

D(2017) 4484

Annual Activity Report

2016

DG TRAD

Authorising Officer: Valter MAVRI

Contents

0. SUMMARY OF BUDGET EXECUTION	3
1. OBJECTIVES	4
1.1. Objectives of the directorate-general	4
1.2. Feasibility and risk assessment	5
2. ASSESSMENT OF RESULTS IN THE LIGHT OF THE OBJECTIVES - USE OF RESOURCES	9
2.1. Environment of the directorate-general	9
2.1.1. Implementation of state-of-the art CAT (Computer Assisted Translation) tools with the support of business process management	9
2.1.2. Optimisation of the workflow and outsourcing processes	9
2.1.3. Rethinking the management of translation demand in the EP	10
2.1.4. Quality in resource-efficient translation	10
2.1.5. Teleworking extended to non-linguists in DG TRAD	11
2.1.6. Other achievements	11
2.2. Human resources of the DG	12
2.2.1. Establishment plan	12
2.2.2. Staff numbers as at 31.12.2016	13
2.3. Budget implementation 2016	14
2.3.1. Initial and final appropriations	14
2.3.2. Final appropriations and appropriations committed	14
2.3.3. Appropriations committed and payments made	15
2.3.4. Use of automatic and non-automatic carryovers from 2015 to 2016	15
2.3.5. Use of appropriations corresponding to assigned revenue	15
2.4. Results achieved	16
2.4.1. Additional results obtained linked to IT related objectives	22
3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS, INCLUDING AN OVERALL ASSESSMENT OF THE CONTROLS' COST-EFFECTIVENESS (ARTICLE 66(9) FR)	24
4. CONCLUSIONS	24
5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION	26
6. ANNEXES	27
6.1. 2016 budget implementation statement	27
6.2. Report on compliance with payment deadlines	40
6.3. List of exceptions - derogations from the rules	40
6.4. Long-term contractual obligations	41
6.5. Exceptional negotiated procedures (Articles 53, 134 and 135 RAP)	42
6.6. Results of ex-post evaluation	43
6.7. Sensitive posts	43
6.8. Assessment of the implementation of the Minimum Internal Control Standards	44



Directorate-General for Translation
 The Director-General

Annual Activity Report 1 January – 31 December 2016

DIRECTORATE-GENERAL FOR TRANSLATION
AUTHORISING OFFICER: VALTER MAVRI

0. SUMMARY OF BUDGET EXECUTION

			à remplir par la DG	
Code	Appropriation type	Type de crédits	EUR ou %	Formule
	Appropriations of 2016	Crédits 2016		
A	Initial appropriations	Crédits initiaux	14.167.000,00	
B	Final appropriations	Crédits finaux	13.93.125,00	
C	Commitments	Engagements	12.696.13,94	
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	96%	D=C/B
E	Payments	Paiements	8.917.562,00	
F	Payments in % of commitments	Paiements en % des engagements	70%	F=E/C
G	Cancellations of 2016 final appropriations	Annulations de crédits finaux 2016	497.011,06	G=B-C-K
H	Cancellations appropriations in % of final appropriations	Annulations en % des crédits finaux	4%	H=G/B
	Appropriations carried forward from 2016 to 2017	Crédits reportés de 2016 à 2017		
I	Automatic carryforwards from 2016 to 2017	Crédits reportés automatiquement de 2016 à 2017	3.778.551,94	I=C-E
J	Automatic carryforwards from 2016 to 2017 in % of commitments	Crédits reportés automatiquement de 2016 à 2017 en % des engagements	30%	J=I/C
K	Non-automatic carryforwards from 2016 to 2017	Crédits reportés non-automatiquement de 2016 à 2017		
L	Non-automatic carryforwards from 2016 to 2017 in % of final appropriations	Crédits reportés non-automatiquement de 2016 à 2017 en % des crédits finaux		L=K/B
	Appropriations carried over from 2015 to 2016	Crédits reportés de 2015 à 2016		
M	Automatic carryovers from 2015 to 2016	Crédits reportés automatiquement de 2015 à 2016	3.347.854,00	
N	Payments against automatic carryovers from 2015 to 2016	Paiements sur crédits reportés automatiquement de 2015 à 2016	3.302.698,00	
O	Payments against automatic carryovers from 2015 to 2016 in % of automatic carryovers from 2015 to 2016	Paiements sur crédits reportés automatiquement de 2015 à 2016 en % des crédits reportés automatiquement de 2015 à 2016	99%	O=N/M
P	Cancellations of automatic carryovers from 2015 to 2016	Annulations de crédits reportés automatiquement de 2015 à 2016	45.156,00	P=M-N
Q	Cancellations of automatic carryovers from 2015 to 2016 in % of automatic carryovers from 2015 to 2016	Annulations de crédits reportés automatiquement de 2015 à 2016 en % des crédits reportés automatiquement de 2015 à 2016	1%	Q=P/M
R	Non-automatic carryovers from 2015 to 2016	Crédits reportés non-automatiquement de 2015 à 2016		
S	Payments of non-automatic carryovers from 2015 to 2016	Paiements sur crédits reportés non-automatiquement de 2015 à 2016		
T	Payments against non-automatic carryovers from 2015 to 2016 in % of non-automatic carryovers from 2015 to 2016	Paiements sur crédits reportés non-automatiquement de 2015 à 2016 en % des crédits reportés non-automatiquement de 2015 à 2016	-	T=S/R
U	Cancellations of non-automatic carryovers from 2015 to 2016	Annulations de crédits reportés non-automatiquement de 2015 à 2016		U=R-S
V	Cancellations of non-automatic carryovers from 2015 to 2016 in % of non-automatic carryovers from 2015 to 2016	Annulations de crédits reportés non-automatiquement de 2015 à 2016 en % des crédits reportés non-automatiquement de 2015 à 2016		V=U/R
	Assigned revenue in 2016	Recettes affectées 2016		
W	Appropriations from assigned revenue in 2016 (current)	Crédits de dépenses spécifiques sur recettes affectées courants 2016	54.572,00	
X	Assigned revenue carried over to 2016	Crédits de dépenses spécifiques sur recettes affectées reportés à 2016	317.16,52	
Y	Balance of commitments on assigned revenue carried over to 2016	Solde des engagements reportés à 2016 sur crédits de dépenses spécifiques sur recettes affectées	0,00	
Z	Payments in 2016 against appropriations from assigned revenue (current and carried-over)	Paiements sur crédits de recettes affectées 2016 (courants et reportés)	29.516,78	
AA	Payments in 2016 against assigned revenue in % of assigned revenue in 2016 (current and carried-over)	Paiements sur crédits de recettes affectées 2016 en % des crédits de recettes affectées 2016 (courants et reportés)	34%	AA=Z/(W+X+Y)

1. OBJECTIVES

1.1. Objectives of the directorate-general

A. Objectives of the European Parliament (EP)

The Strategic objectives of the European Parliament are:

- I. Completing the legislative cycle;
- II. Building operational capacity;
- III. Strengthening resource management;
- IV. Strengthening internal cooperation.

The projects that are aligned to the strategy of the EP constitute the Parliamentary Project Portfolio. All 127 projects of the Portfolio from all Directorates-General are regrouped in thematic areas as follows:

- Completing the legislative cycle;
- Improved services to Members in their legislative and political functions;
- Buildings and logistics programme;
- Service improvement for Members;
- Digitalisation of processes;
- Resource efficient multilingualism;
- Efficient financial management;
- Knowledge Management;

B. Objectives of the Directorate-General for Translation (DG TRAD)

The Directorate-General for Translation (DG TRAD) provides the European Parliament with translation services for its written or electronic communication in all official languages of the European Union. Our mission is:

- to make available in all official languages all documents relating to Parliament's role as co-legislator and one of the two arms of the budgetary authority, in order to ensure the legitimacy and transparency of the legislative and budgetary process of the European Union;
- to enable the European Parliament to meet its commitment to the policy of multilingualism, designed to ensure the equal treatment of languages and permitting all citizens of the European Union to communicate with the institutions and have access to the documents of those institutions in their own language;
- to ensure that these translation services are supplied as efficiently and effectively as possible.

