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Eiropas Parlaments, Parlamento europen, Eropas Parlaments, Eropas Parlamentas, Eorógal Parliament,
Parlament Ewropew, Eoropees Parlement, Parliament Europejsk, Parlamento Europeu, Parlamen ul'European
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Directorate-General for Translation

The Director-General

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Annual Activity Report

2017

DG TRAD

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0. BUDGET IMPLEMENTATION OVERVIEW

Code	Type of appropriations	EUR or %
	Appropriations in 2017	
A	Initial appropriations	13.571.000,00
B	Final appropriations	16.421.000,00
C	Commitments	15.404.327,23
D	Commitments as a % of final appropriations	94%
E	Payments	11.455.265,31
F	Payments as a % of commitments	74%
G	Cancellations of 2017 final appropriations	1.016.672,77
H	Cancellations as a % of final appropriations	6%
	Appropriations carried over from 2017 to 2018	
I	Automatic carryovers from 2017 to 2018	3.949.061,92
J	Automatic carryovers from 2017 to 2018 as a % of commitments	26%
K	Non-automatic carryovers from 2017 to 2018	0,00
L	Non-automatic carryovers from 2017 to 2018 as a % of final appropriations	0%
	Appropriations carried over from 2016 to 2017	
M	Automatic carryovers from 2016 to 2017	3.778.552,01
N	Payments against automatic carryovers from 2016 to 2017	3.581.958,37
O	Payments against automatic carryovers from 2016 to 2017 as a % of automatic carryovers from 2016 to 2017	95%
P	Cancellations of automatic carryovers from 2016 to 2017	196.593,64
Q	Cancellations of automatic carryovers from 2016 to 2017 as a % of automatic carryovers from 2016 to 2017	5%
R	Non-automatic carryovers from 2016 to 2017	0,00
S	Payments against non-automatic carryovers from 2016 to 2017	
T	Payments against non-automatic carryovers from 2016 to 2017 as a % of non-automatic carryovers from 2016 to 2017	
U	Cancellations of non-automatic carryovers from 2016 to 2017	
V	Cancellations of non-automatic carryovers from 2016 to 2017 as a % of non-automatic carryovers from 2016 to 2017	
	Assigned revenue in 2017	
W	Appropriations from assigned revenue in 2017 (current)	45.964,28
X	Appropriations from assigned revenue carried over to 2017	54.571,52
Y	Balance of commitments carried over to 2017 against specific expenditure appropriations from assigned revenue	2.192,79
Z	Payments in 2017 against appropriations from assigned revenue (current and carried over)	42.971,29
AA	Payments in 2017 against appropriations from assigned revenue as a % of assigned revenue in 2017 (current and carried over)	42%

1. OBJECTIVES

1.1. Objectives of the Directorate-General

The objectives of the Directorate-General for Translation are based on Parliament's four general objectives:

- completing the legislative cycle;
- strengthening operational capacity;
- strengthening resource efficiency;
- strengthening internal cooperation.

DG TRAD's mission and objectives are set out below.

DG TRAD provides the European Parliament with translation services so that its printed and electronic publications can be disseminated in all the official languages of the European Union. DG TRAD's 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 Parliament to honour its commitment to the policy of multilingualism (i.e. to ensure the equal treatment of languages and to enable all EU citizens to communicate with the institutions and enjoy access to the institutions' documents in their own language);
- to ensure that translation services are provided as efficiently and effectively as possible.

In addition to its general mission as set out above, DG TRAD has identified a number of specific goals as part of the 2017-2019 Strategic Execution Framework, including:

- enhanced services to support MEPs and Parliament's departments in the area of intercultural mediation;
- efficient management through the accreditation of external translators and enhanced quality assurance;
- the sharing and development of innovative working practices (metrics, teleworking, CAT tools);
- supporting the completion of the legislative cycle by providing high-quality linguistic services that are delivered on time;
- playing its part in 'linking the levels' by developing audio capacity and 'succeeding 2019' by supporting multilingual communication.

With those goals in mind, DG TRAD is involved in implementing the 'Parliamentary Projects Portfolio' (PPP), focusing on nine specific projects.

- Project 1 – Transforming translation into intercultural linguistic mediation,
- Project 2 – Quality assurance for enhanced linguistic services,
- Project 3 – Audio capacity,
- Project 4 – Establishing an accreditation system for external translators,
- Project 5 – Further widening DG TRAD's offer of linguistic services,

- Project 6 – High-level competences for the translation services of the future,
- Project 7 – Implementation of state-of-the-art CAT (computer-assisted translation) tools with the support of business process management,
- Project 8 – Optimisation of the workflow and outsourcing processes,
- Project 9 – Revision of the structural teleworking scheme in the context of its coexistence with occasional teleworking.

1.2. Feasibility and risk assessment

Risk assessment covers all of DG TRAD's core activities and objectives related to those activities. DG TRAD's risk register was updated during the first half of 2017. During the second half of 2017, an in-depth analysis of potential risks was carried out in order to take account of DG TRAD's new missions and PPP projects.

DG TRAD's risk register documents five significant risks that could hamper the achievement of major strategic objectives in the areas of quality, outsourcing, IT, finance and human resources.

1.2.1. Risk 1 – Quality – Risk of failure to meet deadlines or the level of quality required for translations and other intercultural linguistic mediation services

Description / Potential impact	Classification of risk	Strategy
Quality issues stemming from errors made in documents or the failure to meet deadlines could harm Parliament's reputation. Being a multilingual and multicultural environment, Parliament needs an ever-broader range of intercultural linguistic mediation services, and DG TRAD is best placed to offer those services. It could be difficult to put those new tasks into practice, however, if the Code of Conduct on Multilingualism is not updated to include the new services and legislative procedures. The quality of those services also depends on the acquisition of the skills required to adapt and distribute audio content online, on social media, and on other multilingual mediation services. The completion of projects like the audio capacity project requires effective cooperation among DGs. Such projects could fail without clearly defined management and genuine executive support for their implementation.	Low	Mitigate

Action plan: DG TRAD's headline programme for 2017-2019, the aim of which is to 'transform translation into intercultural linguistic mediation' (DG TRAD PPP 2017-2019, project 1), seeks to achieve the objectives concerned through external translation quality, resource efficiency and quality assurance of multilingual products. Specific projects in this area are: 'quality assurance for enhanced linguistic services' (PPP project 2), under which a new, strengthened quality assurance framework is to be set up; and 'further widening DG TRAD's offer of linguistic services' (PPP project 5), the aim of which is to improve DG TRAD's responsiveness, the range of services it offers, its visibility and its understanding of its clients' needs. The rollout of the audio capacity project (PPP project 3) is based on inter-DG cooperation, high-level training and internal and external consultation.

1.2.2. Risk 2 – Outsourcing – Risk of outsourced translations failing to meet the required quality standards

Description / Potential impact	Classification of risk	Strategy
The application of the current selection and award criteria under the single main contractor model could result in a lack of adequate service providers in some markets. The high degree of technical sophistication required (formats, software, etc.) also increases the risk.	Medium	Mitigate

Action plan: The units actively involved in this area, and in particular the working group on outsourcing policy, carried out an in-depth review of the issues concerned. The main recommendations and conclusions focused on reviewing the public procurement arrangements for external translations (revision of specifications, award criteria and the application thereof, skills testing procedures for tenderers, etc.), and the arrangements for the management and monitoring of contracts by the units concerned. These aspects will be put into practice in the new public procurement procedures that DG TRAD will be introducing, specifically under the pilot project on accreditation (PPP project 4).

