

**ANNUAL ACTIVITY REPORT 2013**  
**DG INTERPRETATION AND CONFERENCES**

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## 0. OVERVIEW OF BUDGET EXECUTION

Code	Appropriation type	Type de crédits	€ or %
	<b>Appropriations of 2013</b>	<b>Crédits 2013</b>	
A	Initial appropriations	Crédits initiaux	58.922.000,00
B	Final appropriations	Crédits finaux	55.527.000,00
C	Commitments	Engagements	55.348.823,51
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	99,68%
E	Payments	Paiements	51.562.417,52
F	Payments in % of commitments	Paiements en % d'engagements	93,16%
G	Cancellations of 2013 final appropriations	Annulations de crédits 2013	178.176,49
H	Cancellations in % of final appropriations	Annulations en % des crédits finaux	0,32%
	<b>Appropriations carried over (automatic and non-automatic carryovers) from 2013 to 2014</b>	<b>Crédits reportés (automatiques et non-automatiques) de 2013 à 2014</b>	
I	Automatic carryovers from 2013 to 2014	Crédits reportés automatiques de 2013 à 2014	3.786.405,99
J	Automatic carryovers from 2013 to 2014 in % of commitments	Crédits reportés automatiques de 2013 à 2014 en % des engagements	6,84%
K	Non-automatic carryovers from 2013 to 2014	Crédits reportés non-automatiques de 2013 à 2014	0
L	Non-automatic carryovers from 2013 to 2014 in % of final appropriations	Crédits reportés non-automatiques de 2013 à 2014 en % des crédits finaux	0%
	<b>Appropriations carried over (automatic and non-automatic carryovers) from 2012 to 2013</b>	<b>Crédits reportés (automatiques et non-automatiques) de 2012 à 2013</b>	
M	Automatic carryovers from 2012 to 2013	Crédits reportés automatiques de 2012 à 2013	10.403.357,08
N	Payments against automatic carryovers from 2012 to 2013	Paiements de crédits reportés automatiques de 2012 à 2013	9.535.894,66
O	Payments against automatic carryovers from 2012 to 2013 in % of automatic carryovers from 2012 to 2013	Paiements de crédits reportés automatiques de 2012 à 2013 en % des crédits reportés automatiques de 2012 à 2013	91,66%
P	Cancellations of automatic carryovers from 2012 to 2013	Annulations de crédits reportés automatiques de 2012 à 2013	867.462,42
Q	Cancellations of automatic carryovers from 2012 to 2013 in % of automatic carryovers from 2012 to 2013	Annulations de crédits reportés automatiques de 2012 à 2013 en % des crédits reportés automatiques de 2012 à 2013	8,34%
R	Non-automatic carryovers from 2012 to 2013	Crédits reportés non-automatiques de 2012 à 2013	0
S	Payments of non-automatic carryovers from 2012 to 2013	Paiements de crédits reportés non-automatiques de 2012 à 2013	0
T	Payments against non-automatic carryovers from 2012 to 2013 in % of non-automatic carryovers from 2012 to 2013	Paiements de crédits reportés non-automatiques de 2012 à 2013 en % des crédits reportés non-automatiques de 2012 à 2013	0%
U	Cancellations of non-automatic carryovers from 2012 to 2013	Annulations de crédits reportés non-automatiques de 2012 à 2013	0
V	Cancellations of non-automatic carryovers from 2012 to 2013 in % of non-automatic carryovers from 2012 to 2013	Annulations de crédits reportés non-automatiques de 2012 à 2013 en % des crédits reportés non-automatiques de 2012 à 2013	0%
	<b>Assigned revenue in 2013</b>	<b>Recettes affectées 2013</b>	
W	Appropriations from assigned revenue in 2013 (current)	Crédits de recettes affectées courantes 2013	3.651.413,27
X	Assigned revenue carried over to 2013	Crédits de recettes affectées reportées à 2013	157.867,72
Y	Payments in 2013 against appropriations from assigned revenue (current and carried-over)	Paiements de crédits de recettes affectées 2013 (courantes et reportées)	1.461.131,12
Z	Payments in 2013 against assigned revenue in % of assigned revenue in 2013 (current and carried over)	Paiements de crédits de recettes affectées 2013 en % des crédits de recettes affectées 2013 (courantes et reportées)	38,36%
AA	<b>Appropriations for mopping up transfer</b>	<b>Crédits pour le transfert de "ramassage"</b>	-4.295.000

## **1. OBJECTIVES**

### **1.1 Objectives of the Directorate General**

A - The general objectives of the DG are:

- i) To provide interpretation services in the 23 languages of the current EU, as well as in Croatian for the observers, and other languages upon specific demand, for the plenary sessions and all other meetings of the Institution and its bodies in the three places of work of the Institution:
- ii) To organise the logistics for the meetings outside of the three working places of the Political Groups, the Bureau and the Conference of Presidents as well as the Parliamentary Delegations and Committees upon request:
- iii) To manage the meeting rooms and technical support required for the smooth running of the meetings schedule.