DG TRAD participates in the Parliamentary Project Portfolio (PPP) with 5 projects in two programmes which define specific objectives for the Directorate-General as follows:

- 1) Implementation of state-of-the art CAT (Computer Assisted Translation) tools with the support of business process management
- 2) Optimisation of the workflow and outsourcing processes
- 3) Rethinking the management of translation demand in the EP
- 4) Quality in resource-efficient translation
- 5) Teleworking extended to non-linguists in DG TRAD

1.2. Feasibility and risk assessment

The evaluation of associated risks covers all main activities and related objectives for the Directorate-General. Five main risk areas have been identified whose nature could jeopardise the realisation of major strategic objectives in the areas of quality, outsourcing, IT environment, finance and human resources, as documented in the DG's Risk Register.

In the first half of 2016 a thorough analysis of the risk management process was carried out together with the identification of a wider circle of risk management stakeholders in the DG. Results were presented to DG TRAD's senior management and risk stakeholders on the 29th of June 2016. To facilitate communication and risk management activities in the directorates a risk management collaboration platform was made available.

Quality: Risk of failure to ensure timely and quality translations and other linguistic mediation services.

The failure to ensure the high-quality of published documents due to mistakes could reflect negatively on the EP's reputation.

Classification of the risk: low

Strategy: Mitigate

Action plan: In EP's multilingual and multicultural environment a growing range of linguistic mediation services are needed which DG TRAD is best placed to offer. Developing these services may be hampered if the Code of Conduct on Multilingualism is not updated to reflect new services and legislative procedures. The quality of these services depends on developing digital skills needed for webcasts, social media and other multilingual mediation events. Completion of projects like My House of European History requires strong inter-DG collaboration and may fail unless they are supported by clear governance and strong executive support.

DG TRAD's over-arching program for 2017-2019 "Transforming Translation into Intercultural Linguistic Mediation" (DG TRAD PPP 2017-2019 project 1) targets these objectives through the quality of external translation, resource efficiency and through the quality assurance of multilingual products. Specific projects in this framework are "Quality Assurance for Enhanced Linguistic Services" (DG TRAD PPP 2017-2019 project 2), which will put in place a comprehensive new quality assurance framework, and "Further Widening DG TRAD's offer of Linguistic Services" (DG TRAD PPP 2017-2019 project 5) to improve DG TRAD's degree of responsiveness, offer of services, visibility and understanding of client needs

Outsourcing: The risk of failure to ensure high-quality external translations

The application of the current selection and award criteria can result in a lack of adequate service providers in some markets under the single main contractor model. The high degree of technical sophistication required (formats, software ...) increases the risk.

The External Translation Unit in cooperation with the respective language units is continuing to monitor closely the performance of the Italian, Danish, German, Spanish and Estonian main contractors.

A revision of the outsourcing policy has been initiated by the establishment of a paper on options for change and the imminent establishment of a DG TRAD working group on outsourcing policy.

The quality of **external translation into Croatian** does not constitute a specific risk any longer since the new external translation contract covers all relevant languages. Furthermore, regular monitoring and constructive communication continue to ensure the required level of quality of externalised translations.

For **external translation into Russian** a special workflow was introduced in 2013, which includes a quality check by Russian-speaking translators in the Lithuanian translation unit (pages revised in 2016: 177,66).

Classification of the risk: Moderate

Strategy: Mitigate

Action plan: 1. Revision of contract model and specifications. 2. Revision of award criteria and their application.. 3. Revised contract management policy.

Information Technology: The risk of failure to ensure a reliable and high performing IT environment and the overreliance on automation that takes too much effort and fails to deliver the expected benefits. In-house IT-expertise becoming scarce or obsolete

Classification of the risk: very high

Strategy: Mitigate

Action plan: Projects aiming at re-writing some applications/modules using more up-to-date, DG ITEC-supported technology. Improve cooperation and early warning of DG ITEC through existing channels such as Business Analyst, Coordination Committee, MainCAB and Change Advisory Boards. Sign Service Level Agreements with the European Commission service provider(s) to ensure a defined level of services and communication protocols for incidents and change management. Update DG TRAD IT Governance to clarify roles and responsibilities of all stakeholders. Use EP's methodology for IT-projects and involve users through user groups already at the pre-project stage. Implementation of state-of-the-art CAT (Computer Assisted Translation) tools with the support of business process management (*DG TRAD PPP 2017-2019 project 7*). Develop a business continuity plan for DG TRAD. Provide more and more on-site coaching and training to newly recruited IT staff. Externalise IT development work to software companies operating extra-muros.

Finance: risk of serious budgetary cut-backs and a lack of financial appropriations

Classification of the risk: very low

Strategy: Mitigate

Action plan: Responsibility must be shared with Parliament's budgetary authorities to ensure that Parliament's directorates-general have the human and financial resources necessary to carry out their functions. Budgetary execution is closely monitored by the Financial Resources Management and Controls Unit of DG TRAD. Monthly financial reports are sent to senior and middle management of Directorate A in order to assist them in their duties as authorising officers.

Budgetary resources may become scarce due to the inability to control translation demand and workload that can change quickly depending on the political and legislative priorities.

Human resources: The risk of failure to ensure a sufficient and qualified workforce in the medium to long-term

Natural retirement, early retirement, part-time work, invalidity and other departures could result in a shortage of skilled resources in certain languages and the inevitable loss of certain language combinations which would ultimately shape and affect the availability of internal translation services. In view of this devise a plan for formalised transfer of knowledge (handover files) and for mapping knowledge (knowledge pyramids, skill databases). Consider tailor-made selection procedures for higher grade officials and other servants. Collaborate with DG ITEC in view of using negotiated procedures for certain IT profiles.

The continuous development of computer-aided translation tools and the general evolution of IT pose a constant challenge for DG TRAD linguistic and administrative staff. In order to make the most of the latest technological developments, DG TRAD needs to ensure that its staff acquires the necessary skills and competences.

Classification of the risk: high

Strategy: Mitigate

Action plan: 1. Continue efforts for greater cooperation with EPSO (working group between EPSO and representatives of the ECT, Executive Committee on Translation). 2. Follow up the 2016 detailed analysis on EPSO selection procedures and on the efficiency of cooperation with EPSO. 3. DG TRAD PPP 2017-2019 project 6: High-level Competencies for Translation Services of the Future. Analyse and update DG TRAD training strategy to reflect the revised tasks of DG TRAD and the need for enhancing the digital skills of staff.

Other associated risks: Difficulties of providing sufficient language cover for Irish.

Classification of risk: low

Derogation under Rule 159 of Parliament's Rules of Procedure with respect to Irish translation has been extended until 30 June 2017. On 3 December 2015, the Council of the European Union decided that the temporary derogation measures for the Irish language would be gradually phased out from 1 January 2017, with a complete lifting from 1 January 2022 (regulation 2015/2264).

Strategy: Mitigate

Action plan: 1. An interinstitutional action plan, drawn up with the Irish authorities, is in place since 2016. 2. Within DG TRAD, steps have been taken to recruit Irish linguists and to identify and translate key documents and texts required in Irish prior to 1 January 2017.

The action plan focusses on recruitment, ascertaining and testing the capacity of the Irish freelance market, and addressing issues such as the *acquis*, resources and tools. Joint interinstitutional actions are monitored and determined at regular meetings between the linguistic services and the Irish authorities at both the strategic and operational levels. The Commission's Directorate-General for Translation acts as the coordinating service for the various institutions, in line with the provisions of Council Regulation 2015/2264.

In order to meet the obligations set out in the Regulation from January 2017 and to gradually increase Irish-language output in other areas of communication currently being identified, Parliament has recruited 8 additional translators and two Irish-speaking assistants as contractual agents, which should be adequate to deal with the translation into Irish of directives under the ordinary legislative procedure. Together with the Council, the Irish translation service has also worked on the back-log of untranslated Commission proposals in order to ensure that lack of Irish versions does not delay the signature and entry into force of directives adopted towards the end of 2016 and in early 2017.

