

ANNUAL ACTIVITY REPORT 2014
DG INTERPRETATION AND CONFERENCES

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0. OVERVIEW OF BUDGET EXECUTION

				INTE
Code	Appropriation type	Type de crédits	Formula	EUR or %
	Appropriations of 2014	Crédits 2014		
A	Initial appropriations	Crédits initiaux		45.579.991,00
B	Final appropriations	Crédits finaux		39.614.991,00
C	Commitments	Engagements		39.527.585,67
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	D=C/B	100%
E	Payments	Paiements		36.998.352,97
F	Payments in % of commitments	Paiements en % des engagements	F=E/C	94%
G	Cancellations of 2014 final appropriations	Annulations de crédits finaux 2014	G=B-C-K	87.405,33
H	Cancellations appropriations in % of final appropriations	Annulations en % des crédits finaux	H=G/B	0%
	Appropriations carried over from 2014 to 2015	Crédits reportés de 2014 à 2015		
I	Automatic carryovers from 2014 to 2015	Crédits reportés automatiquement de 2014 à 2015	I=C-E	2.529.232,70
J	Automatic carryovers from 2014 to 2015 in % of commitments	Crédits reportés automatiquement de 2014 à 2015 en % des engagements	J=I/C	6%
K	Non-automatic carryovers from 2014 to 2015	Crédits reportés non-automatiquement de 2014 à 2015		
L	Non-automatic carryovers from 2014 to 2015 in % of final appropriations	Crédits reportés non-automatiquement de 2014 à 2015 en % des crédits finaux	L=K/B	-
	Appropriations carried over from 2013 to 2014	Crédits reportés de 2013 à 2014		
M	Automatic carryovers from 2013 to 2014	Crédits reportés automatiquement de 2013 à 2014		3.786.405,99
N	Payments against automatic carryovers from 2013 to 2014	Paiements sur crédits reportés automatiquement de 2013 à 2014		3.481.571,37
O	Payments against automatic carryovers from 2013 to 2014 in % of automatic carryovers from 2013 to 2014	Paiements sur crédits reportés automatiquement de 2013 à 2014 en % des crédits reportés automatiquement de 2013 à 2014	O=N/M	92%
P	Cancellations of automatic carryovers from 2013 to 2014	Annulations de crédits reportés automatiquement de 2013 à 2014	P=M-N	304.834,62
Q	Cancellations of automatic carryovers from 2013 to 2014 in % of automatic carryovers from 2013 to 2014	Annulations de crédits reportés automatiquement de 2013 à 2014 en % des crédits reportés automatiquement de 2013 à 2014	Q=P/M	8%
R	Non-automatic carryovers from 2013 to 2014	Crédits reportés non-automatiquement de 2013 à 2014		0,00
S	Payments of non-automatic carryovers from 2013 to 2014	Paiements sur crédits reportés non-automatiquement de 2013 à 2014		0,00
T	Payments against non-automatic carryovers from 2013 to 2014 in % of non-automatic carryovers from 2013 to 2014	Paiements sur crédits reportés non-automatiquement de 2013 à 2014 en % des crédits reportés non-automatiquement de 2013 à 2014	T=S/R	-
U	Cancellations of non-automatic carryovers from 2013 to 2014	Annulations de crédits reportés non-automatiquement de 2013 à 2014	U= R-S	-
V	Cancellations of non-automatic carryovers from 2013 to 2014 in % of non-automatic carryovers from 2013 to 2014	Annulations de crédits reportés non-automatiquement de 2013 à 2014 en % des crédits reportés non-automatiquement de 2013 à 2014	V=U/R	-
	Assigned revenue in 2014	Recettes affectées 2014		
W	Appropriations from assigned revenue in 2014 (current)	Crédits de dépenses spécifiques sur recettes affectées courants 2014		5.474.216,68
X	Assigned revenue carried over to 2014	Crédits de dépenses spécifiques sur recettes affectées reportés à 2014		281.727,08
Y	Commitments on assigned revenue carried over to 2014	Engagements reportés à 2014 sur crédits de dépenses spécifiques sur recettes affectées		2.066.422,79
Z	Payments in 2014 against appropriations from assigned revenue (current and carried-over)	Paiements sur crédits de recettes affectées 2014 (courants et reportés)		6.653.469,54
AA	Payments in 2014 against assigned revenue in % of assigned revenue in 2014 (current and carried-over)	Paiements sur crédits de recettes affectées 2014 en % des crédits de recettes affectées 2014 (courants et reportés)	AA=Z/(W+X+Y)	85%

W	Nature 7
X	Nature 5 + Nature 9
Y	Nature 3
Z	Payments on natures 3, 5, 7 and 9

1. OBJECTIVES

1.1 Objectives of the Directorate General

The general objectives of the DG in 2014 are:

- i) **Resource-efficient demand management.** – Continuation and consolidation of implementation of the Bureau decision of December 2011 on Resource Efficient Full Multilingualism. Raising awareness of users of interpretation with a view to further optimising resource management, ensuring a more efficient use of interpretation during meetings, and further developing and promoting the use of new technologies in the interpretation field.
- ii) **Preparing for future needs of the Institution by stimulating the supply of high quality interpretation and conference services.** Interpretation - Continued efforts in training to optimise human resources by adding additional languages to repertoires and by offering support and assistance to universities and other stakeholders working in the field of interpretation. Conference Services – Strengthening of the structure of the Conference Technicians Unit for the enhancement of project management and optimisation of the use made of available skills. To up-date equipment in the meeting rooms and support the use of new technologies in the field.
- iii) **Restructuring the service in order to reach the objectives.** Completing the cycle of internal re-organisation of the DG. Improving the working environment for DG INTE staff and other personnel, and consolidation of a quality management approach integrating risk management.

These objectives fall within the projects forming part of the AWP 2012 – 2014 which are:

- Establishment of a new unit for E-learning.
- Investment in new training programmes.
- New partnership with universities and virtual networks.
- Expansion of video conferencing in parliamentary meetings.
- Strengthening the structure of the Conference Technicians Unit.
- Optimising the use of valise interpretation during missions.
- Interpretation logistics for external meetings.
- Improving the supply of meeting documents to the interpreters in the booth.
- Web-calendar to manage recruitment offers.

No substantial modifications to the objectives set are registered since the beginning of the reporting period.

1.2 Evaluation of feasibility and potential associated risks

Risk management continues to be firmly embedded in daily activities. Coordination is ensured by the Risk Management Team (RMT) composed of the Director for Resources, the Head of Human Resources (in her capacity as advisor to the Director General) and the Head of the Total Quality Management Unit.

In order to further improve the methodological approach for the rating of risks, the assessment made of likelihood and impact has been reviewed and aligned with the centrally prepared guidance. Moreover, risk registration forms have been adapted to the revised and simplified reporting requirements from the EP risk manager.

The risk register is updated at least twice a year.

As a result one risk related to the archiving of financial files was closed following the May update exercise considering the satisfactory level of implementation of mitigating measures initially planned. In the framework of the year-end exercise, a new risk was reported to the RMT by the IT service with regard to the change of IT development team for Pericles and the possible consequences it may have for on-going and upcoming projects and requests.

Overall, compared to 2013, no major change has been noted with regard to the nature of risks but measures implemented have allowed reducing the likelihood and/or impact of most of the risks recorded in DG INTE risk register.

Some aspects related to the inter-institutional arrangements in the area of payments to freelance interpreters will continue to be subject to senior management attention. Moreover, risk related to the succession planning and sustainable development of linguistic competences in certain languages continues to require close monitoring (bearing in mind the substantial role to be played by Member States in this domain in line with the subsidiarity principle, and the enhanced co-operation with Universities).

The risk register has now become a substantial basis for quality monitoring and management oversight of the DG.