Specific objectives in 2013 are largely unchanged from those set out for 2012 but now include the continuation of work undertaken during 2012 for the successful implementation of the Bureau decision on resource efficient full multilingualism in Parliament.

B - The specific objectives set for the DG in 2013 are to:

- i) Prepare for the future needs of the institution with regards to interpretation especially by creating new networks with Universities.
- ii) Further develop inter-institutional and international cooperation
- iii) Strengthen the structure of the Conference Technicians Unit in order to facilitate development of new projects for update/renewal/maintenance of equipment and facilities
- iv) Complete the restructuring of the DG in order to enhance performance and results, especially concerning staffing of the E-learning unit
- v) Consolidation and optimisation of measures taken to support the Bureau decision on resource efficient full multilingualism in the Parliament.

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**

After two years of implementation, risk management is now well embedded in DG INTE planning, monitoring and reporting processes. Coordination is ensured by the Risk Management Team (RMT) composed of the Director for Resources, the Head of Unit for Human Resources and the Head of the Total Quality Management Unit. Efforts, in terms of awareness-raising have continued, not only for managers but also for staff members, notably through training. All in all, 44 colleagues have followed risk management training since early 2012 and the action should be extended to some ACIs colleagues.

As of the end of 2013, out of the eight initial key risks: two have been downgraded (risks linked to Pericles failure and the increased rate of change in the Conference technicians Unit), one was closed (concerning some aspects of the budgetary management of budget line 1402-01), and one was added, concerning payment delays on the European Parliaments Auxiliary Conference Interpreter contracts at the level of the SCIC-based single payment office.

The current six main risks relate to the succession planning for interpreters and the lack of conference interpreters in certain Member States, the preparation of outgoing missions, the shortcomings identified at the level of the inter-institutional application *WebCalendar*, as well as to the inter-institutional cooperation in the budgetary and financial domain (the substantial modifications brought in January 2013 following the abolition of the EP-Commission liaison account have duly been taken into account in the assessment).

Implementation of action plans is on-going and progress is being steadily made. In this regard, it should be noted that considerable efforts made, notably in terms of training and awareness-raising, to address the succession planning and lack of conference interpreters in certain Member States, can only come as a complement to actions Member States are supposed to carry out, given their primary responsibility in this field according to the subsidiarity principle.

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

### **2.1 Environnement of the Directorate General**

The Resources Directorate has been reinforced to a full organigramme with a number of colleagues arriving during 2013. At the same time, the Directorate for Organisation and Planning is building its capacity by further developing the unit for E-learning and integrating it fully into the Directorate. The establishment plan of the DG as a whole has been subject to redeployment measures to the benefit of other DGs as well as cuts, in the context of the entering into force of the new staff regulations. In this context it is important to take note that the actual number of posts available on the organigramme at the end of 2013 (31 December 2013) was only 396 AD posts and 120 AST posts.

### **2.2 Human Resources of the DG**

	Postes organigramme 01/01/2012	Postes organigramme 01/01/2013	SITUATION AU : 31/12/2013				TOTAL
			Effectifs fonctionnaires	Effectifs temporaires *	Effectifs contractuels	Effectifs extérieurs <sup>1</sup>	
AD	430	412	353	34**	3	*** 450 (-/+)	
AST	123	123	109	16**	23	7	
AUTRE							
TOTAL	553	535	462	50	26	457 (av. figure)	

\* Including temporary staff on part-time compensation basis

\*\* Including posts occupied by contract agents in the context of enlargement

\*\*\* This figure refers to the average no. of ACI recruited per week. This number increases circa. 600 during the Strasbourg session weeks, which represent the peak activity periods.