2. ASSESSMENT OF RESULTS IN THE LIGHT OF THE OBJECTIVES - USE OF RESOURCES

2.1. Environment of the directorate-general

2.1.1. Implementation of state-of-the art CAT (Computer Assisted Translation) tools with the support of business process management

DG TRAD participates actively in the e-Parliament programme by further developing the translation editor **CAT4TRAD**, which is being integrated into the e-Parliament suite of applications.

The pilot phase of CAT4TRAD for **committee amendments** lasted all 2016, with a notable increase of the number of documents in November and December. A new version for the translation of **plenary amendments** was made available in production in June 2016 and a significant number of documents was received for the December session.

Due to the reduced number of document types arriving through the e-Parliament chain, DG ITEC started in November 2015 a project to **convert legislative documents from Word to XML** (Akoma Ntoso). Following necessary adjustments, DG TRAD started receiving XMLised documents of good quality in November 2016.

The development of the necessary adaptation of **CAT4TRAD for the external translators** has begun and the opening of CAT4TRAD to external translators, in a pilot phase, is foreseen for mid-2017.

Thanks to the universal nature of the XML format, it was possible to re-use a part of the e-Parliament production chain so that CAT4TRAD can be used to translate the texts coming from **My House of European History** in XML4EP format.

2.1.2. Optimisation of the workflow and outsourcing processes

During 2016, the External Translation Unit (ETU) initiated an internal **review of outsourcing**, including analysis of the organisation of the calls for tenders, the drafting of tender documents, the advantages and disadvantages of the current system of main and secondary framework contracts and of the quality control mechanisms in place.

In this context, ETU has begun an analysis of different working methods in the field of externalisation in other EU institutions and bodies. It also organised, in 2016, a number of visits to the contractors with the best performance in terms of quality of translation and respect of deadlines in order to identify what processes underpin the successful implementation of the framework contracts with the European Parliament.

This process is ongoing in 2017 with the imminent establishment of a working group on outsourcing.

ETU continued to monitor closely the **quality of outsourced translations** by reinforcing direct contact with the language units. ETU prepared a mid-term quality report on the performance of the individual contractors. Based on these results, the necessary measures were taken for those contractors where quality issues were identified.

As a result of unsatisfactory quality, three contracts (French, Italian and Bulgarian) had to be terminated in 2016. New main contracts were signed with the first secondary contractors for all three languages. Additionally, in cooperation with the respective language units, ETU is continuing to monitor closely the performance of the Italian, Danish, German, Spanish and Estonian main contractors.

As planned during the 2015 calls for tenders, ETU organised two obligatory **introductory sessions** for all main contractors open also to the secondary contractors. The objective was to provide the contractors with essential information on all aspects of the performance of the contracts in order to facilitate their contract implementation and ensure optimal performance.

ETU has drawn up and implemented recommendations for the **management of new outsourcing contracts** to focus, in the first period on intensive verification, informal feedback and effective communication between the language units and their respective contractors.

Regarding the quality control of **non-EU language translations**, ETU has submitted a proposal for a revised ‘Workflow for translations from and into non-EU languages’ whether translated internally or by outsourcing of non-EU documents and the roles of the individual actors in the circuit. A procedure for the systematic certified correct control of outsourced translations has been included.

Lastly, ETU submitted to management a proposal for the modification of the control procedure that would further strengthen the **certified correct** control for the validation of expenditure for outsourced translations under the framework contracts.

2.1.3. Rethinking the management of translation demand in the EP

In November 2016, a **working group on streamlining translation workflow** was established with a view to making proposals for change designed both to improve services to clients and to streamline working methods in DG TRAD. The working group will inter alia propose modifications to the existing Code of Conduct on Multilingualism.

2.1.4. Quality in resource-efficient translation

In order to be able to process documents with modern CAT tools, these documents need to respect certain technical criteria. To this end, within the Euramis/PreTrad unit, a **Technical Conformity Cell (TCC)** was established in January 2015, for a trial period. Its objective is to improve the technical quality of certain originals and thus make them fit for IT processing with CAT-tools. It also leads to time savings for the handling of translation requests as an error is corrected once centrally instead of once in each translation unit. The technically improved originals are sent back to the requesting services via Planning and re-injected in the production chain so that they can be reused for any subsequent documents based on those originals. As the trial period showed the utility of such a service, DG TRAD is now working towards stabilising it.

Furthermore, the Euramis/PreTrad Unit published a 2nd version of DG TRAD’s Vade Mecum for Authors and Requesting Services (January 2016) and launched an **awareness-raising campaign amongst authors** in DG IPOL, EXPO, Secretariat of the Bureau and DG COMM.

The **Quality Coordination Service (QCS)** consolidated its role within DG TRAD and in relations with the requesting services by enhancing the efficiency of workflows related to the handling of queries on the originals, feedback on translations and correction requests and raising awareness about the service.

In 2016 DG TRAD adapted its **Quality Policy** to include more detailed guidance for translators on the quality requirements of specific documents and reflect the industry standards such as ISO or European standards for Translation Services. Further cooperation is ongoing at interinstitutional level with the view of establishing common elements. DG TRAD also reviewed the evaluation principles applied within the DG to the evaluation of external as well as internal translations with the view of harmonising the methodology and improving the quality and consistency of evaluations.

The **service-level agreement with DG PRES**, signed on 12 December 2016 aims at reviewing and codifying the existing practices and agreements and exploring other forms of collaboration. One of the key elements of the new agreement is the setting up of a permanent inter-service working group, which will meet regularly to oversee the implementation of the agreement and discuss any open issues that may come up in the future. Also, DG TRAD agreed to take over some of the remaining non-legislative work from the DLA, as well as some of the language-specific work related to PV CRE. Both DGs commit to a deeper cooperation in a number of areas, including those related to Members' activities (written questions, written declarations, motions for resolutions), training or IT and further develop collaboration within the various language communities (translators and lawyer-linguists).

Similarly, an inter-DG Working Group is preparing a **service-level agreement with DG COMM**, to be concluded in early 2017, aimed at enhancing the existing collaboration in order to better respond to current and future challenges. This cooperation is illustrated by the examples of the 5 Key Communication Projects and The House of European History in which the services provided by DG TRAD go further than translation.

2.1.5. Teleworking extended to non-linguists in DG TRAD

A first extension of teleworking to non-linguists was achieved by the introduction of occasional teleworking for the whole of the EP's Secretariat-General. The one-year pilot-phase started in November 2016. During this pilot phase DG TRAD will analyse the experiences in both, occasional teleworking and structural teleworking to provide improvement proposals to both by the end of 2017.

2.1.6. Other achievements

The working group on the **interinstitutional cooperation in the ordinary legislative procedure**, created under the auspices of the Executive Committee on Translation, continued implementing a pilot project called **Teams of translators to work on packages in the ordinary legislative procedure**, where translators from the European Commission, Council and Parliament work together on two ordinary legislative procedure (OLP) files. Through this, varied feedback on possible gaps, duplications of work or divergent procedures in the translation process will be collected to allow streamlining and to investigate into a new platform for future communication. The language units involved are the Danish, German, Lithuanian and Portuguese units.

Mid-2016, DG TRAD started to be involved, together with DG EPRS, in the project **My House of European History**, a participative website for individual testimonies of citizens that will be hosted on a technical platform from the European Parliament. The tasks related to this website will include translation of the contributions into English and moderation of all contributions in order to avoid notably hate speech. A DG TRAD file coordinator was appointed for this specific project and key moderators of all language units participated to the first tests in December 2016.

Specific actions were undertaken in the second half of 2016 to prepare for and ensure the correct implementation within Parliament of Council Regulation 2015/2264 extending and phasing out the temporary derogation measures in respect of **Irish**. In anticipation of increased workload as of 1 January 2017 when the derogation starts to be lifted, in May 2016 the Directorate-General for Translation launched a call for expressions of interest with the aim of recruiting temporary staff pending the outcome of the ongoing EPSO competitions for translators and translation assistants. By the autumn of 2016 eight additional contractual agent translators (FG IV) had been recruited, and two additional assistants (FG II). Several outreach efforts were made by DG TRAD in the framework of the interinstitutional action plan for implementing Regulation 2015/2264. These communication activities served inter alia to provide information about competitions and job opportunities and to promote Luxembourg as an attractive location to live and work.