2. EVALUATION OF THE RESULTS OF ACTIONS IN RELATION TO THE OBJECTIVES - USE OF RESOURCES

2.1 Environnement of the Directorate General

2014 was not a typical year for DG INTE due to the EP elections. The volume of parliamentary activity is lower than in a 'normal' year; this impacted on requirements for interpretation and conference services and, therefore, the work of DG INTE during this exercise.

During the electoral period, and reduced EP activity, a higher proportion of permanent staff were utilised to satisfy the needs of the EP and of other institutions, reducing the corresponding levels of recruitment of ACI's. In the case of services supplied to other institutions, the EP is reimbursed for the provision of these services, enabling DG INTE to make considerable savings with regard to budget appropriations in 2014.

Additionally, during the election recess it was decided that staff interpreters would undergo extensive training. The focus on this additional training meant that staff resources in the Interpreter Training Unit were not available for the organisation of training programmes for ACI's as is normally planned, it was decided to reduce certain training and support initiatives for ACI's and new graduates, given the reduced opportunities for recruitment.

Until the beginning of 2014 DG INTE ran a joint grant programme with its counterpart, the services of the SCIC at the Commission. Due to last minute changes in the way the Commission was to implement their programme, and, given the differing priorities of each institution it was decided to launch a separate EP (DG INTE) grant programme for the 2014/2015 exercise. Running a separate grant programme will enable DG INTE to specifically target the needs of the EP.

Due to increased availability of interpreters during the election recess period, the e-Learning Unit were able to handle an exceptionally high number of Bilateral Virtual Classes and speech recordings.

Following the entry into force of both the Lisbon Treaty and the new Staff Regulations, interpretation duties are being performed in an environment with outdated working conditions. To address these shortcomings the renegotiation of working conditions of interpreting staff began in 2014. Provisional agreement on the main principles was reached in December 2014. Preparation of the final text and their adoption by all stakeholders is foreseen for the first semester of 2015, and is expected to result in substantial gains in terms of efficiency and flexibility. The on-going negotiation at a global level of new ISO standards for conference interpreting will, hopefully, result in the EP being ISO certified.

The first decentralised managed IT projects were implemented in 2014. The IT unit of DG INTE needed to allocate more resources to technical project management and implementation of these projects. External training courses were organised to bridge the gap in in-house knowledge in order to be able to assist the operational units with implementation. This effort needs to be continued in view of other decentralised projects in the pipeline and in order to cover the need for operational second line support for the applications in question

During the first semester of 2014 a number of units, from the ASP moved and the DG re-grouped into the TRI building. Offices were re-arranged enabling the Resource Directorate and the Director Generals office and support functions to be located together. The building is not to the standard of other EP buildings. There is no air conditioning and, as yet, no canteen facilities. However, water fountains have been supplied during the past two summers and works are underway to fit a kitchen for a canteen. The building does, however, lack suitably arranged office space and DG INTE has numerous problems to allocate office space for staff as there is a shortage of offices in the building. Additionally, the security measures for access to the building are well below those in other buildings and should therefore be reviewed.

Communication is ensured via DG meetings, of which there were 11 in 2014, bringing together all Heads of Units and Directors, in addition to the weekly management meetings. All issues and important documents are also published on the internal DG INTE website EPIweb.

2.2 Human Resources of the DG

	Situation as at 01/01/2013	Situation as at 01/01/2014	Staff as at 31/12/2014
	Establishment plan posts		
AD	412	396	387
Permanent staff (1)	412	396	354
Temporary staff (2)	0	0	33
AST	123	120	121
Permanent staff	123	120	109
Temporary staff (2)	0	0	12
Total 1	535	516	508
	Estimated FTEs		
Contract staff (3)	36	26	22.2
Seconded national experts	0	0	0
Agency staff	1	1	2
Interpreters (ACI) (4)	242	178	178
Accredited parliamentary assistants	0	0	0
Local parliamentary assistants	0	0	0
Externals	11	11	12.25
Total 2	290	216	214.45
Total EP (1+2)			

(1) 3 posts cut in context of 5% reduction. 1 post returned in redeployment context, 2 underused AD posts exchanged with other DG for 2 AST posts

(2) Figures include contract on part-time compensation

(3) 1 previous session auxiliary at 20% work time for Stras only, includes both 3a and 3b contracts.

(4) Number of interpretation days/220

2.3 Budget Execution 2014

2.3.1 Final Appropriations and Initial Appropriations

The overall, initial appropriations, amounted to €45.579.991. Following the two mopping up procedures and one 'S' transfer, the final total appropriations amounted to €39.614.991. The detail of transfers are as follows:

Situation after mopping up exercise 1 and 2 and 'S' – transfer

Budget Line	Movement
01402-01	-4.875.000
01404-04	-445.000
02105-19	+210.000
02140-04	-
03042-03/04	-620.000
03245-04	-235.000
Total	-5.965.000

Budget Item 1402-01 -

The continued implementation of the Bureau decision (of December 2011) on a Resource Efficient Full Multilingualism led to efficiency gains being achieved and resulted in reduced expenditure on budget item 01402-01. A number of other factors also contributed to less appropriations being required, notably:

- Recuperation of 1.600.000€ on the advance made to the Commission relating to the 2013 exercise for salary adjustments 2011 and 2012. The advance was made on the basis of estimations which were higher than the final decision taken.
- Adjustment of the activity level of the EP, following decisions taken with regard to the calendar of political activity at the beginning of the new EP (beginning of the new legislature, postponement of hearings of Commissioners, modifications to the programme of week 41)
- During the electoral period and during the reduced EP activity, a higher proportion of permanent staff was used to satisfy the needs of other institutions, reducing the corresponding levels of recruitment of ACI's.
- Invoicing other institutions on the basis of a flat rate (since 1/1/2014) has permitted a speedier reception of the assigned revenues.

Budget item 1404-04

During the election recess it was decided that staff interpreters would undergo extensive training. The focus on this additional training meant that staff resources in the Interpreter Training Unit were not available for the organisation of training programmes for ACI's. (ACI training covered by this budget item rather than staff training covered by DG PERS budget).

Budget item 2105-19

Appropriations requested on de centralised IT line for development of a Virtual Coaching Tool.

Budget item 03042-03/04

These appropriations are by definition difficult to forecast accurately as the activity level is totally dependent on demand of both the Political Groups and of other bodies covered by this budget line. During this electoral year activity has been lower than normal.

Budget item 03245-04

The surplus is mainly the result of fewer grants being offered than was foreseen for the 2014/2015 programme. Additionally one awarded grant was renounced.

2.3.2 Final Appropriations and Committed appropriations

Committed appropriations against final appropriations represent an overall utilisation rate of 99.78%. This includes large provisional commitments on the budget line 1402-01 "Conference Interpreters".

2.3.3 Committed appropriations and Payments effected

93.6% of committed appropriations have been paid in 2014.

Remainders on provisional commitments on 2014 appropriations on the budget line 1402-01 will be carried forward to 2015 to honour payments of Conference Interpreter Agents salaries and travel tickets, related to services provided in 2014.

The remaining credits on commitments on the line 2140-04 (1.67 million euro) mainly concern payments for the large maintenance contracts for Brussels and Strasbourg (payments for the last quarter are not yet finalised) and for payments due in 2015 for contracts relating to up-date and renewal of installations in meeting rooms established in 2014.

The amount of carried forward appropriations is steadily diminishing – the big reduction between 2012/2013 and the 2013/2014 exercise is due to rigorous and continuous follow up of budget execution and to the new procedure agreed with the SCIC services of the Commission where large advance payments are made and settled after all payments have been executed.

Exercise	2011 to 2012	2012 to 2013	2013 to 2014	2014 to 2015
Current credits	13.078.883	10.403.357	3.786.406	2.529.233
Carried forward				
Utilisation CF credits	9.929.832	9.535.895	3.481.571	
% utilisation	75.9	91.6	91.9	

2.3.4 Utilisation of carried forward appropriations from 2013 to 2014

The overall rate of payments against automatic carry-overs 2013 to 2014 is 91,95%.