<sup>1</sup> Indiquez le nombre de personnes mises à disposition du Parlement (travaillant dans les trois sites du Parlement) via des contrats de prestation de services. Indiquez également les personnes dont le contrat s'est terminé en décembre (avant le 31/12/2013) et dont le contrat sera renouvelé en 2014.

## 2.3 Budget Execution 2013

### 2.3.1 Final Appropriations and Initial Appropriations

The overall initial appropriations amounted to a total of 58.922.000€ Following the two mopping up procedures and one transfer, the final total appropriations amounted to 55.527.000€ The detail of transfers are as follows:

#### Situation after mopping up exercise 1 and 2 and 'S' - transfer

Budget Line	Movement
1402-01	-3.400.000
01404-04	-535.000
02140-04	+900.000
03042-03/04	-345.000
03245-04	-15.000
<b>Total</b>	<b>-3.395.000</b>

1402-01 - Adaptation to the new rules governing resource efficient full multilingualism in interpretation (Bureau Decision of 11/12/2011) is on-going. The stricter rules to be applied when organising meetings with interpretation have led to savings (the impact of the decision is only beginning to emerge at the close of the 2013 exercise, the first full year of implementation).

1404-04 - The under- utilisation is partly due to late adoption of the rules on training and also due to the decision that no summer university activity would take place in 2013, given the changes in recruitment patterns for Auxiliary Conference Interpreters.

2140-04 - In the first mopping up exercise a request was made for 1.250.000€ additional appropriations to allow for the continuation and stepping-up of the programme to renew out-dated and deteriorating equipment in the conference rooms managed by DG INTE. Finally 900.000€ was offered by S-transfer, which DG INTE have been able to fully utilise.

3042-3/4 - The utilisation of appropriations on these lines depend on demand of the Political Groups. It is therefore only towards the end of the year that any surplus appropriations become evident.

3245-04 - A small remainder was returned during the mopping up procedure, this was estimated ahead of the closure of a tender procedure which was eventually finalised in December 2013.

### 2.3.2 Final Appropriations and Committed appropriations

Committed appropriations against final appropriations represent an overall utilisation rate of 99.68%. This includes large provisional commitments on the budget line 1402-01 "Conference Interpreters".

### 2.3.3 Committed appropriations and Payments effected

93.16% of committed appropriations have been disbursed in payments in 2013.

All remainders on provisional commitments on the budget line 1402 will be carried forward to 2014 to honour payments of Auxiliary Conference Interpreter salaries and travel tickets, relating to services provided in 2013.

The remaining credits on 1404-04 mainly concern amounts necessary to make the final payments on grant projects (2013/2014), due to be completed in the last quarter of the exercise.

The remainder on commitments on the line 2140-04 will be carried forward to honour outstanding payments due for the maintenance contracts of Brussels and Strasbourg and the on-going contracted services for the renewal of equipment in the conference facilities of the Institution.

#### *2.3.4 Utilisation of carried forward appropriations from 2012 to 2013*

The rate of payments against automatic carry-overs 2012 to 2013, during the reporting period stands at 91,66%.

The utilisation rate is high for sub-lines 1402-01 (91,9%), 2140-04 (99,47%) and line 3245-04 (99,3%). For the lines 3042-03 and 3042-04 the utilisation rates are around 70% (71,9% and 72,0% respectively). The amounts concerned are relatively low but increased efforts will be made to improve estimated requirements for the next carry forward. Only the line 1404-04 shows a lower utilisation rate at 55,54%. This is mainly due to the fact that for the projects funded under the grant programme, the final payment is rarely reaching the maximum amount set out in the agreement. Additionally, two final payments on projects funded from the 2012/2013 grant programme were not made before the close of accounts. This was due to lack of supporting documentation and detail in the financial reports. Finalisation will be completed in 2014 on current credits.

The remaining amount on line 1402-01 was foreseen for the salary adjustment, applied by analogy to Auxiliary Conference Interpreter salaries, for the year 2012. As the decision was not finally taken in time, these credits were not utilised.

#### *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 2013 is 3.499.748, 86 EUR of which 96, 54% has been committed. Of the committed amount 40% has been paid in 2013 and the remainders will be utilised in 2014. This largely concerns the budget line 1402.

##### *2.3.5.2 Situation of appropriations of assigned revenue carried forward*

Carried forward revenue amounts to 157.867,72 EUR.