New page-count rules, which entered into force on 1 January 2016 have resulted in better reflection of actual workload in DG's statistics. DG TRAD's output now corresponds to the total number of standard/gross pages produced by DG TRAD, including editing and revision or other tasks corresponding to revision (mise-en-forme jobs, transcription of verbatim reports) requested through Gepro+..

2.2. Human resources of the DG

2.2.1. Establishment plan

	at 1.1.2015				at 1.1.2016			
	AD	AST	AST/SC	Total	AD	AST	AST/SC	Total
Permanent posts	755	423	1	1179	755	412	4	1171
Temporary posts	0	0	0	0	0	0	0	0
Total	755	423	1	1179	755	412	4	1171

2.2.2. Staff numbers as at 31.12.2016

	AD	AST	AST/SC	Total	ETP
Officials	695	340	10	1045	928
Temporary staff	33	43	0	76	70
- in temporary posts	6	28		34	
- in permanent posts				0	
- to offset part-time working	27	15		42	
Temporary staff				51	46,3
END				0	
Agency staff					
Total				1172	1044,3

Following its agreement with the Secretary-General in October 2015 which aimed at reviewing the number and qualification of its translation assistants, DG TRAD started preparing a draft notice of competition for organising proof-readers competitions. Unfortunately, EPSO was not able to organise these in 2016 because of the rulings of the Court of Justice related to the linguistic regime of EPSO competitions in general. The desire is to publish during the 1st semester of 2017.

As all other DGs in the EP, DG TRAD, in compliance with the applicable decisions, continued to decrease its organigramme. Firstly, DG TRAD followed the 6% post reduction as specified in the 2014 Staff Regulations and by the budgetary authorities by identifying a total of 75 posts for the period 2013–2018. For 2016, 8 posts were destroyed. Secondly, DG TRAD redeployed 15 vacant posts to the political groups as of 1 January 2017.

From a more general point of view, DG TRAD continued to develop a modern and flexible approach to staff management while complying with relevant existing rules. This is shown by the relatively high number of staff benefiting from temporary placements and loans within the Directorate-General (see item 2.4, point 8). In 2016, DG TRAD continued its fruitful cooperation with DG COMM in the Information Offices and 2 colleagues were temporary placed in the Netherlands and in Slovakia respectively when these Member States held the Presidency of the EU. This cooperation between DG TRAD and DG COMM will certainly continue also in 2017.

Finally, DG TRAD successfully implemented the new scheme of occasional teleworking which entered into force on 1 November 2016 and is confident that it will help colleagues better reconcile private and professional life.

2.3. Budget implementation 2016

2.3.1. Initial and final appropriations

Authorised appropriations in DG TRAD's initial budget for 2016 totalled €14.167.000, representing a decrease of €880.000 (-5,85%) in relation to the initial budget for 2015 totalling €15.047.000.

2103-18-03: In March 2016, a transfer of €31.500 from the sub-item 2103-18-01 was carried out to fund the quotas of the EP in the participation in interinstitutional actions: Communication Solution.

2105-18: In September 2016, a transfer of €600.000 from the sub-items 2105-01, 2105-02 and 2105-05 was carried out due to decisions that certain developments within eParliament (SCHED, Editing, QP) needed to be handled earlier than foreseen and that DG TRAD's translation tool (CAT4TRAD) required the integration of these tools.

2.3.2. Final appropriations and appropriations committed

Final appropriations at 31 December 2016 totalled €13.193.125 where the total commitments entered into amounted to €12.696.114, or 96% of the final appropriations.

Budget line	Possible Deficit (-) / Surplus (+)	Comments
1420-00	+ 1.500.000	The surplus was generated on the one hand by the lower budgetary execution due to the poor quality of a few new contracts and a more cautious approach to outsourcing and, on the other hand, by the new, lower prices that entered into force for these contracts.
1404-02	+ 60.000	The surplus of 60.000€ at the end of 2016 is mainly due to the impossibility of recruiting 15 more trainees for the 1st quarter 2016 due to the budget restrictions at the beginning of the year (commitments up to 25% of previous year).
3220-10	+13.875	By purchasing an important number of books and dictionaries during the last years, language units already created an important library. Lower expenses for the annual renewal made possible a reallocation of the amount of 13.875 EUR.
Total	1.573.875	

2.3.3. Appropriations committed and payments made

Commitments at 31 December 2016 totalled €13.052.800, payments totalled €8.917.562, or 68% of all commitments entered into.

2.3.4. Use of automatic and non-automatic carryovers from 2015 to 2016

Automatic carryovers to the financial year 2016 totalled €3.347.854 At 31 December 2016 payments made amounted to €3.302.698, or 99% of carried-over appropriations 2015-2016 for all items of the Directorate-General.

2.3.5. Use of appropriations corresponding to assigned revenue

2.3.5.1 Situation with regard to specific expenditure appropriations/assigned revenue

2.3.5.2 Situation with regard to specific expenditure appropriations/assigned revenue carried over

Assigned revenue made available in 2016 amounts to €54.572. The assigned revenue carried over from previous years totalled €54.572 too.

2.4. Results achieved

1. Number of pages produced (internally/externally):
2. Number of pages translated for the CRE:

Pages produced – 1 January to 31 December		
	2016	2015
Int. Pages	1.414.545,92	1.288.137,75
Int. Docs	209.981	194.324
Ext. Pages	523.551,01	506.516,91
Ext. Docs	17.527	19.572
Total pages	1.938.096,93	1.794.654,66
% Int. Pages	72,99%	71,78%
% Ext. Pages	27,01%	28,22%
CRE pages	44.967,42	0
CRE docs	1.043	0
Grand total	1.983.064,35	1.794.654,66

Following the new page counting rules, applicable since 1 January 2016, the definition of 'output' has changed. In order to better reflect the real workload, figures on DG TRAD's output now correspond to the total number of standard/gross pages produced by DG TRAD, including editing and revision or other tasks corresponding to revision (mise-en-forme jobs, transcription of verbatim reports) requested through Gepro+.. In addition the minimum page count has been upgraded from 0.2 to 0.5 (except for modifications).

Due to these changes, the production figure from 2016 is not directly comparable to 2015. About half of the increase from the 2015 output to the 2016 output is due to the redefinition of output of which a large part cover the transcription of verbatim reports (i.e. the CRE editing: some 45.000 pages) and the output of the Editing Unit (about 18.000 pages).

3. Respect for deadlines by requestors (Code of Conduct - CoC)

Yearly % rate of compliance

2016: %	85,69
2015: %	81,79

Surveying the application of the **Code of Conduct on Multilingualism**, DG TRAD continues to measure the rate of compliance of its clients with regard to respect for the relevant deadlines.

4. Key Performance Indicators reports (KPIs):

After a pilot period, nine key performance indicators (KPIs) are distributed since October 2014 to both middle and senior management, together with a dashboard at DG level and a dashboard at the level of each linguistic unit.

As the new page counting rules applicable since January 2016 provide that the output now corresponds to the total number of standard/gross pages produced by DG TRAD, including editing and revision or other tasks corresponding to revision (mise-en-forme jobs, transcription of verbatim reports) requested through Gepro+, the Editing unit has consequently been integrated in the KPIs Demand vs Capacity, Internal Output vs Capacity and Output vs Demand.

Also since January 2016, the capacity definition has been updated. Before 2016 it was based on the number of 'occupied' translator posts: namely the number of AD officials and temporary agents on a permanent post minus the Head of Unit and the Quality Coordinator. The new capacity definition on the other hand is based on the number of translator FTE's (still excluding the Head of Unit and the Quality Coordinator). The other parameters of the capacity definition remain unchanged: it is still based on 199 effective working days and 8 net pages per day.