The utilisation rate is slightly lower for budget lines 01404-04 at 61% and 64% for 03042-03. For the line 01404-04 this relates to final payments of grant agreements from the programme 2013/2014. As with all grant agreements the final amounts payable do not necessarily correspond to the amounts committed, being as they are calculated on the basis of real costs actually incurred. For the budget line 03042-03 this is mainly due to final amounts carried forward including a margin as they refer to actual consumption of catering facilities and other services, during meetings of Political Groups organised outside of the three places of work.

2.3.5 Utilisation of appropriations corresponding to assigned revenue

2.3.5.1 Situation of appropriations of assigned revenue

The amount of assigned revenue for 2014 is 5.474.216,68 EUR of which 80.28% has been committed in 2014. Of the committed amount 98% was already paid in 2014. This largely concerns the budget line 1402-01. The remaining assigned revenue at the level of the budget line is carried forward to 2015 (1.079.697,66€) and will be utilised in priority.

2.3.5.2 Situation of appropriations of assigned revenue carried forward

Carried forward revenue amounts to 281.727,08 EUR (type 5)

Carried forward committed revenue amounts to 2.066.422,79 EUR (type 3)

The overall utilisation rate of carried forward assigned revenue (type 5) is 97.2%

The overall utilisation rate of committed carried forward revenue (type 3) is almost 100%

2.4 Results Obtained

Development of a fully comprehensive set of performance indicators and the design of the tools required to report against those indicators is an on-going exercise within the DG. The following table provides a mixture of quantitative indicators showing activity levels in the different work areas, with some result indicators included.

Objective n°	Indicators	Results for the 2014 exercise	
ii	MEETINGS		
	Total number of meeting sessions with interpretation attended by conference technicians	3723	
	Total number of meeting sessions requiring sound equipment set up and support	1277	
	Total number of meeting sessions requiring projection equipment set up and support	3208	
i	Total EP meeting sessions with interpretation provided		
	Brussels:	2113	
	Strasbourg:	1616	
	Luxembourg:	15	
	Outside 3 work places:	353	
	TOTAL	4097	
i	Number of meetings outside of places of work organised by the Conference Service (Political groups, Conf. Presidents and Bureau)	20	
i	Meetings with interpretation organised for other institutions total:		
	Commission (Lux)	135	
	Commission (outside)	0	
	Commission (EP premises)	2	
	Court of Auditors (Bxl, Lux, outside)	37	
	Comm. of Regions (Bxl, outside)	102	
	Eur. Economic and Social Comm.	11	
	Ombudsman	0	
	Translation Centre	0	
	DG SCIC meeting in Strasbourg	3	
		Total for other institutions	290
		Files treated for requests for meetings in the EP premises by outside bodies:	
		Brussels	85
		Luxembourg	1
	Strasbourg	35	
	TOTAL	121	

i	Total of staff interpretation days in 2014 for the needs of the EP/all institutions	45660/47200 days
	Total of Conference interpreting agents (ACI) days in 2014 for the needs of the EP/all institutions	36631/39181 days
ii	TRAINING & TESTING	
	Total number of added languages in 2014/total applicants tested	113/183
	Interpreter days spent assisting testing process/number of successful candidates at language adding tests	1:8
	Total number of new ACI's /total candidates tested	41 / 245 1
	Total number of bursaries granted in 2014	47
ii	Training events in 2014	178 events 3263 participants
	Of which Election Recess events	104 events 1986 participants
ii	Total number of participants in 16 in-house interpreter specific language courses 2014-2015	111 participants
	Total number of external language courses for staff • Short term • Long term	22 interpreters 26 interpreters
ii	GRANTS/ASSISTANCE TO UNIVERSITIES	
	Number of grants awarded to universities in 2014	9
	Number of universities who received pedagogical assistance at final exams	27 universities
	Remote teaching assistance (virtual classes)	69 with 321 students & 332 interpreters
	Total n° of visits by universities	24 universities
	Total number of students visiting DG INTE	214 students
ii	INTER-INSTITUTIONAL & INTERNATIONAL COOPERATION	
	Participants to structured exchange programme with SCIC (EP & SCIC)/total n° of exchange days of interpretation	17/491
	N° EP interpreter days placed at disposal of SCIC during Strasbourg session	337
	N° EP interpreter days placed at the disposal of the SCIC outside Strasbourg sessions	303

¹ Given that accreditation tests are managed inter-institutionally, this indicator can only be updated when detailed statistics are received from other institutions participating to the accreditation tests. The statistics will be available beginning of 2015.

2.4 Results obtained

2.4.1 Resource efficient demand management

Implementation of the Bureau Decision (11/12/2011) on a Resource Efficient Multilingualism in interpretation is carried out, in practice, by three units (Meetings & Conferences, ACI Recruitment and the Programming Unit) and started in 2012. Additionally, in the course of 2013, the Secretary General decided to reserve the Tuesday and Wednesday afternoons of Committee weeks exclusively for committees and trilogues, thus creating a considerable additional meeting capacity for trilogues. The aim of this measure was to ensure that due priority is given to the legislative activity of the European Parliament, whilst safeguarding the principles of a resource efficient multilingualism and thus ensuring the efficiency and cost effectiveness of the interpretation services during Committee weeks. The decision of the Secretary General of 25/3/2013 set out that Parliaments meeting facilities will be made available to other EU Institutions and Bodies and that all costs arising directly or indirectly from events would be borne by the other EU Institution and Bodies concerned, also setting out that interpreting services for meetings taking place in the EP premises would be provided exclusively by DG INTE.

Although the efforts deployed by DG INTE are hampered by the current scattered organisation of meeting and conference management over different DGs, implementation of these decisions nevertheless allowed DG INTE to achieve considerable savings through a reduction in the cost of external interpretation. In 2014 these efforts, again, contributed to DG INTE returning appropriations to the mopping-up exercise from budget line 1402-01. (In 2014 4.875.000Eur were returned). Another main contributing factor was the lower than anticipated level of parliamentary activity in the second semester. The final use made of these appropriations is part of the overall procedure managed by DG FINS. This trend could continue next year given the additional impact from implementing the new interpreters working conditions in the EP.

IAP (Interpretation ad Personam)

As 2014 was an election year with interruption of the legislative and other parliamentary activities, requests for IAP were considerably lower in number than previous years. Total requests in 2014 were 64 with the vast majority being for the Italian/English and Spanish/English language combinations. Of the 64 requests for IAP, 20 had to be refused as they were not eligible for IAP services.

2.4.2 Preparing for future interpretation needs of the institution

2.4.2.1 Virtual Classes & Virtual Coaching Tool

The **e-Learning Unit** has strengthened relationships with European and Non-European universities with the common goal of ensuring that interpretation students receive the best training available. The number of universities participating in virtual classes has continued to grow and 5 new universities joined this initiative in 2014 bringing the total number to 30. The following universities joined in 2014:

University of Bath (United Kingdom),
University of Riga (Latvia),
Comenius University Bratislava (Slovakia),
Saint Joseph University (Lebanon)
University of Maryland (USA)

A total of 69 Virtual Classes with 332 interpreters and 321 students were organised during the reporting period

A call for tender for the new e-learning project, Virtual Coaching Tool, was launched in May 2014. This was developed with the support and participation of DG ITEC as a decentralised managed IT project, in line with the Secretary General's note on this subject. The Virtual Coaching Tool is an e-learning platform for delivering remote one-to-one interpretation coaching for selected students with specific language combinations needed by the EP. This project aims at supporting the efforts of the DG in the context of succession planning and recruitment. The contract was awarded in December 2014 and work is now underway to develop the application.

