



# Fairwork 2023 Translation & Transcription Platform Ratings

**Are you looking for  
an online service provider for  
your translation or transcription needs?**

**Make an informed and  
socially responsible choice!**

# How fair is the platform economy?

Easily accessible language services are in high demand in a wide range of sectors. By leveraging digital infrastructure and pooling together workers from numerous countries, online platforms often provide clients with a convenient and low-cost service for a range of language needs. Hence, online translation and transcription platforms have now become important suppliers for numerous businesses and organisations.

At the same time, many platform companies offer precarious working conditions to their workforce. Workers operate as freelancers in a “planetary labour market” and often suffer high competition levels, low pay rates, long working hours, very high-pressure working environments, and a lack of job and income security. However, precarity is not inherent to online translation or transcription work, and platforms have the capability to implement policies and practices that guarantee fair working conditions.

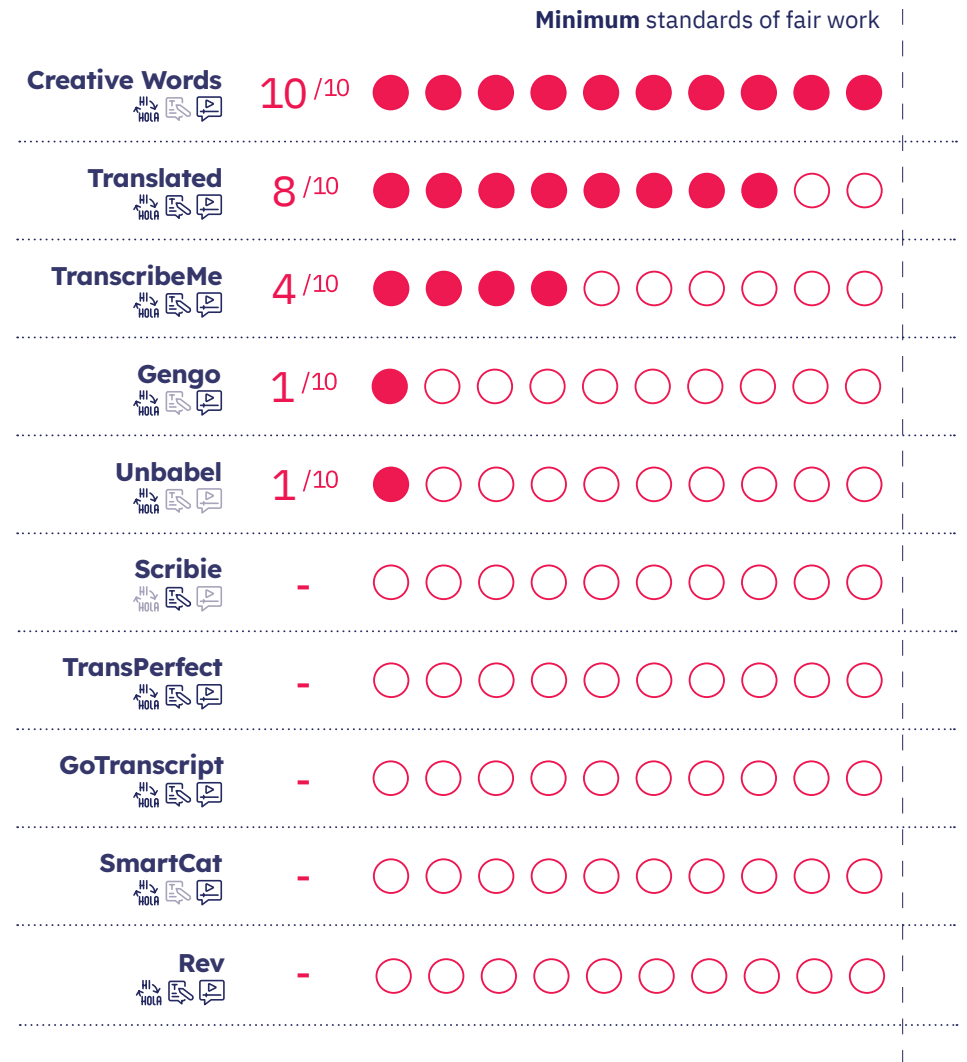
To drive positive change for online workers, organisations such as businesses, institutions or NGOs have the power to decide which platform to use for online translation and transcription services. By making informed and responsible decisions, customers can help promote fair labour practices by supporting companies offering fairer working conditions. Based on independent research, engagement with platforms, and a global survey of workers, Fairwork has rated ten of the largest translation and transcription platforms against five co-produced principles of fair work:



These ratings will serve as a robust guideline for organisations who want to make socially responsible decisions and help promote fairer labour practices within the digital platform economy.

These scores are based on the Fairwork cloudwork principles. Further details on the benchmarks for each principle, and the criteria used to assess the evidence we collect to score platforms, can be found on [www.fair.work/cloudwork-principles](http://www.fair.work/cloudwork-principles)

# Fairwork 2023 Translation and Transcription Platform Scores



Legend: provided services



\*(e.g. subtitling, voice over, interpreting)

**Would you like to do even more to promote fair work on digital platforms?**

**Get active and convince your organization to join the Fairwork Pledge!**

The Fairwork Pledge offers all organizations that are ready to use their power to support fairer work in the platform economy the opportunity to make this commitment public. Whether currently using digital labour platforms or not, we invite all organizations willing to participate in building a fairer future of work to join the Fairwork Pledge as a Fairwork Supporter or as a Fairwork Partner.

**Join the Fairwork Pledge at:**

**[FAIR.WORK/PLEDGE](https://fair.work/pledge)**