Due to the changes in the page counting rules and the capacity definition, the 2016 results are not directly comparable to the corresponding 2015 results. More in particular, about one third of the increase in the score for KPI 3 and KPI 4 from 2015 to 2016 is explained by the update of the new page counting rules, about one third is explained by the change to using FTEs for the translator's capacity while the remaining third is due to the typical increase of the translation demand after the first year of the legislative cycle.

KPI 1 – Late translations

Shows the number of translations booked out after the negotiated deadline in comparison to the total number of translations, taking into account a technical margin of 30 minutes. The target is maximum 5%.

Year	Internal %	External %
2016	2,1	2,4
2015	2,6	1,5

KPI 2 – Average Page Cost

Measures the internal and external page cost for each target language. The KPI is based on the KIAPI inter-institutional cost model. There is no specific target set for this KPI. It gives an indication of the trend of the next KIAPI results.

Year	Internal	External
2016	155,75	78,54
2015	166,57	85,50

KPI 3 – Internal Output vs. Capacity

Compares the output in net pages against the capacity of each Language unit (LU), defined as the number of staff for each LU times the number of net pages/year. The staff definition for 2015 includes AD translators and temporary agents on a permanent post while the updated capacity definition for 2016 is based on the number of AD FTEs. Both capacity definitions exclude Heads of Units and Quality Coordinators and are based on the assumption of 199 effective working days and a maximum of 8 net pages/day. The output for 2016 includes also editing and revision or other tasks corresponding to revision (mise-en-forme jobs, transcription of verbatim reports) requested through Gepro+. according to the new page counting rules. The target score for this KPI is 100%.

Year	Internal %
2016	100,5
2015	84,7

KPI 4 – Internal Demand vs. Capacity

Compares the requested target volume in net pages against the capacity of each Language Unit (LU), defined as the number of staff for each LU times the number of net pages/year. The staff definition for 2015 includes AD translators and temporary agents on permanent post, while the updated capacity definition for 2016 is based on the number of AD FTEs. Both capacity definitions exclude Heads of Unit and Quality Coordinators and are based on the assumption of 199 effective working days and a maximum of 8 net pages/day. The target score for this KPI is 100%.

Year	Internal %
2016	100,2
2015	84,8

KPI 5 – Output vs. Demand

Compares the output against the requested target volume in terms of net pages. The purpose is to see whether the output is in balance with the demand. The target is a score within the range of 98% to 102%.

Year	Internal %	External %
2016	100,2	100,1
2015	99,9	99,8

KPI 6 – Outsourcing Score

Shows the actual outsourcing rate, namely the number of externalised pages out of the total output. For 2016, according to the new page counting rules, this includes editing and revision or other tasks corresponding to revision (mise-en-forme jobs, transcription of verbatim reports) requested through Gepro+. while the Editing Unit however is excluded from this KPI. The yearly outsourcing rate aims to reach an average of up to 30% but seasonal fluctuations are normal in order to balance the internal workload.

Year	Total %
2016	26,0
2015	27,4

KPI 7 – Mutual compliance with the Code of Conduct

Shows the percentage of translations booked out on time for clients complying with the Code of Conduct. This KPI only measures documents in the scope of article 10.1 and 10.2 of the Code of Conduct on Multilingualism. The target for this KPI is minimum 98%.

Year	Internal %	External %
2016	97,6	97,8
2015	97,0	99,1

KPI 8 - DG TRAD's compliance with the Code of Conduct when clients breach the Code

Shows the percentage of translations booked out on time for clients breaching the Code of Conduct. This KPI only measures documents in the scope of article 10.1 and 10.2 of the Code of Conduct on Multilingualism. The target for this KPI is minimum 98%.

Year	Internal %	External %
2016	97,4	93,4
2015	96,8	98,1

KPI 9 – Absenteeism

The Absenteeism KPI compares the number of sick leave days, certified or uncertified, against the number of working days by unit or service in a certain period. Missions, annual leaves, overtime and extra time are not covered by this report. The target is maximum 5%.

Year	Internal %
2016	5,0
2015	4,3

5. Quality control of external translation performed until 31 December 2016

(figures in () refer to 2015)

1. The number of external translations assessed by the linguistic units: 560 (632)
2. Number of external translations considered unacceptable: 286 (87)
3. Number of warning letters sent concerning all translations: 109 (39)
4. Number of financial penalties (206 for unacceptable quality, 189 for late delivery): 395 (140)
5. Number of meetings taken place with external contractors: 13 (2)
6. Seminars (introductory sessions for new contracts) with external contractors: 6 (0)

6. Planning

(figures in () refer to 2015)

1. Number of translation requests treated (number of FdRs entered): 27.407 (34.099)

7. Quality Coordination Service

(figures in () refer to 2015)

7.1. Complaints and feedback

In 2016 (January to November) the Quality Coordination Service processed a total of 1.949¹ (2.331) cases, of which 890 (839) concerned translations and 1.059 (1.492) originals. In addition, the service handled other issues such as notifications of problems in the Commission translations and problems related to the ITER titles as well as ongoing translation projects. The Service processed also 3692 (3327) requests to replace already delivered translations with new corrected versions.

1. Number of feedback instances concerning translations: 890 (839)
2. Number of feedback instances concerning originals: 1.059 (1.492)

7.2. Central quality control of translation

During the period of this report regular random quality checks were carried out in total on 1.790 (1.561) samples of translations². Out of these 43 (2,4%) were considered unacceptable. In 2015 the share of unacceptable samples was 3%.

1. Number of translation samples evaluated: 1.790 (1.561)
2. Number of samples considered unacceptable: 43 (46)

8. Human Resources Indicators

(figures in () refer to 2015)

1. Number of staff recruited:

Staff	Recruited 2015	Recruited 2016	Renewals 2015	Renewals 2016
Officials	62	33		
Temporary	24	10	64	43
Contractual	37	32	44	45

2. Percentage of staff benefiting from work-life balance measures (i.e. part-time work, unpaid leave, parental and family leave and teleworking): 60% AD (58 %) and 45% AST (45% amongst which 106 (96) staff members from 23 (22) units are structural teleworkers).

3. Number of temporary placements and loans: 27 (23)

4. Number of staff on inter-institutional exchanges: 5 (1)

5. Number of calls for expression of interest concerning temporary placements, loans and inter-institutional exchanges: 17 (10)

¹ This figure for 2016 excludes data for December 2016, which is not yet available. The figure in brackets for 2015 includes the whole year.

² October, November and December checks have not been included here, as the results are not yet available to be included in the report. It is the case for both 2016 and 2015 figures. These checks include both internally and externally translated documents.

9. Training and Traineeships Indicators

N° of traineeships 2016	Total 2016	Total 2015
Traineeships for university graduates	269	288
Training placements (traineeships for non-university graduates)	6	8
N° of professional training courses 2016	Total 2016	Total 2015
a) Number of seminars organised by TTU	45	38
b) Number of training courses for management	29	48
c) Number of specific training courses	386	445
d) Cost of missions for external training (only completed courses)	€340.067	€344.336
e) Use of mission budget for training (only completed courses)	92%	81%
f) Cost of fees for external courses*	€154.361	€168.187
g) Use of fees for external courses	94	99%
h) Cost of fees for external IT courses	€4.263	n.a. (cfr. f)
i) Use of fees for external IT courses	83%	n.a. (cfr. g)

* For the first time, in 2015 a global budget for external fees has been allocated to DG TRAD. This includes fees for external language courses, external general and IT courses.

10. Euramis uploads

Euramis indicators at 31 December 2016 (figures in () refer to 2015)

The total upload figures amounted to 14.120.662 (11.450.509) segments.

11. Euramis re-use of segments

Internal Production	2016	2015
Pages pre-treated by SPA:	92,7 %	91,4 %
Re-use with respect to the analysed production:	40,9 %	42,1 %
Potential re-use with respect to total internal production:	36,5 %	37,7 %
Credited re-use with respect to total internal production:	32,5 %	29,9 %

External production	2016	2015
Pages pre-treated by SPA:	99,8 %	97,0 %
Re-use with respect to the analysed production:	40,4 %	39,6 %
Potential re-use with respect to total external production:	40,5%	38,7 %
Credited re-use with respect to total external production:	35,5 %	32,2 %

Potential re-use rates are based on automated, SPA calculations. The credited re-use rates are as calculated by the Planning Unit, either due to page count rules, or due the belated availability of the SPA page count.