2.4.2.2 Speech recordings

A total of 319 Speech Recordings were produced to provide speeches for EPSO competitions, accreditation, and language adding tests. Additionally, a number of Speech Recordings were produced at the specific request of the Training Unit.

The number of Virtual Classes offered to EU and non-EU universities, and the number of recorded speeches used for accreditation and language-adding tests has increased considerably in 2014. The high-quality remote teaching assistance offered through Virtual Classes has received positive feedback from universities, and this appreciation is evidenced by the increased number of requests for Virtual Classes for 2015. The e-Learning Unit has strengthened its cooperation with the EMCI member universities and the HINTS network, as well as other institutions such as the European Commission and the Council of Europe. The unit has ensured the continuity of the recording of speeches by adding DG COMM (in addition to DG ITEC) to its partners and taking over the post-production of Speech Recordings.

2.4.2.3 Study Visits and pedagogical assistance

DG INTE provided external examiners to 27 final interpreting exams at various universities. The provision of external examiners helps the universities concerned to keep standards at a good level whilst, for DG INTE, it helps raise awareness of the needs of the Institution and the opportunities offered by the EP. Study visits provide conference interpreting students with an experience of the EP as a workplace, and information about requirements and opportunities. 24 universities have sent students to DG INTE in the reporting period.

2.4.2.4 DG INTE Grant programme

Previously jointly run with the SCIC services of the Commission, in 2014 the Multilingualism Support Unit of DG INTE launched its own Annual Programme of Grants and Call for Proposals. The deadline for submitting proposals was fixed at 16 May 2014. A total of 17 applications were received and the evaluation procedures were completed by the end of June. The result of the evaluations was to offer grants to a total of 9 projects. (5 applicants withdrew their proposals during the procedure, 1 project was out of scope and 2 projects were excluded).

At the same time finalisation of 9 projects, awarded grants from the previous call for proposals, was underway. The final grant amounts relating to the 2013/2014 programme were paid during the last quarter of the exercise. Two on-the-spot controls have been carried out during the year in

order to assess if the public funds had been correctly spent and accounted for in the final reports supplied to DG INTE.

Although the grant programmes of DG INTE and the SCIC services of the Commission will now be run separately it was decided, by both parties, to continue the meetings of the inter-institutional working group in 2015 in order to draw lessons from the past grant exercises and to ensure coordination and a certain harmonisation of approach between both the Institutions.

2.4.2.5 University networks

DG INTE has renewed its partnership with a number of leading interpreting schools and extended the network to other centres of excellence by concluding a **Memorandum of Understanding on the Training of Conference Interpreters**. The aim of the Memorandum is to strengthen the partnership with universities, promote excellence in interpreter training and base the cooperation on a set of well-defined common rules. So far 26 universities, in Europe and beyond, have counter-signed the Memorandum. Additionally, the IMCI project (International Masters in Conference Interpretation) was launched officially at the Rectors Conference in November.

2.4.2.6 Research on the future of interpretation

The Multilingualism Support Unit is closely following developments in language technologies to explore how they could benefit the interpreting profession. DG INTE was a participating partner in the EU-Bridge project, co-funded through the 7th Framework Programme for Research and Development by the European Commission. In the framework of this project, the Support to Multilingualism Unit was looking into possibilities of developing a tool for interpreters, which would allow them to prepare for meetings in a more efficient way and automate some of the steps in meeting preparation. Given that in future meeting documents will be no longer distributed in paper form, the tool would reduce preparation time and allow interpreters to work more efficiently to high quality standards. The tool features term extraction from multilingual texts and automated identification and lookup of named entities. Currently the beta version of the tool is being evaluated in a field test with interpreters.

2.4.3 Optimising human resources

2.4.3.1 Training

In order to optimise its performance DG INTE encourages interpreting staff to further develop language skills, in order to increase and enhance language combinations. 48 staff followed external language courses and 47 bursaries for language study for ACIs were granted. A new approach to training based on a comprehensive learning-needs analysis has led to 111 interpreters continuing or beginning language courses to cover deficit language combinations. Training for *retours* was also completed e.g. in the EL and DA booths to increase flexibility and coverage. Targeted programmes were developed in key languages such as DE and ES to enhance language skills as well as for other meeting-related skills and for professional development

In 2014 the focus for training was during the election recess when 104 training events were organized with 1986 participations. Key results showed an 88.5% satisfaction rate amongst

participants and a 97% participation rate. Line managers also reported an increase in staff motivation and in skill level in different areas.

2.4.3.2 Testing

DG INTE continues to seek ways to reduce the costs of testing, whilst at the same time ensuring the availability of high quality professionals for the institution. The development of an on-line pre-selection test tool for freelance interpreters was finalised in 2014. The tool will allow candidates to take pre-selection tests in their own homes; only successful candidates from these first testing rounds will be invited to take full accreditation testing. This will result in savings of time and resources. DG INTE is part of a working group whose mandate is to elaborate the principles and procedures governing the pre-selection process, and will chair the group as from 2015.

Pre-accreditation test training- based on deficits identified in language coverage, 5 Bulgarian and 4 Swedish conference interpreting graduates followed a 3-week coaching programme in the EP. 3 subsequently passed the accreditation test and 4 are due to be re-tested.

2.4.4. Communication and networking activities

DG INTE organised a Trainees Conference in February and July 2014 as part of a bi-annual meeting round for administrative trainees from all Institutions. This provided opportunity to present DG INTE and the interpretation service of the European Parliament.

A stand was set up at both Open Door Days of the European Parliament in Strasbourg (4 May) and in Brussels (17 May). The stand provided the opportunity to "have a try" at simultaneous interpreting in a booth specially set up for this purpose. This was followed up with a round table debate and at the Brussels event a competition with students of interpreting schools from European countries. 24 candidates participated in the competition and the winner was invited to Strasbourg during the July session.

The DG was involved in the welcome programme of new MEPs. During 4 weeks a permanent stand was manned by staff to present the work of DG Interpretation and Conferences to new MEPs. Leaflets were produced by DG INTE specifically for this purpose giving hints and tips and practical information on getting the best from DG INTE services.

The 3rd Rectors Conference 'Global Interpretation Forum' was organised on the 13th and 14th November, gathering Rectors, Deans, and Directors, and interpreter trainers from Universities offering interpreting studies from all over Europe and beyond, as well as Heads of Interpretation Services from International Organisations and other stakeholders. A high level programme combined with networking opportunities contributed to a greater strengthening of DG INTE's Memorandum of Understanding network with universities, and promoting inter-institutional and international co-operation thus creating further synergies. The IMCI (International Masters in Conference Interpreting) project was introduced during the closing of the meeting.

The Annual Meeting of IAMLADP (International Annual Meeting on Language Arrangements Documents & Publications) was co-organised by DG INTE, welcoming more than 100 representatives of International Organisations which use interpreting and/or translation services, to Brussels. The Director of Organisation and Planning of DG INTE is chairman of a task force set up within the IAMLADP organisation and which has the mandate to explore capacity optimisation measures, already in place in the different member organisations, or that could be

implemented, as well as establishing a catalogue of best practices for the purpose of capacity optimisation.

DG INTE was also present at the London Language Show in October 2014.

All of these activities aim at building networks for mutual co-operation and assistance in the field of interpreting, promoting the profession of interpreting in general and, more particularly, presenting the interpreting service of the EP and the opportunities on offer.

2.4.5. Satisfaction Survey

DG INTE carried out its first satisfaction survey to MEPs in 2014. The survey was carried out at the end of the legislature in order to obtain a feed-back on the past five years of activities. It focused on the interpretation and related technical services. Overall, and on the basis of the answers received, 96,8% of respondents were satisfied (from "fairly" to "very") with the overall quality of interpretation in the EP. The overall satisfaction rate was equally high (89,3%) with regards to technical equipment and technical support provided by DG INTE. Replies showed an extensive use of interpretation (almost 89% of respondents using interpretation at least "often"). Interpretation was largely considered as contributing to effective participation in meetings. A second survey regarding interpretation services was also launched in December at the Committee of the Regions. Analysis is ongoing at year-end, but also points to excellent satisfaction rates.