1.2.3. Risk 3 – IT

Description / Potential impact	Classification of risk	Strategy
A lack of reliability and effectiveness within the IT environment and an over-reliance on automation could mean that the expected benefits fail to materialise; in-house IT expertise may become scarce or obsolete.	Very high	Mitigate

Action plan: Work has started on re-writing some applications/modules using more up-to-date technology, with the support of DG ITEC. Cooperation with DG ITEC has been improved via an early warning system based on existing channels (business analysts, coordination committee, maintenance committee and change management advisory board). Sign inter-service agreements with Commission service providers to ensure a well-defined level of services, and communication protocols for incidents and change management. DG TRAD's IT steering committee is responsible for monitoring IT governance within the DG. In 2017, DG TRAD drew up a framework document entitled 'DG TRAD IT Governance – Structure and definition of roles', with a view to clarifying IT governance. A 'project management' methodology is therefore being applied to IT projects, and user groups are being involved in projects right from the preliminary stages.

DG TRAD PPP projects include implementation of state-of-the art CAT (Computer Assisted Translation) tools with the support of business process management (PPP project 7). A business continuity plan for DG TRAD needs to be finalised. Newly recruited IT staff receive mentoring and enhanced internal training. Some development work is entrusted to external IT engineering firms.

1.2.4. Risk 4 – Finance

Description / Impact potential	Classification of risk	Strategy
Risk of serious budgetary cut-backs and a lack of appropriations Budgetary resources may become scarce due to the inability to control translation demand and a workload that can change quickly, depending on the political and legislative priorities.	Very low	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. Budget implementation is closely monitored by the Financial Resources Management and Controls Unit of DG TRAD, which sends regular reports to the senior and middle management of Directorate A (Support and Technological Services for Translation) to assist them in their duties as authorising officers by delegation. In addition, the directorate-general has invested much effort over recent years in analysing and anticipating translation demand in order to improve the planning of budgetary needs.

1.2.5. Risk 5 – Human resources – Risk of failure to ensure a sufficient and qualified workforce in the medium to long term

Description / Potential impact	Classification of risk	Strategy
<p>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.</p> <p>The continuous development of CAT 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 acquire the necessary skills and competences.</p>	High	Mitigate

Action plan:

The DG is working to devise a plan for formalised transfer of knowledge (handover files) and for mapping knowledge (knowledge pyramids, skill databases). Efforts to ensure enhanced cooperation with EPSO are continuing (working group with EPSO and representatives of the Executive Committee on Translation – ECT).

In addition, the directorate-general participates in the working group established by DG PERS as part of the 'EPSO recast' PPP, whose main objective is to ensure that the EP optimises its cooperation with EPSO in qualitative and quantitative terms. Lastly, as part of project 6 of its PPP 2017-2019 (*High-level Competencies for Translation Services of the Future*), DG TRAD will analyse and update its training strategy to reflect the revised tasks of the DG and the need to develop the skills of its staff in this context. Implementation of this PPP will also focus on collaboration with universities.

1.2.6. Other associated risks – Difficulty in providing sufficient language cover for Irish translation

Description / Potential impact	Classification of risk	Strategy
<p>The derogation under Rule 159 of Parliament's Rules of Procedure with respect to Irish translation has been extended until 30 June 2018. On 3 December 2015, the Council of the European Union decided that the temporary derogation measures for the Irish language would be gradually lifted from 1 January 2017, with a complete lifting from 1 January 2022 (Regulation (EU) 2015/2264).</p>	Low	Mitigate

Action plan: An interinstitutional action plan drawn up with the Irish authorities has been in place since 2016. Even before 1 January 2017, the DG began preparing to recruit Irish

linguists and, in cooperation with other Parliament services and other institutions, to identify which key documents and texts had to be translated into Irish and to translate them (e.g. directives under the ordinary legislative procedure (OLP) from 1 January 2017).

The action plan focuses on recruitment, ascertaining and testing the capacity of the Irish freelance translator market, and addressing issues such as translation of the *acquis communautaire*, resources and tools. Joint interinstitutional actions are monitored and determined at regular meetings between the language 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 different institutions, in line with the provisions of Council Regulation (EU, Euratom) 2015/2264.

In order to meet the obligations laid down in Council Regulation (EU, Euratom) 2015/2264 and gradually increase production into Irish in other areas of communication currently being identified, the staff of the Irish Translation Unit, which was created in February 2017, has been increased to 14 translators (not counting the head of unit) and five assistants (see section 2.4.5. below).

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

2.1. Environment of the directorate-general

The work of DG TRAD is closely linked to parliamentary activity and hence the output level varies from one year to the next, depending on the stage of the legislative cycle. In order to ensure that its resources are efficiently managed, over the last few years the directorate-general has developed a series of indicators to anticipate the workload as accurately as possible and to plan the work.

The smooth running of the directorate-general also depends on the level of appropriations made available, in particular for outsourcing part of the translation work, and therefore requires continuous attention.

The directorate-general is continuing its efforts to optimise its processes and working methods. This includes changes to outsourcing and quality assurance revision. At the same time, the DG is continuously investing in order to remain at the cutting edge of computer-assisted translation technology, and attaches great importance to keeping up to date with the latest technological developments in this area.

In that context, the directorate-general aims to make the most of its skills and expertise to innovate and take on new tasks, in particular in the area of ‘intercultural linguistic mediation’. This was the spirit behind the adoption of a new Strategic Execution Framework and the defining of Parliamentary Project Portfolios (PPP) for the period 2017-2019.

DG TRAD is seeking to consolidate its position as a key player in translation and multilingualism through the links it has forged with external and institutional partners. In addition, the DG recognises the need to develop new initiatives for its customers and to address the challenges of retaining and recruiting highly qualified staff and dealing with a more or less constant decline in staff numbers in recent years.

2.2. Human resources of the DG

2.2.1. Establishment plan

	as at 1.1.2016				as at 1.1.2017			
	AD	AST	AST/SC	Total	AD	AST	AST/SC	Total
Permanent posts	755	412	4	1171	740	393	11	1144
Temporary posts	0	0	0	0	0	0	0	0
Total	755	412	4	1171	740	393	11	1144

2.2.2. Staff numbers as at 31.12.2017

	AD	AST	AST/SC	Total	FTE
Officials	682	331	12	1025	918,5
Temporary staff	37	28	0	65	64.75
- in temporary posts	0	0	0	0	0
- in permanent posts	13	15	0	28	28
- offsetting staff working part time	24	13	0	37	36.75
Contract staff	40	20	0	60	58,3
Seconded national experts	0	0	0	0	0
Agency staff	0	0	0	0	0
Total	759	379	12	1150	1041.55

2.3. Budget implementation 2017

2.3.1. Initial and final appropriations

DG TRAD's initial budget for 2017 was EUR 13 571 000 and final appropriations totalled EUR 16 421 000. The EUR 2.85 million increase comes from the budgetary authority's approval of three transfers during the year:

- two transfers totalling EUR 2 million¹ to top up budget line 1420 'External translation services'
- a transfer of EUR 850 000² to top up budget line 2103-18 'Computing and telecommunications – business-as-usual operations – management of ICT applications'.

2.3.2. Final appropriations and appropriations committed

Final appropriations at 31 December 2017 totalled EUR 16 421 000, of which EUR 15 404 327 were committed (94% of final appropriations).

2.3.3. Appropriations committed and payments made

Payments totalled EUR 11 455 265 (74% of appropriations, compared with 68% in 2016).

2.3.4. Use of automatic and non-automatic carryovers from 2016 to 2017

Automatic carryovers to 2017 totalled EUR 3 778 552. At 31 December 2017, EUR 3 581 958 had been paid (95% of automatic carryovers).

2.3.5. Use of appropriations corresponding to assigned revenue

2.3.5.1 Situation with regard to specific expenditure appropriations/assigned revenue

Specific expenditure appropriations against assigned revenue totalled EUR 45 964.

¹ GEDA notes (2017) 20861 and (2017) 203066

² GEDA note (2017) 203070

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

As regards appropriations carried over against specific expenditure from assigned revenue, EUR 42 685 was committed for a payments total of EUR 40 779. Appropriations available at the end of the year amounted to EUR 11 886.