12. Terminology-related indicators

Statistics of the EP's IATE activities (from the interinstitutional IATE Management Group):

All movements in IATE	2016	2015
Users (Translators)	44.341	36.068
Central team* (TermCoord team)	22.571 *	62.339
IATE Support & Development team	2.128	2.161
Total	69.040	100.568

* The big difference in numbers between 2015 and 2016 is due to batch deletions of old legacy data made last year, which was not the case this year. This is also reflected in the overall production.

Total searches in internal IATE in the EP: 4.688.499 (4.609.452)

Participation of translators and terminologists in IATE and terminology training:

- Basic training: 32 (33)
- Advanced training: 10 (13)
- Advanced ECQA terminology manager certification: 3 (7)

2.4.1. Additional results obtained linked to IT related objectives

In 2014, the Business Case for granting access to CAT4TRAD and **Fluid+** by the external translators was approved. At the end of 2015, the Fluid+ phase I (management of contracts with external agencies) was released in production and in 2016 tested by the security service of DG ITEC, with success. The opening of Fluid+ to external agencies will be done gradually taking into account the development of EP infrastructure. In parallel, Fluid+ phase II (placement of translation jobs) was analysed and an external contract for the development was signed. Furthermore, the communication layer between Fluid+ and CAT4TRAD has been developed, in order to control the access by external translators to these applications. The opening of CAT4TRAD to external translators in pilot phase is foreseen for mid-2017.

Because of the high degree of customisation of Studio, the **migration to the new version, Studio 2015**, required considerable efforts for the horizontal units (DAS, ITS, PreTrad, Training) and for the user group and the testers in the linguistic units in 2016. Technical issues appeared especially in the field of the automation of Studio packages and required developments, particularly in terms of performance improvement. The customization and the evolutive maintenance of Studio plugins have been reduced to the minimum.

DG TRAD decided to **decommission the Translators Workbench (TWB)** tool as of the 1st of April 2016 due to the gradual deployment of CAT4TRAD and Studio 2015, and the absence of development and technical support for this TWB from its vendor (SDL).

The analysis of the Business needs for the CAT tools led to the concept of a common layer of services for the two CAT tools in order to ensure the coherence of behaviour of the applications and ease the work of translators. This project, called **SOCRATES**, is a set of services. The migration of FullCat, the translation memory server, has started and a new index for Machine translation memory has been created. A new service called Quality Control of Originals (QCO) has been developed, as well as a new language detector and page count services. These services will be used in the e-Parliament chain to improve the technical quality of originals of legislative documents.

The new application **SIRIUS** has replaced the obsolete FUSE application. It manages metadata for the pre-treatment with success and will replace also FullDoc, the full text indexer, in 2017: the decision to decommission FullDoc was taken in December 2016.

The **collaborative space**, initially foreseen in SharePoint, was terminated for technical reasons.

The **Plato** application, dedicated to production forecasts, was migrated to Business Intelligence for the reporting part and Sirius for the data management part. Plato will be decommissioned in 2017.

The European Commission has been providing its **Machine Translation Service (MT-service)** to participating institutions, including the European Parliament, since July 2013. The MT@EC service is constantly being improved, and development efforts led by the Commission are currently targeted at enhancing quality, usability and accessibility. The integration of the Commission's MT service in DG TRAD's workflow has started with the development of a special module of SPA+, dedicated to the automation of the translation of originals by MT@EC. The CAT4TRAD and Studio adaptations are foreseen in early 2017. The fully automated service is equally foreseen for spring 2017.

After a period of testing and piloting, the **integration of IATE terminology in Studio** has been managed using the in-built Studio solution.

3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS, INCLUDING AN OVERALL ASSESSMENT OF THE CONTROLS' COST-EFFECTIVENESS (ARTICLE 66(9) FR)

In 2016 DG TRAD has taken an important step towards a continuous and coherent internal control system. In reaction to the relevant Bureau decision, the DG has initiated a process, which will operate an in-depth transformation in internal control issues.

The methodology of the internal control is based on three pillars:

- Stakeholders
- Content
- Results

Under the coordination of the Financial Resources Management and Controls Unit (FRMCU) the stakeholders of each of the 16 control standards, appointed by the Director General, will continuously survey the respect of the legality in any activity inside the DG. FRMCU supervise the global implementation of the new control standards and provide information and assistance to stakeholders or any other person involved in internal control. The methodology and the good practices developed in the framework of the different control standards will be put together in a single document, which could serve as a vademecum.

The results of the internal control are evaluated annually in order to keep track of its evolution and to serve as a base for future assessment measures to be taken.

4. CONCLUSIONS

DG TRAD, as a leading, modern translation service that provides high-quality multilingual legislation in an efficient and effective fashion, is committed to always offering a professional response to its clients' needs. The framework for this identity is the principle of full resource-efficient multilingualism, as described in DG TRAD's Strategic Execution Framework.

In 2016, DG TRAD pursued its active participation in the e-Parliament programme by further developing the translation editor CAT4TRAD, which is being integrated into the e-Parliament suite of applications. Thanks to the universal nature of the XML format, part of the e-Parliament production chain could also be re-used in view of the translation of the texts coming from the new project "My House of European History" in XML4EP format. DG TRAD decommissioned the Translators Workbench (TWB) tool as of the 1st of April 2016 due to the gradual deployment of CAT4TRAD and Studio 2015. CAT4TRAD's development continues, and it will become the key computer-assisted translation tool for both in-house and external translators.

In the field of quality, DG TRAD adapted its Quality Policy to include more detailed guidance for translators on the quality requirements of specific documents and reflect the industry standards. Furthermore, an internal review of outsourcing was initiated, including analysis of the organisation of the calls for tenders, the drafting of tender documents, the advantages and disadvantages of the current system of main and secondary framework contracts and of the quality control mechanisms in place.

DG TRAD pursued its cooperation initiatives within Parliament and at interinstitutional level. Collaboration within the legislative chain is constantly developing, as demonstrated by DG TRAD's active involvement in the pilot project on interinstitutional cooperation on the Ordinary Legislative Procedure. A service-level agreement was signed with DG PRES in 2016 and a service-level agreement will be concluded with DG COMM in early 2017.

A thorough analysis of the risk management process was carried out in 2016 together with the identification of a wider circle of risk management stakeholders in the DG.

In 2016 internal translation output reached a score of 100.5% (target 100%). The outsourcing rate was 26% (28% in 2015). All key performance indicators continue to be monitored for compliance with the Code of Conduct for Multilingualism, meeting deadlines, and use of internal capacity and external resources.

DG TRAD's results show efficiency gains as well as other developments that are less tangible but just as essential to the principle of multilingualism: reinforcing DG TRAD as the European Parliament's linguistic authority, dealing with all feedback and complaints, establishing reliable and streamlined quality assurance procedures for all languages, providing editing and drafting support for non-legislative texts, and supporting relevant terminology for better legislation, all in line with the main mission of DG TRAD: to support the creation of multilingual legislation through translation.

5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION

I, the undersigned,

Director-General of the Directorate-General for Translation

hereby declare, in my capacity as authorising officer by delegation, that I have reasonable assurance that:

- a) the information contained in the report presents a true and fair view;
- b) the resources assigned to the activities described in the report have been used for their intended purpose and in accordance with the principle of sound financial management;
- c) the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.

This reasonable assurance is based on my own judgment and on the information at my disposal, such as the results of self-assessment, ex post controls and remarks by the Internal Audit Service, as well as the lessons learned from the reports of the Court of Auditors for financial years prior to that for which this declaration is being made.

I also confirm that I am not aware of any fact not set down herein that could be prejudicial to the interests of the Institution.