2.4.6 Operating, maintaining and updating meeting facilities

In order to ensure the service continuity of our installations, the modernisation of a total of 12 meeting rooms in Brussels was achieved during 2014. Furthermore, in 9 of these rooms automation was introduced, allowing for a more flexible operation of the meeting room by permitting the users to select, themselves, which features they would like to activate (projector, lights, etc.) and as a result allowing for a more energy-conscious operation of the meeting rooms.

A memorandum of understanding was established with DG PERS in order to allow for the recruitment of interim staff by the Conference Technicians Unit in Brussels. This will provide possibilities to recruit additional staff during times of peaks in workload in a resource and cost-efficient manner.

During the election period a total of 5 customized technical training courses were developed, planned and delivered to the members of the Conference Technicians Unit.

The EP was granted ISO A-Liaison status in the light of the revised and new standards that are being developed by ISO in the area of interpreting.

2.4.7 Improving the supply of meeting documents to interpreters in the booth

Several on-going projects initiated by DG INTE are aimed at improving the supply of documents to interpreters in the booths. In preparation for the extension of paperless document flows, a cross-Directorate "Papersmart" working group (chaired by the Resource Director) is continuing to study the implications for interpreters and to propose solutions on all aspects including IT. For example, the KM portal which was customised for interpreters needs in close cooperation with the services of DG ITEC, resulting in much improved access to meeting-related documents for interpreters in the booth.

Clients of interpreting services are being consulted and discussions are underway to explore all avenues to improve the supply of documents, and general access to information, ahead of meetings; as part of the exercise a pilot scheme was carried out in the framework of the 2014 budgetary conciliation procedure and is currently being assessed.

2.4.8 Optimising the use of "valise" interpretation on missions

The valise was available for 10 out of 52 missions with interpretation served by DG INTE for DGs IPOL and EXPO from January to December, i.e. 19% of cases. Delegation travel was drastically reduced during the 2014 electoral year.

2.4.9 Expansion of videoconferencing in parliamentary meetings

The Technical Helpdesk performed 79 field interventions in the period January to December, 17 of which concerned videoconferencing (43 concerned video messages).

2.4.10 IT supporting DG INTE

The IT unit provided assistance in the preparation and evaluation of the call for tender for the Virtual Coaching Tool. Input from the IT unit will be required on an increasing scale for this and other IT projects launched by the DG under the de-centralised managed IT projects procedure.

In order to support DG INTE's cooperation with Universities the IT unit has:

- Integrated the University pages in the official pages on Interpretation on EuroParl in 24 languages.
- Created a forum environment for universities in line with the requirements of the Multilingualism unit.
- Implemented the newly developed Pre-Selection Test tool on EP servers.

On the occasion of the reception period of newly elected MEP's special web-pages with information about interpretation were created.

To support initiatives to improve the supply of meeting documents to interpreters in the booth:

- A new application was developed to permit MEPs to submit their speeches for plenary sessions and make them available to all interpreters (staff and ACI)
- A new version of EPIweb was launched with a clearer structure and improved accessibility of meeting documents to interpreters.
- A DG INTE section of the Knowledge Management Portal was created (with the help of DG ITEC) with much improved facilities for meeting preparation for interpreters.

The IT Unit of DG INTE has also delivered, in pre-production, a first phase of a totally new system for reserving meeting rooms (Meeting Request System) which is an EP-wide system to be used by anyone wishing to book a meeting room at the EP. This is a high visibility project which continues into 2015 with the second phase in pre-production and actual delivery of the final product. The development was done by the ITEC Pericles team led by DG INTE.

Preparatory work has been finalised for the implementation of a project for the Conference Technicians Unit (CTU) whereby audio recordings of meetings will be available online for internal EP users. Implementation by the CTU is scheduled for 2015.

2.4.11. Web-calendar to manage recruitment offers

In the course of 2014 the project for developing an EP owned web-calendar for managing the recruitment of freelance conference interpreters (ACIs), was turned into an inter-institutional project for updating the current, inter-institutional web-calendar, owned by DG SCIC of the European Commission. The project was discussed on parallel tracks, on the one hand at a political level at the Executive Committee for Interpretation, between the heads of interpretation services, and on the other hand on the technical level between the recruitment and IT services of the three institutions (EP, EC and ECJ). The first practical results of the co-operation were delivered in 2014, namely a reporting functionality for the long-term recruitment, and an improved interpreter data exchange between DG SCIC and DG INTE. The preparations to include the more wide-ranging business requirements from DG INTE are underway and will continue into 2015. The business owner for the Inter-institutional web-calendar is DG SCIC, and the project will be led by them.

3. EVALUATION AND EFFICIENCY OF INTERNAL CONTROL

The analysis of internal control measures is given at annex 6.8 detailing all new measures taken in 2014. Furthermore a detailed account of ex-post controls undertaken in 2014 and findings is given at annex 6.6.

To summarise: A number of measures have been put in place during the reporting exercise to aid and assist operational units with preparation and management of financial files and with view to improving the quality of the files.

A new workflow system for financial files arriving to the Budget Unit for ex-ante verification was implemented as from 1/1/2014. Prior to these measures it was the financial initiator in the operational units who decided to which ex-ante verifier the file would be attributed. The new workflow means that files are received at a central point in the Budget Unit, this allows full tracking of files through the unit.

The tendering and contracts helpdesk, set up in 2013, continues to support operational units with preparation, running and finalisation of tendering procedures and subsequent contracting. Previously there was an obligation for ex-ante verification of all procedures with a value above 60.000€ this obligation for having tender files checked, before launch, is now extended to all competitive tendering (above 15.000€). This was deemed necessary after a number of problem areas were identified both by the ex-ante verifiers and during ex-post controls. This is of particular importance for DG INTE where there is a greater number of tenders between the 15.000€ to 60.000€ bracket than open calls above 60.000€

Finally, numerous meetings took place between the Budget Unit and the operational units during 2014 to discuss procedures and workflow. This bi-lateral approach will continue in 2015 with a view to continue efforts made towards improved circuits, files, on the spot training and sharing of best practice.

4. CONCLUSIONS

2014, being an electoral year, resulted in a drop in demand for interpreting and conference services as the general level of parliamentary activity was greatly reduced over the election period. Additionally, there was a relatively lower demand for these services after the summer recess and until the end of the budgetary exercise. The effects of this drop in demand during election year had a lower impact than previous election years due to DG INTE's enhanced role as service provider for other EU-institutions and bodies and, more particularly, with the Committee of the Regions. Although an agreement was signed (by the President of the EP and the Presidents of both Committees) setting out that the three institutions should explore ways of enhanced cooperation with a view to DG INTE becoming "the standard provider for interpretation of both Committees", no progress has been made with the European Economic and Social Committee in these talks, and no Service Level Agreement has been signed, to date. The number of requests for interpreter teams from the EESC has therefore remained very limited and/or unchanged in comparison to the previous year. Additionally a service level agreement was signed with the Court of Auditors in 2014.

DG INTE seized this opportunity to concentrate on other activities which would help achieve objectives set for 2014. To this effect, and taking advantage of a greater availability of the EP's professional interpreting staff, more assistance was offered to universities teaching interpretation, and speech recordings were stepped up to help with future testing and recruitment drives. Staff underwent training, both in language and other meeting-related skills as well as for professional development, all aimed at optimising the use of human resources in the DG and achieving even higher standards.