The overall commitment rate of carried forward assigned revenue is 94, 35%

- Line 1402-00: Commitments and payments = 100%
- Line 1404-04: Commitments and payments = 100%
- Line 3042-03: Commitments 83,82%; payments against commitments 69,22%
- Line 3245-04: Commitments 100%; payments 0%.

## 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 2013 exercise
A) i A) iii B) iii	<b>MEETINGS</b>	
	Total number of meeting sessions <b>with interpretation</b> attended by conference technicians	4976
	Total number of meeting sessions requiring sound equipment set up and support	1778
	Total number of meeting sessions requiring projection equipment set up and support	3064
	<b>Total EP meeting sessions with interpretation provided</b> Brux/Stras/Lux/Outside 3 work places Total	3028/2056/2/1071 <b>6157</b>
	<b>Number of meetings outside of places of work organised by the Conference Service</b> (Political groups, Conf. Presidents and Bureau)	38
	<b>Meetings with interpretation organised for other institutions total:</b> Commission (Lux) 172 Commission (outside) 16 Commission (EP premises) 2 Court of Auditors (Bxl, Lux, outside) 34 Comm. of Regions (Bxl, outside) 137 Economic and Social Comm. (EESC) 10 Ombudsman 2 Translation Centre 3 DG SCIC meeting in Strasbourg 5 <b>Total for other institutions</b> 381	
	<b>Files treated for requests for meetings in the EP premises by outside bodies:</b> Brussels 69 Luxembourg 2 Strasbourg 33 <b>TOTAL</b> 104	
	Total n° of staff interpretation days in 2013 organised for the needs of the EP/all Institutions	48867/50306 days
	Total n° of Auxiliary Conference Interpretation days in 2013 organised for the needs of the EP/all Institutions	49063/53244 days

A) i B) i	<b>TRAINING &amp; TESTING</b>	
	Total number of added languages in 2013/total applicants tested	142/206
	Interpreter days/successful candidate	1.5
	Total number of new ACI's /total candidates tested	52 / 256
		2
	Total number of bursaries granted in 2013	42
	Training events in 2013	88 events 1908 participants
	Total number of participants in 22 in-house interpreter specific language courses 2013-2014	152 participants
	Total number of external language courses for staff <ul style="list-style-type: none"> <li>• Short term</li> <li>• Long term</li> </ul>	34 interpreters 6 interpreters
A) i B) i	<b>GRANTS/ASSISTANCE TO UNIVERSITIES</b>	
	Number of grants awarded to universities in 2013	8
	Number of universities who received pedagogical assistance at final exams	23 universities
	Remote teaching assistance (virtual classes)	50 virtual classes with 196 students and 20 universities
	Total n° of visits by universities	27 universities
	Total number of students visiting DG INTE	261 students
B) ii	<b>INTER-INSTITUTIONAL &amp; INTERNATIONAL COOPERATION</b>	
	Number of participants to structured exchange programme with SCIC (EP & SCIC)/total n° of exchange days of interpretation	34/ 604
	N° EP interpreter days placed at disposal of SCIC during Strasbourg session	330
	N° EP interpreter days placed at the disposal of the SCIC outside Strasbourg sessions	277

## 2.4 Results obtained

### 2.4.1 Resource efficient demand management

Now in its second year of implementation, the Bureau decision of 12 December 2011 on a resource efficient full multilingualism has remained an important priority for DG INTE in 2013. The decision is meanwhile firmly embedded in the organisational structures, procedures and practices of DG INTE, with stakeholders having also accepted the changes in working methods.

<sup>2</sup> 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 2014.

The Demand Management Service, set up in the Meetings and Conferences Unit at the beginning of 2012 as single interlocutor for all users of interpretation at an operational level, in close cooperation with the Programming Unit and the Recruitment Unit of DG INTE, has continued to ensure that requests for interpretation were met in strict compliance with the rules set out in the Bureau decision. In 2013, the maximum number of 16 interpretation teams working in parallel has continued to be fully respected, leading to a more even spread of meetings, particularly during Committee weeks.

On 12 of March 2012, the Bureau took a further decision to reduce costs and improve the efficiency of interpretation services for Delegation travel. Specifically it was decided that whilst Delegations would continue to benefit from the full interpretation entitlement of up to five languages as laid down in the Code of Conduct on Multilingualism during weeks set aside for external parliamentary activities ("turquoise weeks"), delegations requiring derogations for travel during Committee weeks would only be provided with a limited language regime (interpretation into one language).