2.4. Results achieved

2.4.1. Production in 2017

Number of pages produced³ in-house or externally

The table below gives an overview of output in 2017 compared with 2016.

Pages produced – 1 January to 31 December 2017			
	2017	2016	Change
Pages (in-house)	1 678 487.86	1 414 545.92	19%
Documents (in-house)	179 975	209 981	-14%
Pages (external).	787 704.32	523 551.01	50%
Documents (external)	19 334	17 527	10%
Total pages	2 466 192.18	1 938 096.93	27%
% pages (in-house)	68.06%	72.99%	-7%
% pages (external)	31.94%	27.01%	18%
Verbatim report (CRE) pages	43 605.87	44. 967.42	-3%
Verbatim report (CRE) documents	1 210	1 043	16%
Grand total	2 509 798.05	1 983 064.35	27%

Given that the new page-counting rules entered into force on 1 January 2016, the 2017 figures can be compared directly with those for the preceding year. DG TRAD's output now corresponds to the total number of net/gross pages produced by the directorate-general, including editing and revision or other tasks treated as revision (formatting, transcription of verbatim reports)⁴.

The steep rise in production from 2016 to 2017 was due to the cyclical nature of translation demand, which is closely linked to parliamentary activity. 2017 was the fourth year of the parliamentary term, and the output levels were similar to those recorded in 2012, the corresponding year in the previous term.

The following three key performance indicators (KPIs), specifying the demand and output levels recorded in 2017, confirm that the workload for the language units in 2017 was high.

³ The term 'produced' is preferred here to 'translated' in order to allow for the work involved in the verbatim report of proceedings.

⁴ The minimum page count for a text is now 0.5, having been set at 0.2 before 1 January 2016 (except for changes).

KPI 3 – Internal Output vs. Capacity

Relationship between output in net pages and the capacity of each language unit, calculated by multiplying unit staff numbers by the number of net pages per year. According to this definition of capacity, which excludes heads of unit and quality coordinators, the number of actual working days is assumed to be 199 and the number of net pages 8 per day. The target score for this KPI is 100%.

Year	Internal %
2017	110.1
2016	100.5

KPI 4 – Internal Demand vs. Capacity

Relationship between the requested target volume in net pages and the capacity of each language unit, calculated by multiplying unit staff numbers by the number of net pages per year. According to this definition of capacity, which excludes heads of unit and quality coordinators, the number of actual working days is assumed to be 199 and the number of net pages 8 per day. The target score for this KPI is 100%.

Year	Internal %
2017	110.2
2016	100.2

KPI 5 – Output vs. Demand

Compares output with the requested target volume, expressed in net pages. The object is to determine whether output is in balance with demand. The target range is 98% to 102%.

Year	Internal %	External %
2017	99.9	100.0
2016	100.2	100.1

Outsourced production

The high output in 2017 was paralleled by greater use of outsourcing, as the indicator below shows:

KPI 6 – Outsourcing Score

Shows the actual outsourcing rate, namely the number of outsourced pages out of the total output. The target yearly outsourcing rate is an average of up to 30%, but seasonal fluctuations naturally occur, given the need to balance the in-house workload.

Year	% total
2017	31.4
2016	26.0

As regards external translation and with a view to implementing the PPP 4 project, the group set up to discuss the accreditation of freelance translators has submitted its recommendations to the working group on outsourcing. In addition, the Legal Service has delivered a legal opinion on the feasibility of the approach proposed and possible practical arrangements for the project. Initially, for contracts that will enter into force in early 2019, DG TRAD wishes to launch a pilot project, covering a limited number of target languages, for the accreditation of freelance translators, which should improve the quality of outsourced translations.

It has, moreover, reviewed its internal procedures for the outsourcing of translations from non-EU languages and, on that basis, opted to use low-value contracts.

Preprocessing

Automated preprocessing of documents by the SPA application (Safe Protocol Automation) makes it possible, as soon as a translation request has been received, to create a self-alignment of the document for page count purposes, analyse the text to determine which segments are already available in translated form in the Euramis interinstitutional database (European

Multilingual Information System), download all the relevant files, create translation memories, pretranslate text, and supply all of the above to the translation units and the External Translation Unit, enabling considerable savings to be made.

The main figures on the preprocessing of translations are given below:

	In-house production		External production	
	2017	2016	2017	2016
Pages preprocessed by SPA:	94.1%	92.7%	99.2%	99.8%
Reuse rate for analysed production	47.8%	40.9%	44.9%	40.4%
Potential reuse rate for total in-house/external production	44.7%	36.5%	44.5%	40.5%
Recorded reuse rate for total in-house/external production	40.1%	32.5%	41.1%	35.5%

Almost all external production was preprocessed (99.2%). According to the preprocessing data collected, outsourcing-related savings in 2017 totalled EUR 6 730 808, i.e. 74.58% more than in 2016 (EUR 3 855 421).

The reasons for this increase are:

- the overall workload was higher in 2017 than in 2016 (see section 2.4.1 above);
- the volume of work outsourced was 50% higher in 2017 than in 2016;
- and translation memories were reused more efficiently (the external reuse rate was 41.1%, compared with 35.5% in 2016) because a higher percentage of AM documents were outsourced (63% of outsourced pages, compared with 56% in 2016).

IATE

The InterActive Terminology for Europe database (IATE) is a database containing eight to nine million terms across a great variety of domains in the 24 official EU languages and even in some non-EU languages. It combines the terminology databases of the individual EU institutions and bodies in a single database. Input to this database (entering new terms, validation, updating, etc.) is illustrated in the table below:

All movements in IATE	2016	2017
Users (translators)	44 341	53 750
Terminology Unit	22 571	28 945
IATE support and development team	2 128	3 909
Total	69 040	86 604

Deadlines and compliance with the Code of Conduct on Multilingualism

The targets for compliance with the Code of Conduct were, in overall terms, met in 2017, as can be seen from the following two indicators:

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 applies only to documents covered by Article 10.1 and 10.2 of the Code of Conduct on Multilingualism. The target score for this KPI is a minimum of 98%.

Year	Internal %	External %
2017	97.7	98.4
2016	97.6	97.8

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 applies only to documents covered by Article 10.1 and 10.2 of the Code of Conduct on Multilingualism. The target score for this KPI is a minimum of 98%.

Year	Internal %	External %
2017	97.8	97.8
2016	97.4	93.4

Compliance with deadlines improved significantly compared with 2016, even though production increased.

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 score is a maximum of 5%.

Year	Internal %	External %
2017	1.8	1.8
2016	2.1	2.4

Production costs

Production costs fell in 2017 compared with 2016, as the KPI 2 indicator shows.

KPI 2 – Average page cost

Measures the in-house and external page cost for each target language. The KPI is based on the KIAPI interinstitutional cost model. There is no specific target set for this KPI. It points to the trend in the next KIAPI results.

Year	In-house	External
2017	143.92	71.63
2016	155.75	78.54

The decrease in the average page cost in-house is due to the fact that costs remained relatively stable from one year to the next, whereas the number of pages translated rose substantially.

2.4.2. New DG TRAD tasks

Seeking to turn translation into intercultural linguistic mediation, DG TRAD expanded its language service offering in 2017:

- Moderation for My House of European History (MyHEH),
- Summaries and translation thereof instead of a full translation, depending on the client's needs,
- Translation, at short notice, of the President's speeches into all the languages,
- Analysing problem reports and correcting non-legislative texts after they have been adopted in plenary, in accordance with the interservice agreement concluded with DG PRES on 12 December 2016,
- Linguistic assistance to help shadow rapporteurs draft compromise amendments (Editing Unit),
- Linguistic assistance in French for two trilogues on the posting of workers.

2.4.3. *Quality policy*

The continuous improvement of the quality of translated documents remains one of the key operational objectives of the Directorate-General.

This overall policy is based on several pillars.