Focus was given to awareness-raising and networking activities and DG INTE also launched the new IMCI project (international masters in conference interpretation). The DG counts an increasing number of universities, international organisations, other institutions and bodies, working in the field of interpretation across Europe and beyond, amongst its partners. This is of particular strategic importance in order to increase DG INTE's visibility as one of the international benchmarks in these areas, thus contributing to setting trends in training of interpreters and issues related to the profession in general.

The programme of renewal and up-date of the EP's meeting facilities continued in 2014 as 12 meeting rooms were modernised. This was a major step in completing the multi-annual plan for meeting room modernisation in the EP.

The continued implementation of the decision of the Bureau of December 2011 on a Resource Efficient Full Multilingualism remained a priority in 2014. For the third year in a row, the efficiency gains achieved were a major contributing factor to the savings in expenditure for external interpretation. The expected adoption of the new interpreter working conditions in 2015 should lead to further gains in efficiency and flexibility.

5. **DECLARATION of the Delegated Authorising Officer**

I, the undersigned, Olga COSMIDOU,

Director-General of Interpretation and Conferences,

hereby declare in my capacity as authorising officer by delegation that I have a 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 anything not reported here that could be prejudicial to the interests of the institution.

Done at Brussels,

on

Signature

6. ANNEXES

6.1 Budget execution statements 2014

6.1 Déclarations d'exécution du budget de 2014

Situation at the end of the period - Situation à la fin de l'exercice

6.1.1 Current appropriations - Crédits courants

6.1.2 Automatic carryovers - Crédits reportés automatiques

6.1.3 Appropriations from specific expenditure / assigned revenue - Crédits de dépenses spécifiques/recettes affectées (RA)

6.1.4 Specific expenditure appropriations carried over / assigned revenue - Crédits reportés de dépenses spécifiques/RA

6.1.5 Revenue - Recettes

DG. INTE

Situation des Crédits courants Exercice: 2014 (en EUR)

Edité le 13/01/2015 à 15:20

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Poste	Intitulé	Crédits	Virements+	Crédits	Engagements	%	Paiements	Solde des	Crédits
		Initiaux	Budg. Suppl.	Actuels	Contractés	Util.	Effectués	Engag. E.C.	Disponibles
01402	Interprètes de conférence	39.428.991,00	-4.875.000,00	34.553.991,00	34.553.991,00	100,00	34.188.542,49	365.448,51	0,00
01404	Stages, subventions et échanges de fonctionnaires	566.000,00	-445.000,00	121.000,00	118.439,43	97,88	118.439,43	0,00	2.560,57
02105	Informatique et telecommunications-Investissements en projects	0,00	210.000,00	210.000,00	205.000,00	97,62	0,00	205.000,00	5.000,00
02140	Matériel et installations techniques	3.700.000,00	0,00	3.700.000,00	3.698.216,20	99,95	2.020.816,61	1.677.399,59	1.783,80
03042	Réunions, congrès et conférences	1.020.000,00	-620.000,00	400.000,00	365.329,78	91,33	250.015,89	115.313,89	34.670,22
03245	Organisation de colloques, séminaires et actions culturelles	865.000,00	-235.000,00	630.000,00	586.609,26	93,11	420.538,55	166.070,71	43.390,74
Total Général		45.579.991,00	-5.965.000,00	39.614.991,00	39.527.585,67	99,78	36.998.352,97	2.529.232,70	87.405,33

DG. INTE

Situation des Crédits reportés automatiques Exercice: 2014 (en EUR)

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Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion
01402	Interprètes de conférence	749.718,66	749.718,66	749.718,66	749.398,25	99,96	320,41	0,00
01404	Stages, subventions et échanges de fonctionnaires	192.107,31	192.107,31	192.107,31	117.703,81	61,27	74.403,50	0,00
02140	Matériel et installations techniques	2.514.087,61	2.514.087,61	2.514.087,61	2.377.070,90	94,55	137.016,71	0,00
03042	Réunions, congrès et conférences	227.115,83	227.115,83	227.115,83	146.496,83	64,50	80.619,00	0,00
03245	Organisation de colloques, séminaires et actions culturelles	103.376,58	103.376,58	103.376,58	90.901,58	87,93	12.475,00	0,00
	Total Général	3.786.405,99	3.786.405,99	3.786.405,99	3.481.571,37	91,95	304.834,62	0,00

DG. INTE

Situation des Crédits de dépenses spécifiques/RA Exercice: 2014 (en EUR)

Edité le 13/01/2015 à 15:19

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Poste	Intitulé	Crédits	Crédits	Crédits	Engagements	%	Paiements	Solde des	Crédits
		an. précéd.	an. cumulés.	Actuels	Contractés	Util.	Effectués	Engag. E.C.	Disponibles
01402	Interprètes de conférence	0,00	5.438.999,40	5.438.999,40	4.394.519,02	80,80	4.314.766,08	79.752,94	1.044.480,38
03042	Réunions, congrès et conférences	0,00	4.461,18	4.461,18	0,00	0,00	0,00	0,00	4.461,18
03245	Organisation de colloques, séminaires et actions culturelles	0,00	30.756,10	30.756,10	0,00	0,00	0,00	0,00	30.756,10
Total Général		0,00	5.474.216,68	5.474.216,68	4.394.519,02	80,28	4.314.766,08	79.752,94	1.079.697,66

DG. INTE

Situation des Crédits reportes dep. spec RA Exercice: 2014 (en EUR)

Edité le 13/01/2015 à 15:21 Page 1/1

Poste	Intitulé	Crédits	Crédits	Engagements	Paiements	%	Solde des	Crédits
		Initiaux	Actuels	Contractés	Effectués	Util.	Engagements	Disponibles
01402	Interprètes de conférence	232.523,14	232.523,14	232.523,14	232.523,14	100,00	0,00	0,00
01404	Stages, subventions et échanges de fonctionnaires	6.374,18	6.374,18	6.106,47	6.106,47	0,00	0,00	267,71
02140	Matériel et installations techniques	385,04	385,04	385,04	385,04	100,00	0,00	0,00
03042	Réunions, congrès et conférences	16.321,01	16.321,01	11.817,72	11.817,72	100,00	0,00	4.503,29
03245	Organisation de colloques, séminaires et actions culturelles	26.123,71	26.123,71	25.618,30	23.234,50	90,69	2.383,80	505,41
Total Général		281.727,08	281.727,08	276.450,67	274.066,87	99,14	2.383,80	5.276,41

DG. INTE

Situation des engagements reportes dep. spec RA (nature 3) Exercice: 2014 (en EUR)

Edité le 13/01/2015 à 15:20

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Poste	Intitulé	Crédits	Crédits	Engagements	Paiements	%	Reste à payer
		Initiaux	Actuels	Contractés	Effectués	Util.	
01402	Interprètes de conférence	2.026.825,87	2.026.825,87	2.026.825,87	2.026.825,87	100,00	0,00
03042	Réunions, congrès et conférences	13.600,00	13.600,00	13.600,00	11.813,80	86,87	1.786,20
03245	Organisation de colloques, séminaires et actions culturelles	25.996,92	25.996,92	25.996,92	25.996,92	100,00	0,00
Total Général		2.066.422,79	2.066.422,79	2.066.422,79	2.064.636,59	99,91	1.786,20

6.2 Report on the respect of payment delays

6.2 Rapport sur le respect des délais de paiement

SOO25:INVOICES PAID FROM 01/01/2014 to 31/12/2014
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Factures payées		Intérêts de retard à payer d'office (>200€)	Intérêts de retard à payer à la demande (<=200€)	Pas d'intérêts de retard à payer	Total
Endéans le délai	Nombre de factures			364	364
	Montant total des factures (EUR)			34.280.530,82	34280530,82
	Montant des intérêts de retard (EUR)				
Après le délai	Nombre de factures	5	44	1	50
	Montant total des factures (EUR)	390.016,23	421.885,79	712.965,01	1.524.867,03
	Montant des intérêts de retard (EUR)	2.637,02	335,77		2.972,79
Nombre de factures		5	44	365	414
Montant total des factures (EUR)		390.016,23	421.885,79	34.993.495,83	35.805.397,85
Montant des intérêts de retard (EUR)		2.637,02	335,77		2.972,79

6.2 Report on the respect of payment delays

6.2 Rapport sur le respect des délais de paiement

1. No interest on late payment of invoices was paid in 2014.
1. > 200€- The 5 cases registered are due to errors in manipulation in Finord of the status 'Suspended' and/or 'Rejection of invoices'. To this effect the amounts of interest calculated automatically by Finord are not, in fact, due for payment to the client. These errors will be rectified in the application.
2. < 200€ - The total of 44 invoices registered in this band are to the global value of 421.885,79€ The interest calculated across all 44 invoices amounts to a total of 335,77€ Amongst these invoices 23 (so 52,27% of the total number of invoices paid with a delay in this band) totalling 322.116,92€(so 76,35% of the total amount concerned) were paid with a delay of between 1 and 5 days over the deadlines for payment set out in the contracts concerned.