Additionally, on 23 March 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. Both measures have, in the meantime, been fully implemented by the services of DG INTE within its area of responsibility.

#### *2.4.2 Preparing for future interpretation needs of the institution*

DG INTE continues to focus on interpreter training and awareness raising activities.

**Grants:** This year's call for proposals closed on 24 May and the evaluation of projects submitted was completed by the end of July. As a result, 18 projects were retained for funding out of which 8 will be co-financed by the EP (one applicant has withdrawn after the meeting of the evaluation committee). The publication of the inter institutional call (DG INTE of the EP and DG SCIC of the CE) was preceded by several meetings of the inter-institutional working group with the aim to improve procedures for grant award and management, and their adaptation to the new Financial Regulation. Additionally, a total of 9 projects, awarded grants from the previous call for proposals, ran until September 2013 and the grant amounts due were finalised during the last quarter of the exercise. The inter-institutional working group will continue its work in order to draw lessons from the 2013 grant exercise and further optimise grant management.

The **E-learning** Unit, created in August 2012 is now fully operational and the Head of Unit was appointed and will take up duties as from the beginning of 2014. (During 2013 the Head of the Multilingualism Unit was acting Head of E-Learning). The Unit is responsible for Virtual learning projects such as: Speech Repository, Multilateral and Bilateral Virtual Classes, which involve other European institutions and both, EU and non-EU, universities. This forms part of the general objective to increase the provision of skilled interpreters, in all working languages, to support the efforts of the DG in the context of succession planning and recruitment. The use of "virtual classes" has been increasing steadily since the creation of the Unit; an increasing number of universities are joining the initiative. Around 39 virtual classes, with 19 universities, have been organised until September. Technical improvements of the virtual classroom have made it possible to organize multi-point virtual classes with several participants at a time. The e-learning activities of DG INTE have been awarded a best practice certificate by the European Institute for Public Administration (EIPA) and have been shortlisted for the European Public Sector Award.

New technological solutions for training needs are currently being explored, such as a new Virtual Coaching Tool. The project is being developed with the support and participation of DG ITEC; the first months of the year were devoted to Business Process Modeling.

**A new website** describing cooperation with universities and support activities for universities has been created. The website provides information related to teaching and financial assistance available, and the quality requirements universities must fulfil in order to receive support from the Parliament's interpreting services. It is planned to enhance the website with an interactive forum for exchange of information and best practices between universities training interpreters and the Parliament's services.

This year DG INTE has also introduced a new instrument of cooperation - the **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. 17 universities so far, in Europe and beyond, have counter-signed the Memorandum. Discussions are on-going with further interpreting schools in order to create new networks.

**Testing** – Substantial savings of resources involved in testing have been achieved following the re-organisation of procedures in 2012. DG INTE continues to seek further ways to reduce costs of testing, whilst at the same time ensuring the availability of high quality professionals for the institution. To this effect a call for tender for the development of an on-line pre-selection test tool for auxiliary interpreters has been launched. The procedure was finalised and a contract was signed at the end of 2013. The tool will allow candidates to take pre-selection tests at home; only the successful candidates from this first testing round will be invited to take full accreditation tests. This will result in further savings of time and resources. The technical specifications for the tool have been prepared in collaboration with DG ITEC. At the same time DG INTE participates to the work of an inter-institutional working group, whose mandate is to elaborate the principles and procedures governing the pre-selection process.

**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 a further 4 will be re-tested.

**Study Visits and pedagogical assistance** – DG INTE furthers its contacts with universities by providing external examiners at university final exams to guarantee standards and increase awareness of the needs of the Institution. 25 staff interpreters attended final exams. 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.

**Awareness raising** - The HoU for Multilingualism Support participated in a number of key events with international partners in order to strengthen relations with interpretation services of other international organisations and raise awareness towards universities and public authorities about the needs of the institution.

#### *2.4.3 Optimising human resources*

In order to optimise its performance DG INTE actively encourages interpreting staff to further develop language skills, and increase the number of languages in which they can work. 40 staff followed external language courses and 42 bursaries for language study for ACIs were granted in the period January to September 2013. A new approach to training based on a comprehensive learning-needs analysis has led to the organisation and planning of 7 new language courses to cover deficit language combinations. 22 language courses started in September 2013.

Thematic training has continued to be a major focus of training efforts; regular briefing sessions and workshops are held on Mondays and Fridays and during turquoise weeks. From January to December 2013, 88 training events were organised with 1908 participants.