Creation of the Quality Coordination Unit

A quality coordination service was established in April 2014. The service consolidated its role within DG TRAD as a contact point for requesting services by improving the efficiency of procedures for the handling of queries about originals, feedback on translations and correction requests. In view of the service's very encouraging results and the strategic objectives of PPP 2, DG TRAD decided to make the service permanent and enhance its role, and so it became a unit in April 2017.

Harmonisation and optimisation of working methods

The working group on streamlining the translation workflow put forward several proposals to improve services for clients and to streamline working methods. The page count system for existing tasks has been adjusted, in particular to reflect the development of our IT environment and the DG's new tasks (moderation of MyHEH in particular).

In order to streamline the editing workflow, the Editing Unit has worked closely with the Business Analysis (BA) Cell with a view to determining its technical requirements for the Xenat editing tool, which will be rolled out during the second round of the eParliament project.

The TEDI project will help DG TRAD manage the workflow for the linguistic editing of INI documents, using its own tools instead of the TOP application. The proposed solution should be applied to all INI editing jobs carried out by DG TRAD.

Enhanced cooperation with the directorates-general and the other institutions

Internally, this cooperation has taken the form of inter-service arrangements codifying existing practices and agreements and exploring new ways to work together. These include:

- The follow-up to the inter-service agreements signed with DG PRES in 2016 and the setting-up of a permanent inter-service working group, which met regularly throughout 2017. DG TRAD also agreed to take over some of the non-legislative work that had been carried out by the Directorate for Legislative Acts in DG PRES and some language-specific PV/CRE-related tasks. Both DGs committed to closer cooperation in a number of areas, including those relating to Members' activities (written questions, written declarations, motions for resolutions), training and IT, and further develop collaboration within the various language communities (translators and lawyer-linguists);
- The establishment of an inter-service working group to prepare the signing of an interdepartmental agreement with DG COMM, with the objective of improving existing cooperation in an effort to better respond to current and future challenges;
- Initial reflections on the possible conclusion of an interdepartmental agreement with the Legal Service, in particular as regards the translation of statements of defence.

Improving the quality of documents submitted for translation

In order to be able to process documents with modern CAT tools, these documents need to comply with a number of technical criteria. A Technical Conformity Cell (TCC) was set up in 2015 within the Euramis/PreTrad Unit. Its objective is to improve the technical quality of certain originals and thus make them fit for IT processing with CAT tools. This service has saved time in the handling of translation requests, given that errors were then corrected centrally before reaching the language units, which otherwise would each have to make the corrections individually.

In addition, in an effort to improve the quality of originals, several meetings were organised with the Secretariat of the Bureau and of the Quaestors, PETI, DG FINS and DG COMM.

The DG also took the initiative, in cooperation with the Client Liaison Service, to introduce a new language support service for shadow rapporteurs, to help them with the drafting of compromise amendments (see 2.4.2.).

Furthermore, in order to further improve exchanges with our clients, the working group on streamlining the workflow has prepared a draft revision of the Code of Conduct on Multilingualism, which is to be submitted to the Bureau in early 2018.

Finally, a number of other initiatives have been taken in cooperation with DG ITEC and DG COMM, with the specific aim of ensuring the linguistic quality of the static part of the MyHEH platform and the linguistic coordination of the House of European History project.

Bringing in quality checks on both external and internal translations

In 2017, the DG continued its policy of monitoring the quality of outsourced translations, using revised quality indicators for each contractor (as a percentage of the total number of outsourced FdRs, the number of late submissions, the number of jobs that were returned to the contractor due to insufficient quality, and the number of translations considered unacceptable).

The main indicators are as follows:

Number of external translations assessed by the language units:	949
Number of external translations considered unacceptable:	221
Number of financial penalties imposed:	199

The checks covered 4.8% of all outsourced FdRs.

The relatively high proportion of external translations considered unacceptable among those evaluated can be explained by the fact that translation units may request an ad hoc check if they suspect that a job is not good enough. The sample covered by the quality checks is therefore not completely random.

The results of these checks were sent to management on a regular basis in the form of mid-term and annual reports. In view of the unacceptable quality of a number of outsourced translations, four main contracts (Italian, Danish, Hungarian and German) were terminated in 2017.

In 2017, DG TRAD continued its work on establishing a new procedure for checking the compliance and quality of outsourced translations. This new approach is based on a

redefinition of the checks carried out by operational services before issuing the ‘certified correct’ endorsement (‘CAF’) required by the Financial Regulation. In the context of the pilot accreditation project (PPP 4), the plan is to implement, in whole or in part, the checks required under the new CAF procedure.

During the period from January to October 2017, to cover all translations produced by the DG, random quality checks were carried out on a total of 1996 translations (2003 for the same period in 2016: the results for November and December 2017 were not yet available at the time this report was drawn up). For 72 of those translations, or 3.6 % of the sample, the quality was found to be unacceptable (as against 2.3 % for the same period in 2016).

Complaints and comments

In 2017 the Quality Coordination Unit registered 2276 comments and complaints (as against 2091 in 2016), of which 468 (977 in 2016) pertained to translations, 1612 (1114 in 2016) pertained to originals and 196 related to other issues (notifications of problems found in Commission translations, issues relating to ITER titles, the use of bold/italics in translation tools, etc.). An analysis of these figures should take account of the fact that a new tool for recording quality issues was released in 2017, and improvements were made to the categorisation of data. The unit also handled 3152 requests (3692 in 2016) to replace translations that had already been submitted with new, corrected versions.

2.4.4. IT

Work of the Business Analysis (BA) Cell

In 2017, in order to adequately fulfil its role, which is to ensure the alignment of the DG’s general strategy with its IT strategy, the BA Cell suggested in 2017 that:

- the Business Process Management (BPM) study be abandoned and greater focus given to meeting the profession’s new needs in line with its changing role within the DG, and to giving the assistance and advice required for projects and activities (IT projects, PPP projects, steering committees, change advisory boards (CAB) and the IT steering group);
- specific BPM requests be met that had a clearly defined scope and a substantial impact (net value added for specific projects or activities).

Among the Cell’s biggest achievements are its contribution to the new CAF procedure, Parliament’s editing tool (Xenat), the TEDI project (replacing TOP) and the Gepro+/CQO integration projects.

IT achievements

DG TRAD invests in IT development on an ongoing basis, as its ability to deliver high-quality translations within the deadlines set and in a resource-efficient way depends on efficient and user-friendly IT tools.

At governance level, the advisory committee on changing applications, which had been set up to monitor, coordinate and prioritise the resolution of issues and requests for change, has proved useful. Its main goal was to better coordinate progressive and corrective maintenance. These efforts led to a cycle of continuous improvements in 2017. Likewise, 127 developments were produced for the Gepro+, T-Flow and Fluid applications by DG ITEC, of which 124 were improvements and 3 were corrections, as shown in the table below:

	Gepro+	T-Flow	Fluid	Estep	Total
Progressive maintenance	54	46	21	3	124
Corrective maintenance	2	0	1	0	3
Moves to preproduction stage	7	9	6	3	25
Moves to production stage	6	7	6	2	21

The main IT-related achievements are set out below.

Machine translation using MT@EC is now fully automated and integrated into DG TRAD's workflow. Translation memories have been made available to translators in the two CAT tools (CAT4TRAD and SDL Studio). Parliament is now the European Institution with the largest volume of automated translations.

DG TRAD participates actively in the e-Parliament programme by further developing the CAT4TRAD translation tool, which is currently being made part of the e-Parliament applications. Two new types of documents can now be translated with CAT4TRAD: MyHEH documents (since the beginning of 2017) and budget amendments processed in collaboration with the Publications Office (CIBA project). For the first time, XML4EP, the format chosen by the EP for legislative documents, has been used successfully in an interinstitutional project. More features have been added, including a new spell-checker.

A new version of FullCat, the translation memory sharing system based on ElasticSearch, was developed in 2017 and will be introduced in 2018 to provide new functionalities and improved performance.