The main reasons for these small delays are:

- Delays encountered due to the closing/opening procedures of the budgetary exercise.
- Delays encountered between the date of registering the arrival of the invoice to the EP by the Official Courier Service and the arrival of the invoice to the services of the DG.
- 42 invoices relate to the same unit and are attributed to the complexity of the contracts concerned. This situation will be analysed with the unit concerned in 2015 to adapt circuits to improve payment time delays.

6.3 List of exceptions
6.3 Liste des exceptions

Dérogations aux procédures

Les décisions dérogeant aux procédures établies et aux réglementations applicables							
Réf. document	Ordonnateur compétent	Objet	Montant	Avis vérificateurs		Décision	
				conforme avec observation / non conforme	Justification	Ordonnateur compétent	Justification
ED 70173	S. ALTENBERG	DEPOT de MARQUE AUPRES de l'OHMI	900€	Avis non-conforme	Missing specific agreement at Institution level for registering a trademark/logo.	O. COSMIDOU	Grant Programme included possibility to register any logos and two last AWP's foresaw the creation of a new network of universities.

Renonciation/annulations de créance

Les procédures de renonciations/annulations de créance				
Réf. document	Ordonnateur compétent	Objet	Montant	Justification de l'ordonnateur quant à la renonciation/annulation
Geda note D (2014) 59149	A.GRAVES	48 bursaries to freelance conference interpreters for language learning.	12.321,16€ across the total of 48 persons concerned	Each person received written detail of the amount awarded as bursary & signed acceptance of those terms. The amounts set out in the award letters were calculated on the wrong basis. Deemed that the individual and small overpayments could not be recuperated without causing damage to the reputation of the institution, and given that the person had accepted the award and made arrangements (enrolment and accommodation) on that basis, debit notes and recovery orders were not established. Initially treated as an administrative error this was later raised as an issue, by the ex post controller, that it should have been treated as a renunciation of a debt, and as such the decision not to recuperate should have been submitted to the AOD for endorsement. Endorsement of the procedure and the non-recuperation of overpaid amounts was made by the AOD at a later date.

6.4 Long-term contractual obligations
6.4 Obligations contractuelles à long terme

There are no long-term contractual obligations for DG INTE in 2014.

6.5 Exceptional negotiated procedures
6.5 Procédures négociées exceptionnelles.

There were no exceptional negotiated procedures in 2014.

6.6 Results of ex post evaluation

6.6 Résultats de l'évaluation ex-post

After almost two years of activity, the expected added-value of the ex post function has been demonstrated as it strongly contributes to the management oversight and fits in the overall quality approach promoted inside DG INTE.

In accordance with the 2014 work programme approved by the AOD, work focused on the analysis of procedures in place to ascertain the reality of operations and support the endorsement "certified correct" considered as a key step in the financial circuit. In this framework, controls were carried out on budget line 2140-04 ("Technical equipment and installations: maintenance, use and repair of technical equipment and installations") concerning two of the main suppliers of DG INTE. In addition, a sample of 15 transactions related to several budget lines directly managed by the DG was also subject to compliance checks. In particular, controls aimed at verifying that the "passed for payment" is based on a prior endorsement "certified correct" as well as that the actors involved are duly empowered and trained in the financial domain. Moreover, a targeted process review was carried out on some aspects of the procedures and controls in place in DG INTE to ensure the reliability of Pericles data influencing the ACIs entitlements for payments (field work is due to be finalised by the end of the year). In this regard it is worth noting that payments to ACIs are processed by and under the responsibility of the inter-institutional joint payment office hosted by the European Commission DG SCIC. Finally, transaction testing was performed in the field of bursaries (budget line 1404-04 "Graduate traineeships, grants and exchanges of officials: grants for training and further training of conference interpreters").

So far, the recommendations issued relate to raising awareness about the roles and responsibilities of actors involved in the chain of controls (including via the elaboration and monitoring of standardized training paths), streamlining financial circuits where possible, as well as building on current effort to consolidate internal guidance on financial matters. With regard to the management of maintenance contracts, possible developments were identified, together with the AOSD, to further enhance the oversight on the related contractors. Moreover, a state of play concerning the follow-up given to 2013 recommendations was requested from the services concerned in November 2014. Detailed analysis is on-going on a number of actions declared already completed or well advanced.

In the field of grant management (budget line 1404-04), it was decided by the AOD that the TQM Unit should contribute to on-the-spot controls of final claims submitted by the beneficiaries. These controls, organised by the AOSD in charge, allow for possible corrections to be made timely while increasing their cost/efficiency. In 2014, on-the-spot missions were performed in two Universities (ineligible expenditures were duly recovered or deducted from final payment).

The reference risk analysis for DG INTE ex post activities dates back to the end of 2012. It will be up-dated, in the framework of the elaboration of the 2015 work-programme, in order to take into consideration significant changes related to budget lines managed by DG INTE and the results of previous years control activities. Particular attention will also be paid to the outcome of the European Court of Auditors work, specifically regarding budget line 1402-01 as well as to the audit engagements carried out or planned by the Internal Auditor.

6.7 Sensitive posts
6.7 Postes sensibles

A full analysis of sensitive posts was carried out in 2012. Since submitting the results of the exercise no feedback or guidelines have been received. DG INTE has not, therefore, repeated this exercise since this date.

6.8 Evaluation of implementation of minimum internal control standards
6.8 Evaluation de la mise en oeuvre des normes de contrôle interne

N° norme	achevée	presque	en partie	démarré	à démarrer / NA
Section 1: Environnement de contrôle					
1. Déontologie et intégrité	x				
2. Mission, rôle et tâches	x				
3. Compétences du personnel	x				
4. Rendement du personnel	x				
5. Fonctions sensibles	x				
6. Délégation	x				
Section 2: Performance et gestion des risques					
7. Fixation d'objectifs	x				
8. Programmation pluriannuelle	x				
9. Programme de travail annuel	x				
10. Contrôle de la performance sur la base d'objectifs et d'indicateurs				x	
11. Analyse et gestion du risque	x				
Section 3: Information et communication					
12. Information ad hoc en matière de gestion	x				
13. Enregistrement du courrier et systèmes d'archivage	x				
14. Signalement d'irrégularités					x
Section 4: Activités de contrôle					
15. Documentation relative aux procédures	x				
16. Séparation des tâches	x				
17. Surveillance	x				
18. Relevé des exceptions				x	
19. Continuité des opérations		x			
Section 5: Audit et évaluation					
20. Identification et correction des insuffisances du contrôle interne	x				
21. Rapports d'audit	x				
22. Examen annuel du contrôle interne	x				

