity The Medical Foundation.

EITI, which was originally called Essential Interpreters and Translators International, was based in Slough until 2001, when it relocated all its operations to Howden, a small market town in East Yorkshire.

Later that year, the company completed the construction of a purpose-built operations centre; the new building was officially opened by the Rt Hon David Davis MP, the then Chairman of the House of Commons Public Accounts Committee.

Today, EITI provides services to more than 500 organisations throughout the UK, including hospital trusts, primary care trusts, mental health trusts, police forces, local authorities and a wide range of businesses, law firms and charities.

EITI Limited was incorporated in 1997.

*Below: EITI's operations centre in Howden, East Yorkshire.*





### Information in other languages

The following telephone numbers and e-mail addresses may be used for contacting EITI in a language other than English.

---

العربية +44 1430 457401  
arabic@eiti.com

---

廣東話 +44 1430 457402  
cantonese@eiti.com

---

國語 +44 1430 457403  
mandarin@eiti.com

---

français +44 1430 457404  
french@eiti.com

---

Deutsch +44 1430 457405  
german@eiti.com

---

Italiano +44 1430 457406  
italian@eiti.com

---

日本語 +44 1430 457407  
japanese@eiti.com

---

Русский +44 1430 457408  
russian@eiti.com

---

Español +44 1430 457409  
spanish@eiti.com

---

## Contact details

EITI Limited  
EITI House  
Bridgegate  
Howden  
DN14 7AE

Tel: 0870 701 2020  
Fax: 01430 435301

www.eiti.com  
eiti@eiti.com



To M62, junction 37

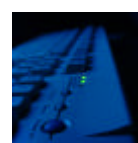
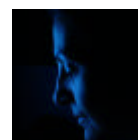
Further financial information may be obtained from Andy Pratt at Whitmarsh Sterland Chartered Accountants.

Andy Pratt ACA ATII  
Whitmarsh Sterland Chartered Accountants  
62 Hills Road  
Cambridge  
CB2 1LA

Tel: 01223 570000  
Fax: 01223 366695  
ap@whitmarsh.co.uk

## Financial summary

|                                       | Half-year ended 30.06.03 | y/e 31.12.02 |
|---------------------------------------|--------------------------|--------------|
| <b>Profit and loss account</b>        | <b>£</b>                 | <b>£</b>     |
| Turnover                              | 658,966                  | 1,133,651    |
| Cost of sales                         | 268,051                  | 466,208      |
| Gross profit                          | 390,914                  | 667,443      |
| Administrative expenses               | 283,072                  | 623,508      |
| Operating profit/(loss)               | 107,842                  | 43,935       |
| <b>Balance sheet</b>                  | <b>£</b>                 | <b>£</b>     |
| Fixed assets                          |                          |              |
| Intangible assets                     | 4,200                    | 4,200        |
| Tangible assets                       | 202,167                  | 201,666      |
| Current assets                        |                          |              |
| Debtors                               | 121,110                  | 179,866      |
| Cash at bank                          | 14,837                   | 923          |
| Creditors                             | 152,425                  | 304,555      |
| Net current liabilities               | (16,478)                 | (123,766)    |
| Total assets less current liabilities | 189,889                  | 82,100       |
| Capital and reserves                  |                          |              |
| Share capital                         | 80,170                   | 80,267       |
| Profit and loss account               | 109,719                  | 1,833        |
| Shareholders' funds                   | 189,889                  | 82,100       |



#### POSTSCRIPT

Languages are more threatened than birds or mammals.

There are many more recorded language extinctions and substantially more rare languages.

357 of the world's 6,809 living languages have fewer than 50 speakers.

46 of these languages are classified as having just one speaker.

Some languages have undoubtedly become extinct since these statistics were compiled.

*Sutherland, W.J. Parallel extinction risk and global distribution of languages and species. Nature 423, 276-279 (15.05.2003)*