The XML4EP document pretreatment tool has been completely redesigned using the same technology as SPA+. The new system allows for speedier and more efficient management of production issues. It will be available in the second quarter of 2018 (subject to the availability of data centre servers).

Language detection and quality control services, which identify coding errors and improve the quality of original documents, have been developed within the DG, and are now used within eParliament.

The migration to SDL Studio 2015 has been completed. This new version offers more efficient tag management, particularly for the generation of translated documents, and a new real-time view.

An editing tool based on 'speech-to-text' voice recognition was developed and tested in 2017. Based on Vocapia, this tool offers a reasonable compromise between speed and accuracy of voice recognition. The tool has become more and more widely accepted with each new version, which is a sign that the technology is on track for its future integration into production systems.

The FullDoc and Plato applications have been decommissioned, as they were obsolete. They have been replaced by new functionalities in SIRIUS and the creation of business intelligence reports.

The first phase of the new SPA+ preprocessing tool, which allows for automated machine translation, has been in production since the second quarter of 2017. It includes a quality control tool that is effective in detecting and correcting problems in documents. The main development in 2017 was the definition of reference documents and the generation of SDL

Studio packages. The core component of SPA+ will be completed in 2018, and SPA will therefore be partially phased out. The SPA application has been stabilised, and it ensured the daily production of Studio projects, with some corrective maintenance, in 2017.

In response to the IT failure which affected all IT environments in the last quarter of 2017, an emergency action plan was put in place to minimise the impact on work already planned. Nonetheless, the development of projects could be delayed by up to three months. A new contingency plan will have to be prepared for early 2018 to minimise the potential impact of failures of this kind.

In preparation for the migration to Windows 10, all DG TRAD applications were tested and corrected, where necessary, in 2017.

As regards cooperation and communication in terminology, Parliament's Terminology Coordination Unit has been continuing, on behalf of the IATE management group, the development, management and coordination of the interinstitutional terminology portal, EurTerm. There was a testing and piloting period, using the native Studio solution. Analysis of a new, fully automated solution was launched in 2017. The solution is based on tools provided by the IATE team.

2.4.5. Human resources management

Promoting efficient human resources management in DG TRAD

DG TRAD endeavoured in 2017 to manage its human resources as effectively as possible. As in previous years, the overall aim was to publish notices of vacancy to fill posts as needed by the units, having regard, first and foremost, to their workload. This ongoing endeavour is based on the 2010 agreement between DG TRAD and the Secretary-General on staffing, and on the 2015 agreement entitled 'Optimising the use of human resources in DG TRAD' (GEDA note D (2015) 45972 of 14 October 2015), which is aimed at reviewing the number and qualification of translation assistants.

In June 2017, on the basis of the agreement, DG TRAD organised an internal call for expressions of interest in proof-reader posts, as the result of which a Parliament-wide list was compiled of 35 applicants who could fill proof-reader posts in the future. The first applicant was transferred in January 2018. There were, however, no expressions of interest for certain language units and too few for others. DG TRAD will therefore continue gradually to recruit proof-readers for the language units on the basis of either the above-mentioned call for expressions of interest or current or future EPSO competitions.

Human resources indicators

DG TRAD is Parliament's largest DG in terms of human resources, and recruitment to it increased in 2017.

	Recruited		Renewals	
	2017	2016	2017	2016
Officials	49	33	N/A	N/A
Temporary staff	24	10	48	43
Contract staff	46	32	46	45

In general, DG TRAD continued to develop a modern and flexible approach to human resources management, within the scope of the relevant rules. This is shown by the relatively

high number of staff who benefitted from temporary placements or loans within the DG (31 in 2017, compared with 27 in 2016).

DG TRAD also pursued its fruitful cooperation with DG COMM in Parliament's Information Offices during the Maltese and Estonian EU Presidencies, as well as cooperating with DG EPRS and DG INTE (loaning staff on a temporary basis).

The Human Resources Directorate processed 12 calls for expressions of interest in temporary secondments, loan placements and interinstitutional exchanges. The corresponding number in 2016 was 17.

Like the other directorates-general, DG TRAD continued the process of cutting its share of posts in Parliament's establishment plan. An additional 13 posts – of a total of 75 over the period 2013-2018 – were identified for elimination.

Creation of the Irish Translation Unit

The Irish Translation Unit was created in February 2017 (GEDA note D(2017) 1397).

In order to meet the obligations laid down in Council Regulation (EU, Euratom) 2015/2264 and gradually increase production into Irish, the new unit took on additional staff as shown below.

	AD	AST
Officials and probationary officials	5	1
Temporary staff	6	2
Contract staff	4	2
Total	15	5

New selection tests for contract staff were held at the beginning of 2017. A call for expressions of interest had gone out in May 2016 with a view to recruiting staff pending the results of the EPSO competitions for translators and translation assistants. Applicants who had been unable to sit the selection test in 2016 were invited in early 2017 to take a translation test, and as a result the database was updated and some staff were recruited. However, not all the vacant posts were filled pending the outcome of the EPSO competition.

In the end, the number of successful candidates from the 2017 competition was considered disappointing: only 10 made it onto the list from which all the EU institutions can recruit. Parliament recruited five members of staff (administrators) from this competition. Three of the successful candidates had previously been employed as temporary staff and one on contract. The fourth new staff member was to join the unit in February 2018.

The current level of human resources in the unit should be sufficient to handle the translation into Irish of directives and decisions adopted under the ordinary legislative procedure and to meet future translation demand. The growth in demand during the year as a result of the gradual lifting of the derogation in respect of Irish translation entailed the translation of final drafts (PF documents) of directives adopted under the ordinary legislative procedure, and created no major difficulties in the running of the unit. With regard to in-house documents, the unit began to accept more translation requests and, in the autumn, it undertook the translation of reports and opinions under the ordinary legislative procedure.

Analysis of structural and occasional teleworking arrangements

DG TRAD's translators have the possibility of teleworking under a structural scheme specific to the DG, which has been in place for several years. The situation in DG TRAD thus differs from that in the other directorates-general, where only occasional teleworking is available.

In line with Project 9 of DG TRAD's Parliamentary Project Portfolio, 'Revision of the structural teleworking scheme in the context of its co-existence with occasional teleworking', the project team undertook a detailed evaluation of teleworkers' experience in the DG. This entailed consulting four stakeholder discussion groups (for structural teleworkers, occasional teleworkers, managers and IT support staff) and culminated in a final report with comments and conclusions, which was forwarded to DG PERS at the beginning of February 2018.

Use of (structural and occasional) teleworking

In 2017, as in previous years, the high level of demand for structural teleworking continued to grow, and the number of structural teleworkers increased from 106 in December 2016 to 114 in December 2017. In some language units the level of demand was above the ceiling stipulated in the current rules, which is 20% of the number of staff in the unit⁵.

As expected, there was also strong interest in occasional teleworking in 2017, although the level of interest differed considerably across the directorates and the horizontal units, which is largely a reflection of the different types of work they do. Overall, just under 4 000 days' occasional teleworking were recorded in the DG in 2017.

Monitoring absenteeism

DG TRAD monitors staff absenteeism on a regular basis. In 2017 the rate of absenteeism was stable by comparison with 2016, as shown below.

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 leave, overtime and extra time are not taken into account. The target is a maximum of 5%.

Year	Internal %
2017	5.1
2016	5.0

Relations with EPSO

At interinstitutional level, DG TRAD continued its cooperation with EPSO, which ran three major competitions for linguists in 2017:

- EPSO/AD/343-346/17, notice of which was published on 13 July 2017, for DE, NL, FR and IT translators;
- EPSO/AST/142/17, notice of which was published on 28 September 2017, for DA, HR, MT, NL, SL and SV proof-readers (AST3);
- and EPSO/AST/144/17, notice of which was published on 14 December 2017, for BG, DE, EN, FR, RO and SV translation assistants (AST1).

