

**THE WORKLOAD BALANCING SCHEME  
CURRENT SITUATION AND WAY FORWARD**

The overall workload balancing<sup>1</sup> between all Institutions amounted to 6 386 pages in 2007, 2 007 pages in 2008 and 7 669 pages in 2009, around 0.001% of total production.

**Statistics on workload balancing 2004-2009**

| <b>WLB pages translated for the other Institutions</b><br>(in number of pages) |             |             |             |             |             |             |              |
|--|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
|  | <b>2004</b> | <b>2005</b> | <b>2006</b> | <b>2007</b> | <b>2008</b> | <b>2009</b> | <b>TOTAL</b> |
| By the E.P.  |             | 1250        | 3958        | 1894        | 194         | 2446        | <b>9742</b>  |
| By the Council   |             | 2495        | 1925        | 1001        | 677         | 3423        | <b>9521</b>  |
| By Commission  |             | 763         | 3066        | 2087        | 571         | 1371        | <b>7858</b>  |
| By the CoA   |             |             |             | 896         | 430         | 262         | <b>1588</b>  |
| By EESC-CoR  |             | 230         | 267         | 508         | 135         | 167         | <b>1307</b>  |
| <b>TOTAL</b>   |             | <b>4738</b> | <b>9216</b> | <b>6386</b> | <b>2007</b> | <b>7669</b> | <b>30016</b> |

\* Exceptional peak due to the translation in all languages of a series of texts for a Commission website on Justice and Home Affairs.

Workload balancing was introduced at a point in time, where the configuration of the different translation services was very different from the current situation. In a transition period after enlargement, the units/departments of EU15 languages were gradually downsized in some institutions and there was a general lack of staff to cope with translation into EU10 languages. Work was reorganised, where needed the size of the units/departments was adapted and some institutions introduced strict translation demand management to be able to function with smaller translation entities per language. This situation created temporary overcapacity which could partially be used in the framework of the WLB system<sup>2</sup>.

Today, where the former relative and structural overcapacity in certain languages no longer exists, the workload balancing can only take place where there is an occasional free capacity in one or several languages or where there is a need to help another institution solve a specific problem. Examples of specific problems could be the coverage of a given language combination, the requirement for specific subject matter knowledge or an exceptional peak. The pages translated by the Council for the Commission in 2009 constitute a good example, where joint occasional spare capacity was used efficiently to cope with an exceptional peak.

The translation services of the different institutions remain committed to using their occasional spare capacity to help other institutions and to facilitate the exchange of information and documents

<sup>1</sup> ICTI's Tenth Activity Report to the Secretaries-General and the Heads of Administration 2007 (CITI 2007/160 rev).

<sup>2</sup> In the Council, the Language Service used its overcapacity not only for WLB but also for translating all documents from the EDPS (European Data Protection Supervisor), since it was created in 2001 until January of this year. The Council was able to offer this service because translation demands mainly concerned units with overcapacity. However, now that most of these units have reached the target staff complements for both AD and AST staff, the Council can no longer take up this extra task. Since February of this year, the EDPS sends its translation work to the CdT in Luxembourg.

without resorting to major investments in new tools that would not be justified considering the current scope of workload balancing.

#### **NEW PROCEDURES FOR WORKLOAD BALANCING**

- The new Workload Balancing (WLB) arrangements are designed to be as simple, flexible and swift as possible, thus fostering and facilitating the exchange of information on translation requests.
- The Planning services of the different Institutions will regularly exchange information on foreseeable demand peaks and troughs within their respective Institutions and on specific needs for assistance.
- Given the tighter capacity and the reinforced knowledge-sharing between the Institutions currently in place, the guiding criteria for WLB should be qualitative rather than quantitative: the Planning/linguistic units should do a qualitative evaluation of the documents that lend themselves to WLB (due to their nature, languages required, etc.).

#### **POTENTIAL FURTHER FUTURE DEVELOPMENT**

- If the quantity of workload balancing in future justified it, a more efficient system for the electronic exchange of documents could be developed.
- The new WLB procedures could be complemented through the improved arrangements for translation staff exchanges currently being set up.