#### *2.4.4. Inter-institutional and international cooperation*

DG INTE has been present at a number of key events with international partners, enabling the service to strengthen relations with interpretation services of other international organisations and raise awareness of the profession in general, and of the needs of the European Parliament, in this field, in particular.

DG INTE manned a stand at the **London Career Show** (20/21 March) where 100 visitors were received.

A stand was also set up at both the **Open day** of the European Parliament in Brussels (4 May) and in Strasbourg on the 19th May. The stand provided the opportunity to "have a try" at simultaneous interpreting in a booth specially set up for this purpose. A round table and a competition with interpreting schools from Belgium and France took place, at the Brussels event, with 40 candidates. Winners are invited to Strasbourg during the July session.

DG INTE organised a Trainees Conference on 13 February 2013 and on 16 July 2013 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.

DG INTE was present at the London Language Show on 18/20th October, at a stand set up by DG EAC of the Commission together with the services of DG SCIC, also of the Commission.

DG INTE also attended, for the first time, the "Salon Europeen de l'Education" in Paris on 21 - 24th November. More than 400 visitors came to try the interpretation booth. A conference was organised with the participation of DG INTE and the Court of Justice and Directors of the interpreting schools of Paris.

#### *2.4.5 Maintaining and updating meeting facilities*

Regarding the modernisation of the European Parliaments' meeting rooms:

- The modernisation of a total of 5 meeting rooms in Brussels was achieved during 2013.
- A number of projects are under preparation to improve the overall level of "ergonomy" in the meeting rooms:
  - Replacement of carpets by antistatic linoleum in Brussels (19 control booths completed).
  - Activation of independent HVAC (heating, ventilation, air-conditioning) system for equipment racks in JAN building (all completed). A pilot to provide additional soundproofing of the racks in the JAN- building was successfully completed and an order for the general roll-out of this additional soundproofing to all control booths in the JAN - building has been initiated.
    - Finalisation of new Modicis work tablet lay-out in pilot room (ASP-05E002).
    - Set-up completed of SONO KIT for mobile SONO team to provide the team with improved problem resolution tools.
    - Initiate project to improve lighting conditions in front of projector screens (3 pilot rooms completed).
    - "Expression of needs" submitted to DG INLO to initiate an INLO project in Brussels for the full redesign of the HVAC system of both our control booths and our interpreter booths.
    - Roll-out of the GSM BIP system to the team in order to facilitate communication and planning of resources.

#### *2.4.6 Improving the supply of meeting documents to interpreters in the booth*

Several on-going projects of 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 has been established (chaired by the Resource Director) to study the implications for interpreters.

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; this is critical for the interpreter teams. Development of IT tools/exploitation and adaptation of existing software is a key element to achieving objectives in this domain.

#### *2.4.7 Optimising the use of "valise" interpretation on missions*

The valise was available for 33 out of 139 missions with interpretation served by DG INTE for DGs IPOL and EXPO from January to December, i.e. 24% of cases. Inquiries are on-going (Missions Helpdesk and Technical Helpdesk jointly) to assess the possibilities and resource implications of deploying the valise in selected missions outside the European Union.

#### *2.4.8 Expansion of videoconferencing in parliamentary meetings*

The Technical Helpdesk performed 93 field interventions in the period January to December, 28 of which concerned videoconferencing (50 concerned video messages).

A presentation of the Videoconferencing for Multilingual Meetings solution (developed at the European Parliament) took place in the presence of representatives of the National Parliaments at the end of September in order to stimulate the use of videoconferencing.

#### *2.4.9 Consolidation of services delivered by the DG*

After a period of restructuring, the operational and resource services have entered a period of stability in terms of their positioning. They could thus concentrate on consolidating despite the fact that further cuts in the establishment plan were introduced during 2013. The interpretation directorate made good progress on filling their vacancies and completing the establishment plan. The new Croatian unit was fully staffed before the end of the first semester and integrated as an official language from 1 July 2013. The year was characterized, as regards interpretation services, by fully applying the decisions regarding resource-efficient full multilingualism which led to shifts in the supply structure - these will be further analysed.

#### *2.4.10 Prepare the upcoming Council Presidencies*

DG INTE visited Vilnius in April to prepare for the presidency and cooperated with the Lithuanian national parliament to train their staff interpreters. DG INTE also visited Athens in November with a view to finalise preparations for the Greek Presidency, after previous preliminary contacts with representatives of the Greek Administration in Brussels.