2.4.6. Promoting multilingualism

The major multilingualism event of the year was DG TRAD's conference on 'Translation services in a digital world', on 16 and 17 October, which attracted almost 300 participants.

⁵ See Article 6(1) of the 'Decision concerning the teleworking scheme for linguists working in the Translation Directorate' (Secretary-General's decision of 10 February 2009).

Themes explored included ergonomics, training, awareness-raising and visibility, managing change, quality, language technology, outsourcing and client relations. DG TRAD provided in-house facilitators for five workshops at the conference. The afternoon of the first day was devoted to a discussion about the changing world of translation and how we see our future. On the second afternoon, four workshops were held in parallel – on the themes of change management, translators in the new XML environment, quality and outsourcing, and quality assessment. Recommendations for follow-up to the conference included publishing a page on the translation portal with all the information and findings from the event, carrying relevant articles in the DG TRAD newsletter and using the findings on language technology in the DG's working group on that theme. One of the main issues to emerge from the discussions was that of the link between new technologies and quality.

To raise DG TRAD's profile as an attractive employer and to promote multilingualism, a number of communication initiatives were taken in 2017. These included:

- two Facebook Live events, in cooperation with DG COMM, which got 830 000 views;
- participating in two events in Slovenia (workshops and presentations on the role and work of translators), attended by a total of 35 potential future translators from 12 countries;
- co-organising the first Multilingualism Day in Brussels, which drew 1 972 visitors, the aim being to bring Parliament closer to Europe's citizens.

With a view to stepping up DG TRAD's cooperation with universities, representatives of all the language units met on several occasions in the DG's working group on that subject. The group discussed possible initiatives, identified needs, put forward proposals for training placements and received information about Parliament's outsourcing policy and the broader context of its Strategic Execution Framework. It is also worth mentioning the involvement of DG TRAD in the event 'MEP for a day', which took place from 24 to 26 November in Ljubljana. The event, organised by the European Parliament's Liaison Office in Slovenia (DG COMM) in collaboration with DG INTE and DG TRAD, consisted of a simulation of the work of the European Parliament, with the participation of more than one hundred students who, for a day, became MEPs, translators or interpreters.

Lastly, DG TRAD took part in the first 'EP careers day' in April 2017 with the aim of raising the profile of the jobs it has to offer and providing full, on-demand information to people interested in building careers there.

2.4.7. Interinstitutional cooperation

Ordinary legislative procedure project

The working group on interinstitutional cooperation with regard to the ordinary legislative procedure, set up under the auspices of the Executive Committee on Translation, continued the pilot project under which translators at the Commission, Council and Parliament are working together on two ordinary legislative procedure (OLP) files. This makes it possible to identify any shortcomings, duplications of work or divergent procedures in the translation process with a view to further rationalisation and possibly to establishing a new platform for communication. The language units involved are the Danish, German, Lithuanian and Portuguese units. The final report of the working group will be presented to the Coordinating Committee on Translation (CCT) in the first quarter of 2018.

Presidency of the Interinstitutional Committee on Translation and Interpretation (ICTI) and the Executive Committee for Translation (ECT)

DG TRAD held the Presidency of the Interinstitutional Committee on Translation and Interpretation (ICTI) in 2017, before handing over to DG INTE for 2018. In addition, DG TRAD will continue to chair the Executive Committee for Translation in 2018.

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

When assessing the internal controls in DG TRAD, it should be borne in mind that in terms of budget implementation, the DG's activities generate a relatively limited number of commitments, but a very large number of relatively low-value transactions. Thus, the vast majority of financial documents processed by the DG are suppliers' invoices for external translation. Most of the DG's actions are implemented under the terms of service contracts, for which contractors are selected by means of an appropriate procurement procedure.

All in all, the overall budget of the DG is limited, representing less than 1% of the European Parliament's budget.

For several years, DG TRAD has opted for a centralised system of processing of all financial documents, including the verification of public procurement procedures. Financial initiation and verification and 'passing for payment' are centralised at the Financial Resources and Controls Unit (FRMCU). The objective of ex-ante verifications is not only to ensure compliance with the Financial Regulation and internal rules but also to generate efficiency gains through the continuous and systematic assessment of the appropriateness of the internal control systems established by the Authorising Officer. The operational initiation, meanwhile, is done by staff in the operational units. In view of the nature of the DG's operations and activities, this system appears to be the most efficient, centralising financial expertise and improving harmonisation of procedures and hence overall control.

As regards the implementation of the Internal Control Framework, an update of the status of the standards not yet fully implemented was carried out on the basis of interviews conducted with stakeholders designated by the Director-General (see Annex 6.8 to the Annual Activity Report). The FRMCU supervises the overall implementation of the new control standards and provides information and assistance to stakeholders or any other person involved in internal control. The methodology and good practices developed in connection with the various control standards are collated in a single document.

In conclusion, all checks carried out by the DG meet specific and precise objectives and their cost-effectiveness would thus appear reasonable and justified.

4. CONCLUSIONS

As a modern translation service that provides high-quality multilingual legislation in an efficient and effective fashion, DG TRAD 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 2017, DG TRAD continued its work on nine projects included in the Parliamentary Projects Portfolio 2017-2019. The status of all the projects is in line with the initial planning and all of them should be completed by the end of 2019.

In addition, 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.

In the field of quality, DG TRAD improved its organisation by transforming its quality coordination service into a unit. The DG continued its efforts to harmonise and optimise its working methods and enhanced its cooperation with the other directorates-general of the

institution and the other European institutions. In addition, DG TRAD continued its work with a view to establishing a new procedure for checking outsourced translations for compliance and quality. The analysis led to a redefinition of the controls conducted by the operational services before issuing the endorsement ‘certified correct’ (‘CAF’).. Furthermore, the work undertaken during 2017 for the pilot project on accreditation laid the foundations for the future call for tenders that the DG intends to launch in the course of 2018.

In order to comply with the provisions of Council Regulation (EU, Euratom) 2015/2264 and to gradually increase Irish-language output, the Irish Unit was formally set up in 2017 and its staff have been gradually increased to ensure the proper processing of translation requests pertaining to directives and decisions under the ordinary legislative procedure and to cope with future translation requests.

On the basis of the thorough analysis of the risk management process conducted in 2016, the DG updated its risk register, taking into account its new tasks and the PPP of the Directorate-General.

In 2017 internal translation output in relation to capacity reached a score of 110.1% (target 100%). The outsourcing rate was 31.4% (26% in 2016). 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.

In the field of multilingualism, the DG has taken numerous initiatives and participated in many events; the major event of the year was the conference ‘Translation services in a digital world’ on 16 and 17 October 2017 in Luxembourg, which was a success in terms of both the number of participants and the quality of the speakers and workshops.

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: affirmation by DG TRAD of its role as the linguistic authority of the European Parliament, processing of all comments and complaints, establishment of reliable and rationalised quality control procedures for all languages, assistance in drafting and editing of non-legislative texts and compiling of appropriate terminology for better legislation, all in line with the main mission of DG TRAD: to support the adoption of multilingual legislation through translation.

5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION

I, the undersigned, Valter MAVRI

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 judgement 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.

