

# Company fact sheet



## Our business at a glance

RWS is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM.



<b>£47bn</b> Market size	<b>£733.8m</b> Revenue	<b>£120.1m</b> Adjusted profit before tax
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<b>8,000+ clients globally</b>	<b>47 AI-related patents</b>
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<b>2.85 billion words</b> translated by our Language eXperience Delivery platform	<b>+42</b> NPS	<b>7,910</b> FTE
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**65+ offices in 33 countries**

**Our in-house and network of language specialists are located across 189 countries**

All figures relate to financial year ending 30 September 2023 unless otherwise stated

## Examples of what we do

Our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language

<p>Localization of marketing and point of sale content for global product launches</p>	<p>Delivering next-generation content to any device and language</p>	<p>Translation of websites, apps and device interfaces across any language</p>	<p>Support for global clinical trials for drug development</p>
<p>Sourcing, annotating and validating training data for AI applications</p>	<p>Translation, filing and management of IP for any type of patent filer</p>	<p>Translations for insights in cross-border legal cases</p>	<p>Highly technical translation and publication for mission-critical industries</p>

## What makes us unique – the RWS Growth Model

Building long-term client relationships. We work with:	Deepening our cultural and linguistic expertise	Deploying our unique technology and AI	Developing our portfolio	Leveraging our global scale and reach
80% of world's top 100 brands	548 language pairs supported	Language Weaver - pioneering AI-based machine translation	Experience in acquiring and integrating acquisitions – large (SDL, Moravia & LUZ) and small (Fonto & Propylon)	Language eXperience Delivery - production platform
Almost all of the top pharma companies, investment banks, law firms, and patent filers globally	35,000+ in-house & freelance linguists	Trados – leading cloud-oriented translation management and productivity solutions	Launching new propositions to meet evolving client needs – data services (TrainAI), eLearning	24/7 service via AI-driven technologies and human expertise
Key global technology players	Nurturing future industry talent	Tridion, Propylon, Fonto and Contenta – content management solutions		Transition to efficient shared services
	Developing long-tail languages			

## What drives demand for our services



## Our purpose

# Unlocking global understanding

## Our values



We partner

+



We pioneer

+



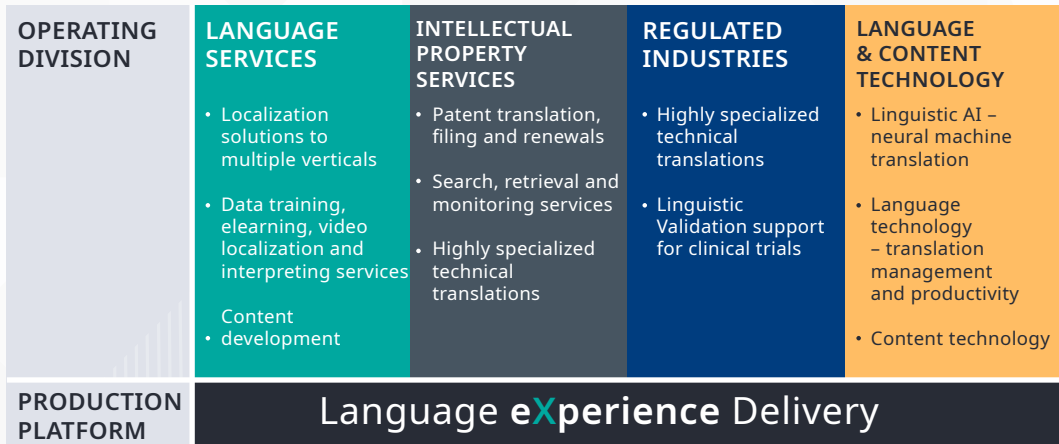
We progress

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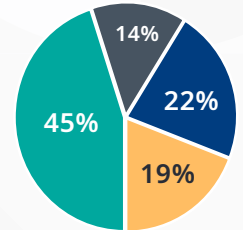


We deliver

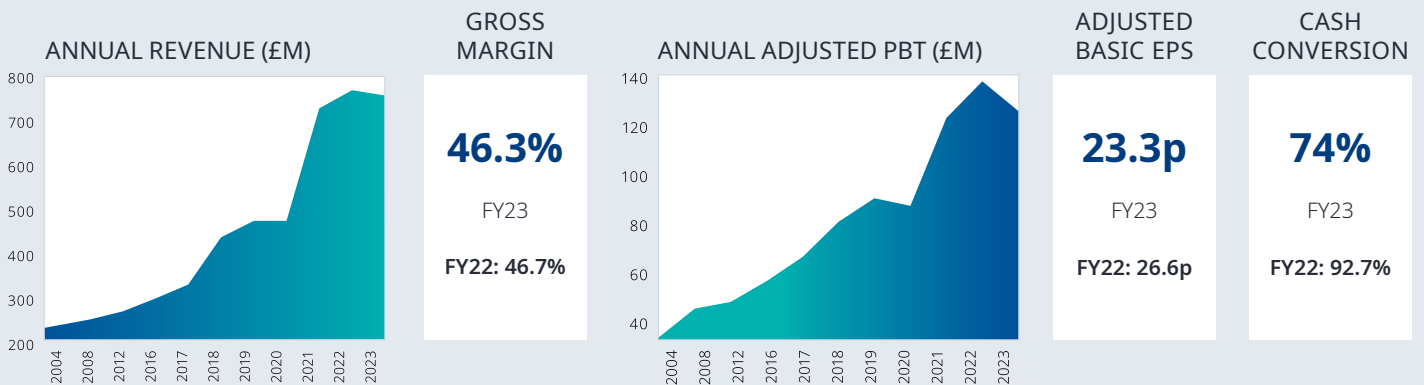
## How are we organized



## REVENUE BREAKDOWN



## Consistently strong financial performance and value creation



## Continued progress on our sustainability journey

OUR ENVIRONMENT	OUR PEOPLE	OUR COMMUNITIES	OUR GOVERNANCE												
<p><b>Carbon emissions</b></p> <p>Science-Based Targets</p> <p><b>50%</b> Scope 1 &amp; 2 Reduction by FY33</p> <p><b>58%</b> Scope 3 Reduction by FY33</p> <p> <b>CDP</b> Current rating: <b>B</b></p>	<p><b>Gender diversity</b></p> <table border="1"> <tr> <th>Female</th> <th>Male</th> </tr> <tr> <td>Managers: 46%</td> <td>54%</td> </tr> <tr> <td>Non-managers: 55%</td> <td>45%</td> </tr> </table> <p><b>2023 engagement survey</b></p> <table border="1"> <tr> <td>Overall response rate: 84%</td> </tr> <tr> <td>Overall engagement score: 61%</td> </tr> </table>	Female	Male	Managers: 46%	54%	Non-managers: 55%	45%	Overall response rate: 84%	Overall engagement score: 61%	<p><b>RWS Foundation</b></p> <p>Partnership with CLEAR Global</p> <p><b>RWS Campus</b></p> <p>Technology and internship programme with &gt;700 universities</p>	<p><b>RWS Board</b></p> <table border="1"> <tr> <th>Female</th> <th>Male</th> </tr> <tr> <td>50%</td> <td>50%</td> </tr> </table> <p>Disclosure in line with <b>SASB TCFD</b></p>	Female	Male	50%	50%
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