6.8 Evaluation of implementation of minimum internal control standards

6.8 Evaluation de la mise en oeuvre des normes de contrôle interne

ACHEVEE

<u>N° norm</u>	<u>Title of norm</u>	<u>Comments on achievement</u>
1. Control Environment	1. Ethics and integrity	NO change to comments - Staff have access, by means of intranet to all notes and updates from DG Personnel, DG INLO etc. All regulations, internal rules and guidance documents relating to financial work are also readily available and accessible via the intranet site of the institution. DG INTE has its own website, EPIweb, via which staff have access to all communications from the Director General, to information on matters such as staff conduct, Manual of Procedures, delegations and sub delegations etc. as well as links to information on the main intranet site of the EP.
1. Control Environment	2. Mission, role and tasks	NO change to comments - The role and tasks of the Directorates and Units in the DG are set out on the EPIweb site.
1. Control Environment	3. Staff competence (recruitment, training and mobility)	All staff recruitment is conducted by at least two members of staff, usually one member from a different unit wherever possible. Normally recruitment interviews for AD posts are conducted together with the head of Human Resources Unit. Interviews are fully documented in a written report. DG INTE has a training officer working within the Human Resources Unit who follows up on training requirements of each unit. For the most part mobility does not affect DG INTE in the sense that Interpreting staff are not mobile. Other posts follow the normal rules and instructions issued. The ex post control report of 2014 raises the issue of financial training for the various financial actors in the DG as needs have been identified during the course of the control work. Plans are underway to set out and follow up on training paths for actors dealing with different aspects of financial files.
1. Control Environment	4. Staff Performance	NO change to comments - Staff performance is assessed during the annual staff report procedure. Specific problems arising during the year would be dealt with as promptly as possible and the Human Resource Unit is available to assist with all staff related matters.
1. Control Environment	5. Sensitive posts	A full analysis of sensitive posts was carried out in 2012. Since submitting the results of the exercise no feedback or guidelines have been received. DG INTE has not, therefore, repeated this exercise.

1. Control Environment	6. Delegation	All original documentation relating to the delegation and sub-delegation of authorising officers is archived and closely monitored; all changes are immediately up-dated in the handbook of procedures on the EPIweb site. All persons concerned receive written notification with regard to tasks and responsibilities. Ex post control exercises in 2013 and 2014 identified two cases where the person placing CAF and/or BAP were not entitled to do so. Measures are now in place to ensure that notification is given each time a change is made.
2. Performance & Risk Management	7. Setting of objectives	NO change to comments - Each Unit/Directorate develops objectives for each sector of work and the overall objectives for the DG are built up in stages from that point. The objectives of the DG are available to staff via the EPIweb site and individual objectives are set out in the annual appraisals. The Director general holds a meeting each year to set out and agree the objectives and to explain how they feed into the annual assessment procedure.
2. Performance & Risk Management	8. Multi-annual programming	NO change to comments - The Administrative Work Programme 2012-2014 (AWP) defines the Parliament's main challenges and key projects to be achieved over this period. The programme sets out the key projects to be completed by each DG. DG INTE has 9 projects set out in the AWP.
2. Performance and risk management	9. Annual management plan	NO change to comments - The objectives set for each sector are fully detailed and constitute the work programme for each sector.
2. Performance & Risk Management	11. Risk analysis and management	Risk management continues to be firmly embedded in daily activities. Coordination is ensured by the Risk Management Team as already stated in the report. In order to further improve the methodological approach for the rating of risks, the assessment made of likelihood and impact has been reviewed and aligned with the centrally prepared guidance. Moreover, risk registration forms have been adapted to the revised and simplified reporting requirements from the EP risk manager. Risk register is updated at least twice a year
3. Information & Communication	12. Ad hoc management information	NO change to comments - A full management meeting is held once per month by the Director General with all Directors and Heads of Unit where upcoming issues are discussed any particular problems can be raised and news of the previous months main points are given. Each Unit holds regular team meetings. Regular meetings (normally 6 times per year) are held between the Budget Unit and the Financial Initiators (who are placed in the operational services) and Ex Ante Verifiers. Any important information regarding financial work, tendering, or reporting requirements, are either issued in writing (GEDA) by the Director General or by e mail to all concerned by the Budget Unit.

3. Information & Communication	13. Mail registration and filing systems	NO change to comments - Systematic and formal registration of incoming documents is made in GEDA. Centralised administrative archives have been set up and now maintained according to internal instructions to the institution The financial archives are now complete and installed and organised in the TRI building and all electronic archiving is up to date.
4. Control activities	15.Documentation of procedures	All financial procedures are documented and regularly up dated in a manual of Procedures available on the DG intranet site. All standard documents and rules and regulations and templates are linked to the manual. Codification of procedures is on-going. Some Directorates/services have finalised the documentation of administrative procedures and the Budget Unit will finalise in 2015. Revision of the manual of Procedures (section on tendering) is planned during 2015. Observation notes, file notes and comments on budget transactions are now systematically registered in a workflow table used by the Budget Unit. This will enable analysis of problem areas and areas where improvements can be made for the future. Analysis of the 2014 observations is underway and will be presented to the Resource Director in the first quarter of 2015.
4. Control activities	16. Segregation of duties	Operational and financial initiators work within the operational units. Ex ante verifiers work in the Budget Unit ensuring complete segregation of duties. Tendering is de centralised in the operational units. Ex ante verification on tendering files was made on procedures over 60.000€ During the last quarter of 2014 this is now extended to procedures above 15.000€
4. Control activities	17. Supervision	The review of the ex-ante verification function is on-going. As from the beginning of 2014 all transactions arriving to the Budget Unit for ex ante verification are registered 'in' to the unit and details are taken onto a central workflow table. All comments, observations and file notes are recorded onto the table ensuring information on files is shared between the ex-ante team. After one full year of using the table the results are currently under analysis. This and the results of the ex post controls will be the subject of a review A tendering helpdesk was established in 2013, verification of all tendering procedures above 15.000€before launch is now obligatory in the DG and a first analysis of this work will be undertaken in the first quarter of 2015. An ex post control was put in place in May 2013 and entrusted to the Total Quality Management Unit. 2014 was the first full year of activity. More details are provided in annex 6.6 of the report.
5. Audit and evaluation	20. Recording and correction of internal control weaknesses	NO change to comments - Internal control weaknesses are identified on an ad hoc basis and suitable solutions are discussed and implemented wherever this is deemed appropriate.

5. Audit and evaluation	21. Audit reports	All audit reports and action plans are followed up. No outstanding actions are applicable to DG INTE. However, it should be noted that an internal audit on the implementation of the Code of Conduct on multilingualism was carried out by the Internal Audit Service in 2014. The audit is expected to be completed in early 2015
5. Audit and evaluation	22. Annual review of internal control	NO change to comments - Reviewed regularly in the framework of the AAR & periodic reports

PRESQUE ACHEVEE

<u>N° norm</u>	<u>Title of norm</u>	<u>Comments on achievement</u>
4. Control activities	19. Continuity of operations	Substitution arrangements for all key functions are organised internally by each service individually. Codification of procedures has been done by almost all units. A document for handover arrangements was established for the outgoing Director General.

DEMARREE

2. Performance and risk management	10. Monitoring performance against objectives and indicators	NO change to comments -A working group has been established and work is ongoing - results and performance this year are therefore reported in terms of work volume so as to provide an idea of the activity level within the DG.
4. Control activities	18. Recording of exceptions	Derogations are the subject of file notes which are referenced in the relevant budgetary document in FINORD. These are recorded in the ex-ante verification workflow table but still needs to be formalised with a referencing system to be adopted for the DG.

A DEMARREE

3. Information & Communication	14. Reporting improprieties	Information concerning the financial irregularities panel is available via the intranet site of the EP although no detailed internal instruction is found concerning procedures to follow. No separate internal procedures have been elaborated at DG level.
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