Luxembourg,

Valter MAVRI

6. ANNEXES

6.1. 2017 budget implementation statement

- 6.1.1. **Current appropriations** as at the end of December - Financial year 2017 (nature 0)
- 6.1.2. **Automatic carryovers** as at the end of December - Financial year 2017 (nature 2)
- 6.1.3. Non-automatic **carryovers** as at the end of December - Financial year 2017 (nature 6)
- 6.1.4. **Specific expenditure appropriations/assigned revenue** as at the end of December - Financial year 2017 (nature 7)
- 6.1.5. **Specific expenditure appropriations/assigned revenue** carried over as at the end of December - Financial year 2017 (nature 5)
- 6.1.6. **Specific expenditure commitments/assigned revenue** carried over as at the end of December - Financial year 2017 (nature 3)
- 6.1.7. **Own revenue** as at the end of December - Financial year 2017 (nature 8)
- 6.1.8. **Specific expenditure appropriations/assigned revenue** as at the end of December - Financial year 2017 (nature 9)

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
01...									
014..									
0140.									
01404	STAGES , SUBVENTIONS ET ECHANGES DE FONCTIONNAIRES								
01404-02	STAGES REMUNERES ET NON REMUNERES DE TRADUCTEURS	1.185.000,00	0,00	1.185.000,00	1.185.000,00	100,00	1.160.533,57	24.466,43	0,00
0142.									
01420	SERVICES DE TRADUCTION EXTERNES								
01420-00	SERVICES DE TRADUCTION EXTERNES	8.196.000,00	2.000.000,00	10.196.000,00	9.237.085,84	90,60	8.280.237,93	956.847,91	958.914,16
	Total Chapitre 014..	9.381.000,00	2.000.000,00	11.381.000,00	10.422.085,84	91,57	9.440.771,50	981.314,34	958.914,16
	Total Titre 01...	9.381.000,00	2.000.000,00	11.381.000,00	10.422.085,84	91,57	9.440.771,50	981.314,34	958.914,16

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des 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 COOPERATION INTERINSTITUTIONNELLE 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 COOPERATION INTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	2.738.000,00	850.000,00	3.588.000,00	3.586.769,90	99,97	1.080.370,98	2.506.398,92	1.230,10
02103-18-02	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	610.000,00	0,00	610.000,00	609.956,39	99,99	353.769,20	256.187,19	43,61
02103-18-03	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	680.000,00	0,00	680.000,00	645.300,00	94,90	483.773,87	161.526,13	34.700,00
	Total Sous-poste 02103-18	4.028.000,00	850.000,00	4.878.000,00	4.842.026,29	99,26	1.917.914,05	2.924.112,24	35.973,71
	Total Titre 02...	4.028.000,00	850.000,00	4.878.000,00	4.842.026,29	99,26	1.917.914,05	2.924.112,24	35.973,71

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03... 032.. 0322. 03220 03220-10	DEPENSES DE DOCUMENTATION ACHATS DE LIVRES, SOUSCRIPTIONS ET AUTRES SUPPORTS DE DOCUMENTATION DESTINÉS AUX SERVICES LINGUISTIQUES-TRADUCTION ET TERMINOLOGIE	104.000,00	0,00	104.000,00	92.141,34	88,60	70.281,87	21.859,47	11.858,66
0324. 03245 03245-05	PRODUCTION ET DIFFUSION ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES : PARTICIPATION DE LA DG TRADUCTION AUX FOIRES, SEMINAIRES, AUX COLLOQUES, AUX ACTIVITÉS CULTURELLES ET DANS LES PUBLICATIONS	58.000,00	0,00	58.000,00	48.073,76	82,89	26.297,89	21.775,87	9.926,24
	Total Chapitre 032..	162.000,00	0,00	162.000,00	140.215,10	86,55	96.579,76	43.635,34	21.784,90
	Total Titre 03...	162.000,00	0,00	162.000,00	140.215,10	86,55	96.579,76	43.635,34	21.784,90
	Total Général	13.571.000,00	2.850.000,00	16.421.000,00	15.404.327,23	93,81	11.455.265,31	3.949.061,92	1.016.672,77

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	25.671,45	25.671,45	25.671,45	19.836,68	77,27	5.834,77	0,00
0142. 01420 01420-00	SERVICES DE TRADUCTION EXTERNES SERVICES DE TRADUCTION EXTERNES	1.048.951,56	1.048.951,56	1.048.951,56	1.023.067,26	97,53	25.884,30	0,00
	Total Chapitre 014..	1.074.623,01	1.074.623,01	1.074.623,01	1.042.903,94	97,05	31.719,07	0,00
	Total Titre 01...	1.074.623,01	1.074.623,01	1.074.623,01	1.042.903,94	97,05	31.719,07	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 COOPERATION INTERINSTITUTIONNELLE 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 COOPERATION INTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	1.676.059,97	1.676.059,97	1.676.059,97	1.650.306,02	98,46	25.753,95	0,00
02103-18-02	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	218.988,42	218.988,42	218.988,42	217.505,87	99,32	1.482,55	0,00
02103-18-03	INFORMATIQUE ET TELECOMMUNICATIONS ACTIVITES RECURRENTES DE GESTION DES APPLICATIONS TIC - APPLICATIONS DE LA DG TRADUCTION ET SES ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE POUR LES OUTILS LINGUISTIQUES	170.763,60	170.763,60	170.763,60	125.191,49	73,31	45.572,11	0,00
	Total Sous-poste 02103-18	2.065.811,99	2.065.811,99	2.065.811,99	1.993.003,38	96,48	72.808,61	0,00
02105								
02105-18	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS -TRAD-PROJETS IT DECENTRALISES	599.870,45	599.870,45	599.870,45	515.142,46	85,88	84.727,99	0,00
	Total Article 0210.	2.665.682,44	2.665.682,44	2.665.682,44	2.508.145,84	94,09	157.536,60	0,00
	Total Titre 02...	2.665.682,44	2.665.682,44	2.665.682,44	2.508.145,84	94,09	157.536,60	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 DESTINÉS AUX SERVICES LINGUISTIQUES-TRADUCTION ET TERMINOLOGIE	12.073,68	12.073,68	12.073,68	5.246,60	43,45	6.827,08	0,00
0324. 03245 03245-05	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES : PARTICIPATION DE LA DG TRADUCTION AUX FOIRES, SEMINAIRES, AUX COLLOQUES, AUX ACTIVITÉS CULTURELLES ET DANS LES PUBLICATIONS	26.172,88	26.172,88	26.172,88	25.661,99	98,05	510,89	0,00
	Total Chapitre 032..	38.246,56	38.246,56	38.246,56	30.908,59	80,81	7.337,97	0,00
	Total Titre 03...	38.246,56	38.246,56	38.246,56	30.908,59	80,81	7.337,97	0,00
	Total Général	3.778.552,01	3.778.552,01	3.778.552,01	3.581.958,37	94,80	196.593,64	0,00

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Poste	Intitulé	Virements	Crédits an. cumulés	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
01...									
014...									
0142...									
01420	SERVICES DE TRADUCTION EXTERNES								
01420-00	SERVICES DE TRADUCTION EXTERNES	0,00	45.964,28	45.964,28	0,00	0,00	0,00	0,00	45.964,28
	Total Titre 01...	0,00	45.964,28	45.964,28	0,00	0,00	0,00	0,00	45.964,28
	Total Général	0,00	45.964,28	45.964,28	0,00	0,00	0,00	0,00	45.964,28

Situation des credits reportes dep.spec RA Exercice: 2017 (en EUR)

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Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles
01...								
014...								
0142.	SERVICES DE TRADUCTION EXTERNES							
01420	SERVICES DE TRADUCTION EXTERNES							
01420-00	SERVICES DE TRADUCTION EXTERNES	54.571,52	54.571,52	42.685,33	40.779,50	95,54	1.905,83	11.886,19
	Total Titre 01...	54.571,52	54.571,52	42.685,33	40.779,50	95,54	1.905,83	11.886,19
	Total Général	54.571,52	54.571,52	42.685,33	40.779,50	95,54	1.905,83	11.886,19

Poste	Intitulé		Crédits Reportés	Crédits Actuels	Engagements Contractés	Paielements Effectués	% Util.	Reste à payer
01...								
014..								
0142.								
01420-00			2.192,79	2.192,79	2.192,79	2.191,79	99,95	1,00
	Total Poste	01420	2.192,79	2.192,79	2.192,79	2.191,79	99,95	1,00
	Total Article	0142.	2.192,79	2.192,79	2.192,79	2.191,79	99,95	1,00
	Total Chapitre	014..	2.192,79	2.192,79	2.192,79	2.191,79	99,95	1,00
	Total Titre	01...	2.192,79	2.192,79	2.192,79	2.191,79	99,95	1,00
	Total Général		2.192,79	2.192,79	2.192,79	2.191,79	99,95	1,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paielements Effectués	Soldes des Engag. E.C.	Crédits 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 Général	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00

[illegible]

6.2. Report on compliance with payment deadlines

<u>Invoices paid in 2017</u>		Default interest payable automatically ((>=€200))	Default interest payable on request (<=€200)	No default interest payable	Total
Paid by the time limit	Number of invoices			2 335	2 335
	Total invoiced (€)			13 964 135.36	13 964 135.36
Paid outside time limit	Number of invoices	1	11		12
	Total invoiced (€)	20 110.12	73 170.02		93 280.14
	Amount of default interest (€)	268.87	70.44		339.31
Total number of invoices		1	11	2 335	2 347
Total invoiced (€)		20 110.12	73 170.02	13 964 135.36	14 057 415.50

In 2017, in DG TRAD, 2 335 invoices were registered, only 12 of which were paid after the normal payment deadline of 30 days.