Done at Luxembourg, on **01 FEV. 2017**



Valter MAVRIČ

6. ANNEXES

6.1. 2016 budget implementation statement

- 6.1.1. *Appropriations for the current year*
- 6.1.2. *Appropriations automatically carried-over*
- 6.1.3. *Appropriations non automatically carried-over (nature 6)*
- 6.1.4. *Appropriations from specific expenditure*
- 6.1.5. *Appropriations carried-over from specific expenditure/assigned revenue (RA)*
- 6.1.6. *Commitments carried-over from specific expenditure/assigned revenue (RA)*
- 6.1.7. *Revenue*
- 6.1.8. *Appropriations from specific expenditure (nature 9)*

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
01...									
014..									
0140.									
01404									
01404-02	STAGES REMUNERES ET NON REMUNERES DE TRADUCTEURS	1.165.000,00	60.000,00-	1.105.000,00	1.105.000,00	100,00	1.079.328,55	25.671,45	0,00
0142.									
01420	SERVICES DE TRADUCTION EXTERNES								
01420-00	SERVICES DE TRADUCTION EXTERNES	8.890.000,00	1.500.000,00-	7.390.000,00	6.917.291,98	93,60	5.868.340,42	1.048.951,56	472.708,02
	Total Chapitre 014..	10.055.000,00	1.560.000,00-	8.495.000,00	8.022.291,98	94,44	6.947.668,97	1.074.623,01	472.708,02
	Total Titre 01...	10.055.000,00	1.560.000,00-	8.495.000,00	8.022.291,98	94,44	6.947.668,97	1.074.623,01	472.708,02

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
02...									
021..									
0210.									
02103									
02103-18	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES								
02103-18-01	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	2.700.000,00	31.500,00-	2.668.500,00	2.663.260,00	99,80	987.200,03	1.676.059,97	5.240,00
02103-18-02	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	600.000,00	0,00	600.000,00	589.381,23	98,23	370.392,81	218.988,42	10.618,77
02103-18-03	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	653.000,00	31.500,00	684.500,00	682.400,00	99,69	511.636,40	170.763,60	2.100,00
	Total Sous-poste 02103-18	3.953.000,00	0,00	3.953.000,00	3.935.041,23	99,55	1.869.229,24	2.065.811,99	17.958,77
02105									
02105-18	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS -TRAD-PROJETS IT DECENTRALISES	0,00	600.000,00	600.000,00	599.870,45	99,98	0,00	599.870,45	129,55
	Total Article 0210.	3.953.000,00	600.000,00	4.553.000,00	4.534.911,68	99,60	1.869.229,24	2.665.682,44	18.088,32
	Total Titre 02...	3.953.000,00	600.000,00	4.553.000,00	4.534.911,68	99,60	1.869.229,24	2.665.682,44	18.088,32

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
03...									
032..									
0322.									
03220									
03220-10	ACHATS DE LIVRES, SOUSCRIPTIONS ET AUTRES SUPPORTS DE DOCUMENTATION DESTINES AUX SERVICES LINGUISTIQUES-TRADUCTION ET TERMINOLOGIE	102.000,00	13.875,00-	88.125,00	86.013,40	97,60	73.939,72	12.073,68	2.111,60
0324.									
03245									
03245-05	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES : PARTICIPATION DE LA DG TRADUCTION AUX FOIRES, SEMINAIRES, AUX COLLOQUES, AUX ACTIVITES CULTURELLES ET DANS LES PUBLICATIONS	57.000,00	0,00	57.000,00	52.896,88	92,80	26.724,00	26.172,88	4.103,12
	Total Chapitre 032..	159.000,00	13.875,00-	145.125,00	138.910,28	95,72	100.663,72	38.246,56	6.214,72
	Total Titre 03...	159.000,00	13.875,00-	145.125,00	138.910,28	95,72	100.663,72	38.246,56	6.214,72
	Total Global	14.167.000,00	973.875,00-	13.193.125,00	12.696.113,94	96,23	8.917.561,93	3.778.552,01	497.011,06

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer	Reliquat de Conversion
01...								
014..								
0140.								
01404								
01404-02	STAGES REMUNERES ET NON REMUNERES DE TRADUCTEURS	19.244,89	19.244,89	19.244,89	17.228,49	89,52	2.016,40	0,00
0142.								
01420	SERVICES DE TRADUCTION EXTERNES							
01420-00	SERVICES DE TRADUCTION EXTERNES	895.696,86	895.696,86	895.696,86	890.874,09	99,46	4.822,77	0,00
	Total chapitre 014..	914.941,75	914.941,75	914.941,75	908.102,58	99,25	6.839,17	0,00
	Total Titre 01...	914.941,75	914.941,75	914.941,75	908.102,58	99,25	6.839,17	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer	Reliquat de Conversion
02...								
021..								
0210.								
02103								
02103-18	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES							
02103-18-01	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	1.843.940,51	1.843.940,51	1.843.940,51	1.843.940,51	*****	0,00	0,00
02103-18-02	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	68.989,50	68.989,50	68.989,50	60.411,00	87,57	8.578,50	0,00
02103-18-03	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATIONINTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	108.386,69	108.386,69	108.386,69	97.930,43	90,35	10.456,26	0,00
	Total Sous-poste 02103-18	2.021.316,70	2.021.316,70	2.021.316,70	2.002.281,94	99,06	19.034,76	0,00
02105								
02105-18	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS -TRAD-PROJETS IT DECENTRALISES	394.651,71	394.651,71	394.651,71	391.218,22	99,13	3.433,49	0,00
	Total Article 0210.	2.415.968,41	2.415.968,41	2.415.968,41	2.393.500,16	99,07	22.468,25	0,00
	Total Titre 02...	2.415.968,41	2.415.968,41	2.415.968,41	2.393.500,16	99,07	22.468,25	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer	Reliquat de Conversion
03...								
032..								
0322.								
03220								
03220-10	ACHATS DE LIVRES, SOUSCRIPTIONS ET AUTRES SUPPORTS DE DOCUMENTATION DESTINES AUX SERVICES LINGUISTIQUES-TRADUCTION ET TERMINOLOGIE	16.943,90	16.943,90	16.943,90	1.094,90	6,46	15.849,00	0,00
	Total Titre 03...	16.943,90	16.943,90	16.943,90	1.094,90	6,46	15.849,00	0,00
	Total Général	3.347.854,06	3.347.854,06	3.347.854,06	3.302.697,64	98,65	45.156,42	0,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
		0,00	0,00	0,00	0,00		0,00	0,00	0,00
	Total Sous-poste	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Poste	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Article	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Chapitre	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Titre	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Général	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

Poste	Intitulé	Virements	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
01...	PERSONNES LIEES A L'INSTITUTION								
014..	AUTRES PERSONNELS ET PRESTATIONS EXTERNES								
0142.	SERVICES DE TRADUCTION EXTERNES								
01420	SERVICES DE TRADUCTION EXTERNES								
01420-00	SERVICES DE TRADUCTION EXTERNES	0,00	54.571,52	54.571,52	0,00	0,00	0,00	0,00	54.571,52
	Total Titre 01...	0,00	54.571,52	54.571,52	0,00	0,00	0,00	0,00	54.571,52
	Total Général	0,00	54.571,52	54.571,52	0,00	0,00	0,00	0,00	54.571,52

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Solde des Engagements	Crédits disponibles
01...	PERSONNES LIEES A L'INSTITUTION							
014..	AUTRES PERSONNELS ET PRESTATIONS EXTERNES							
0142.	SERVICES DE TRADUCTION EXTERNES							
01420	SERVICES DE TRADUCTION EXTERNES							
01420-00	SERVICES DE TRADUCTION EXTERNES	31.716,42	31.716,42	31.709,57	29.516,78	93,08	2.192,79	6,85
	Total Titre 01...	31.716,42	31.716,42	31.709,57	29.516,78	93,08	2.192,79	6,85
	Total Général	31.716,42	31.716,42	31.709,57	29.516,78	93,08	2.192,79	6,85

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer
.	Total Général	0,00	0,00	0,00	0,00	0,00	0,00