6.3. List of exceptions - derogations from the rules

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

There were no waivers/cancellations of receivables registered in DG TRAD in 2017. The only exception to procedure registered in 2017 is indicated in the following table.

Exceptions to procedures

Decisions to make an exception to the applicable procedures and rules							
Document ref. (Finord ref., contract, etc.)	Relevant Authorising Officer	Subject matter	Amount	Verifiers' opinion		Decision	
				Favourable with statement/unfavourable	Justification	Relevant Authorising Officer	Justification
OD 912/245 (ref. ED No. :80104)	Mr Jochen Richter	Subscription fees	269,72 EUR	Does not conform	Legal commitment created before budgetary commitment	Mr Jochen Richter	Overruling procedure

Waivers/cancellations of receivables

Receivable waiver/cancellation procedures				
Document ref. (Finord ref.)	Relevant Authorising Officer	Subject matter	Amount	Authorising officer's reasons for waiver/cancellation

6.4. Long-term contractual obligations

Contractor	Subject matter	Duration ⁽¹⁾		Overall value of procurement operation	Contract expenditure in 2017	Renewal method ⁽²⁾	Description of monitoring measures
		Contract	Procurement operation				
European Commission	Euramis translation memories	No end date	Not applicable Administrative agreement between the institutions in the framework of the Interinstitutional Committee for Translation and Interpretation	Not applicable	222.254,40	Automatically, unless 12 months' notice is given, with effect from 1 January	The parties adopt and sign, no later than 31 March each year, the annual financing agreement (AFA), based on the tasks and services to be performed
European Commission	Machine Translation	No end date	Not applicable Administrative agreement between the institutions in the framework of the Interinstitutional Committee for Translation and Interpretation	Not applicable	204.839,10	Automatically, unless 12 months' notice is given, with effect from 1 January	The parties adopt and sign, no later than 31 March each year, the annual financing agreement (AFA), based on the tasks and services to be performed
Translation Centre for the Bodies of the European Union	Multilingual terminology data base	No end date	Not applicable Administrative agreement between the institutions in the framework of the Interinstitutional Committee for Translation and Interpretation	Not applicable	172.235,62	Automatically, unless 12 months' notice is given, with effect from 1 January	The parties adopt and sign, no later than 31 March each year, the annual financing agreement (AFA), based on the tasks and services to be performed

(1) Months, years or open-ended

(2) Manual or automatic

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

Interinstitutional negotiated procedure initiated by the European Commission on the basis of Article 134(1)(b) RAP.

Name(s) of successful tenderer(s)	Subject matter	Amount	Legal basis	Grounds	Applicants		Eligibility criteria	Contract reference	PPF opinion date
					Invited:	For negotiations			
SDL BELGIUM	Maintenance service for SDL Studio	612.000	134(1)(b) RAP	Single economic operator	1	1		SDL Studio maintenance	Interinstitutional award. No PPF opinion

6.6. Results of ex-post evaluation

The DG does not conduct ex-post evaluation of its activities

6.7. Sensitive posts

<i>Post identified as sensitive</i>	<i>Actions taken</i>
1 AD - Director post, Directorate A	New Director appointed 1 November 2016 (mobility after 7 years)
1 AD - Director post, Directorate C	New Director 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. Evaluation of the implementation of minimum internal control standards

Self-assessment summary table

Standard	Achieved	Almost	Partly	Started	To be started / NA
Section 1: Mission and values					
1. Mission	X				
2. Ethical and organisational values	X				
Section 2: Human resources					
3. Allocation of staff and mobility	X				
4. Staff assessment and development	X				
Section 3: Planning and risk management					
5. Objectives and performance indicators	X				
6. Risk management process	X				
Section 4: Operations and control activities					
7. Operational set-up	X				
8. Processes and procedures	X				
9. Supervision by management	X				
10. Continuity of operations		X			
11. Document management		X			
Section 5: Information and financial reporting					
12. Information and communication	X				
13. Accounting and financial information	X				
Section 6: Evaluation and auditing					
14. Evaluation of activities	X				
15. Evaluation of internal control systems		X			
16. Audit reports	X				

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

At the end of 2016, DG TRAD had 13 out of 16 Minimal Internal Control Standards classified as achieved. In the process, a number of issues were raised and suggestions for improvements were recommended. The 2017 annual self-assessment focused mostly on standards partially implemented (with the status ‘almost’ or ‘partially’ achieved). During 2017, the units continued their efforts to further strengthen the overall internal control environment, although maximum implementation is yet to be reached. This is due mainly to the fact that those activities are part of the overall strategy of Parliament and therefore involve the other DGs (e.g. document management), meaning that the extent to which they have been accomplished depends on the progress made by other directorates-general in those areas.

The 2016 and 2017 checks showed that the level of implementation can quickly change as a result of changes in the working environment. The DG will therefore make sure that those standards are strictly monitored in 2018.

1. Standards assessed as ‘achieved’ – good practices

Thirteen of the 16 minimum standards are considered to be fully implemented as at 31/12/2017.

DG TRAD's risk register was updated during the first half of 2017 in respect of Standard 6 (risk management process). An in-depth analysis of potential risks was carried out in the second half of 2017 in order to take account of DG TRAD's new tasks and PPP projects. As a result, the DG considers this standard to have been fully implemented at the end of 2017.

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

As regards business continuity (Standard 10), the efforts made by the DG's IT departments in particular have borne fruit. Indeed, following the IT incident which affected the whole of Parliament during the final quarter, DG TRAD was able to ensure the performance of its core translation tasks after a brief hiatus. Work thus resumed very swiftly thanks to the close cooperation between DG ITEC and the IT departments of the directorate-general. This real-life scenario meant that the DG's capacity to continue its activities following a major incident affecting IT infrastructure could be tested in practice. It should be noted that this incident caused severe disruption to IT development activities, and was continuing to do so in early 2018.

Nevertheless, the DG considers the standard not to be fully implemented owing to the dependence of the directorate-general vis-à-vis the main support DGs and more particularly DG ITEC (global IT infrastructure dependency, smooth operation of the internet network, etc.).

A decisive step has been taken towards achieving Standard 11 (Document management) with the adoption by the Secretary-General of the 'Global document registration plan'. Once the GIDOC (Interdepartmental Group of Document Managers) Committee has approved the proposal for a decision concerning the validity of electronic documents, DG TRAD will be able to start its implementation. The many changes made at EP level (and particularly the creation of the administrator post of 'registration manager' and the purchase of an electronic registration system) will have a positive and innovation-encouraging impact on document management within the directorate-general.

As regards Standard 15 (Evaluation of internal control systems), control methods have been fine-tuned. Thanks to the information received and the experience gained, the monitoring team now has a better understanding of the processes and procedures in the DG. However, these methods need to be continuously reviewed and adjusted.

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

N/A

4. Standards assessed as **'to be started' or 'not applicable'**

N/A