Poste	Intitul�	Cr�dits Initiaux	Virements + Budg. Suppl.	Cr�dits Actuels	Engagements Contract�s	Paievements Effectu�s	Soldes des Engag. E.C.	Cr�dits Disponibles
06...								
066..								
0660.								
06600								
06600-00								
06600-00-RT	AUTRES CONTRIBUTIONS & RESTITUTIONS AFFECTEES	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total Titre 06...	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	Total G�n�ral	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00

Poste	Intitulé	Crédits an.précéd	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
	Total Général	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

6.2. Report on compliance with payment deadlines

Invoices paid in 2016		Default interest payable automatically (> €200)	Default interest payable on request (<=€200)	No default interest payable	Total
Paid by the time limit	Number of invoices	0	0	2302	2302
	Total invoiced (€)	0	0	11.235.882	11.235.882
Paid outside time limit	Number of invoices	0	6	0	6
	Total invoiced (€)	0	34.316	0	34.316
	Amount of default interest (€)	0	37	0	37
Total number of invoices		0	6	2.302	2.308
Total invoiced (€)		0	34.316	11.235.882	11.270.198

In 2016, in DG TRAD, 2.302 invoices were registered, out of which only 6 were paid beyond the normal payment time of 30 days.

For 5 invoices, the late payment is due to the end-of-year closure (invoices were registered on 16/12/2016, financial operations were closed on 17/12/16 at 8h30). The invoices were paid in January 2017 immediately after the initialisation of the new financial year.

For the 6th invoice, due to supplementary controls in the "Certified correct" phase, the entire payment period lasted longer than usual.

6.3. List of exceptions - derogations from the rules

List of waivers/cancellations of receivables (Articles 91 and 92 RAP)

There were no exceptions or derogations from the rules registered in DG TRAD in 2016.

6.4. Long-term contractual obligations

Contractor	Subject	Duration ⁽¹⁾		Overall value of procurement operation	Contract expenditure in 2016	Renewal method ⁽²⁾	Description of monitoring measures
		Contract	Procurement operation				
European Commission	Euramis functions and services, delivered as a web interface, web service or PC application	open-ended	Not applicable (administrative agreement between institutions in the framework of the Interinstitutional Committee for Translation and Interpretation)	Not applicable	212.410,30 €	Automatically, unless 12 months' notice, with effect from 1 January	At the latest on 31 March of each year, the parties adopt and sign the annual financial agreement, based on the task and services to be performed.
European Commission	Machine Translation	open-ended	Not applicable (administrative agreement between institutions in the framework of the Interinstitutional Committee for Translation and Interpretation)	Not applicable	211.724,40 €	Automatically, unless 12 months' notice, with effect from 1 January	At the latest on 31 March of each year, the parties adopt and sign the annual financial agreement, based on the task and services to be performed.
Translation Centre for the Bodies of the European Union	Terminology data base and website	open-ended	Not applicable (administrative agreement between institutions in the framework of the Interinstitutional Committee for Translation and Interpretation)	Not applicable	166.864,26 €	Automatically, unless 12 months' notice, with effect from 1 January	At the latest on 31 March of each year, the parties adopt and sign the annual financial agreement, based on the task and services to be performed.

(1) Months, years or open-ended

6.5. Exceptional negotiated procedures (Articles 53, 134 and 135 RAP)

There has not been any exceptional negotiated procedure awarded by DG TRAD between 01/01/2016 and 31/12/2016.

6.6. Results of ex-post evaluation

The official appointed to the position of ex-post control in 2012 also held the position of an ex-ante verifier at that time.

Under the provisions of Article 66.6 of the new Financial Regulation which states: 'The ex-ante controls shall be carried out by staff other than those responsible for the ex post controls'

He can no longer continue in the function of ex-post control. Consequently, the appointment of a new ex-post controller has been deferred.

6.7. Sensitive posts

<i>Post identified as sensitive</i>	<i>Measures taken</i>
1 AD - Director post, Directorate A	New director appointed on 1 November 2016 (mobility after 7 years)
1 AD - Director post, Directorate C	Director was appointed 1 November 2011 (mobility after 7 years)
1 AD - Head of Unit, External Translation Unit	Head of Unit appointed 1 February 2016 (mobility after 7 years)

6.8. Assessment of the implementation of the Minimum Internal Control Standards

Self-assessment summary table

2014 standard No	2002 standard No	Achieved	Almost	Partly	Started	To be started / NA
Section 1: Mission statement and values						
1. Duties	2	x				
2. Ethical and organisational values	1	x				
Section 2: Human resources						
3. Allocation of staff and mobility	3	x				
4. Staff assessment and development	3, 4	x				
Section 3: Planning and risk management						
5. Objectives and performance indicators	7, 9, 10	x				
6. Risk management process	11		x			
Section 4: Operations and control activities						
7. Operational set-up	5, 6	x				
8. Processes and procedures	15, 18	x				
9. Supervision by management	17	x				
10. Business continuity	19			x		
11. Document management	13			x		
Section 5: Information and financial reporting						
12. Information and communication	13, 14	x				
13. Accounting and financial information	12	x				
Section 6 Evaluation and auditing						
14. Evaluation of activities	N/A.	x				
15. Evaluation of internal control systems	20, 22		x			
16. Audit reports	21	x				

Comments on the outcome of the annual self-assessment of MICS performance

1. Standards assessed as ‘achieved’ – good practices

At the end of 2016 DG TRAD had 12 out of 16 Minimal Internal Control Standards classified as achieved. DG TRAD as a whole, and the different units in specific, have been continuously handling internal control issues. Since the new rules adopted by the Bureau became applicable on the 1st of January 2015, considerable effort was made in order to create a coherent internal control tool.

As a first step, the Director General of DG TRAD appointed, on proposition of the Financial Resources and Controls Unit (FRMCU), the owner for each of the 16 new standards.

Secondly, the FRMCU made contact with the owners and informed them about their appointment and the new requirements concerning the control standards. On this occasion, they took stock of the situation with focus on the processes and the supporting legal documentation. Based on the recommendations and good practices related in the draft guidance document some of the existing procedures have been subjected to modifications and improvements.

Finally, after giving owners the necessary time to perform further modifications and improvements, FRMCU will control again during 2017 all the 16 standards.

2. Standards assessed as **'almost achieved'** – **further work required**

Two standards (6 and 15) were categorized as “almost achieved” in DG TRAD in 2016.

Standard 6 (Risk management process): The risk registration forms have been updated in 2014 for the last time, a new update will be finalised and sent to the Risk manager at the beginning of 2017. The risks have been categorised under five headers: quality, outsourcing, IT, finance and human resources.

Standard 15 (Evaluation of the internal control system): the implementation of the 16 new Control Standards was a good occasion to make a complete review of the DG's internal control mechanism. Being given its complexity, the whole process will be realized in two steps:

- Firstly, in 2016, the Financial Resources Management and Control Unit (FRMCU) took a survey on the whole internal control system of the DG trying to identify the main activities, the documentation which serves as legal basis for them and the stakeholders for each control standard.
- Secondly, in 2017, controls will focus on “fine tunings”. Each control standard will be analysed in detail in order to determine any contradictions or overlaps of different control procedures. On this basis, a number of improvement recommendations will be formulated and presented to the hierarchy.

3. Standards assessed as **'partly achieved'** or **'started'** – **weaknesses and practices**

Standards 10 and 11 are considered as partly achieved.

Standard 10 (Business continuity): the DG is waiting for guidance at EP level in order to organize its own Business Continuity Plan and to imbed it in the Parliament's Business Continuity Management governance and policy.

Standard 11 (Document management): the GIDOC (Group Interservice des Responsables de l'Administration des Documents) group is still working on the elaboration of the EP-wide Filing Plan and retention list, and the retention criteria. It is also considering the specifications for the call for tender for the future ERMS (European Record Management System).

4. Standards assessed as **'to be started'** or **'non-applicable'**

No standard was categorized as 'to be started' or 'non-applicable' in DG TRAD in 2016.