### 3. EVALUATION AND EFFICIENCY OF INTERNAL CONTROL

N° norme	achevée	presque	en partie	démarré	à démarrer / NA
<b>Section 1: Environnement de contrôle</b>					
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				
<b>Section 2: Performance et gestion des risques</b>					
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				
<b>Section 3: Information et communication</b>					
12. Information ad hoc en matière de gestion	x				
13. Enregistrement du courrier et systèmes d'archivage	x				
14. Signalement d'irrégularités					x
<b>Section 4: Activités de contrôle</b>					
15. Documentation relative aux procédures	x				
16. Séparation des tâches	x				
17. Surveillance		x			
18. Relevé des exceptions				x	
19. Continuité des opérations		x			
<b>Section 5: Audit et évaluation</b>					
20. Identification et correction des insuffisances du contrôle interne	x				
21. Rapports d'audit	x				
22. Examen annuel du contrôle interne	x				

Assessment of the internal control mechanisms for 2013 shows the DG is in conformity with most of the standards. There have been steady improvements during the course of the year in areas identified as requiring further attention.

- Ex ante verification

The review of the ex-ante verification function is on-going. Successful recruitments of 3 colleagues to replace and to reinforce the team in the Budget Unit resulted in additional resources made available for ex ante controls. There are now two principle verifiers in the team who deal with the majority of transactions presented to the unit for verification. The HoU and Administrator have also taken ex-ante verification function in order to ensure continuity and support when necessary.

Measures have been introduced to ensure greater consistency in the application of the financial rules & procedures. The Director General took a decision to revise circuits for financial files presented for verification. This will include the recording, in detail, of all work entering, leaving, and being processed, by the Budget Unit. This will streamline the work of the ex-ante verification function, document all remarks and observations, enable randomisation of distribution of files and increase opportunity to harmonise approach. This is effective from 1<sup>st</sup> January 2014.

- Archiving

The financial archives are now complete and installed and organised in the TRI building and all electronic archiving is up to date.

- Tendering & contracting

DG INTE is essentially a service provider, as such outside contracting activity is relatively low (setting aside the recruitment of Auxiliary Conference Interpreters - this activity is not commercial contracting and so is not referred to in this context). Nevertheless, the DG has run 3 tendering procedures over the threshold of 60.000€ and 6 between 15.000€ and 60.000€ Tendering and contracting remain de-centralised under the responsibility of the operational units. A tendering and contracting helpdesk function has been set up within the Budget Unit, this has enabled it to play a more active role in advising and providing direct assistance to the operational units in the preparation of procurement procedures, both before files were officially submitted and in the course of ex-ante verification.

- Ex post control

The ex post control function was put in place in 2013 and entrusted to the Total Quality Management Unit. The document setting out the ex post controls strategy was approved by the Director General, in her capacity of Authorising Officer by Delegation, on 26 March 2013. The official in charge of ex post controls joined the TQM Unit in May and controls were launched soon after. The indicative work plan for a reference full year activity, approved by the Director General, served as a basis for these first months until end 2013. Concurrently, a first series of training needed for professional development was identified and followed by the newly appointed ex post controller.

As of the end of December 2013, the work carried out over the last semester is either completed or has reached the clearance phase. A summary report will subsequently be prepared for the attention of the Authorising Officer by Delegation. After this first half year of activity, a number of tools have also been put in place, although further developments and/or adjustments are still needed.

With regard to budget line 1402-01(ACIs), contacts at inter institutional level were organised with SCIC (European Commission) in order to agree on a procedure for the transmission of information concerning individual payments to ACIs. Such access was possible in the course of September 2013. The objective for the remaining months of the year has been to get a sound understanding of the different components of the final settlements, check the basis used for calculations, re-perform calculations, confirm our understanding of the nature of the expected controls (automatic vs. manual) as well as identify possible methodological limitations due to the inter-institutional set-up. Finalisation of work is on-going at year-end and strategy of controls for next year will be adapted accordingly.

The above work on budget line 1402-01 was complemented by a process review and transactions testing in the field of advances paid to ACIs by the EP via an imprest account. Preliminary conclusions are at the stage of validation with the ACI payment Unit.

With regard to budget line 1404-04, 4 individual bursaries were analysed and clearance procedure is on-going. With regard to budget line 3245-04 (support for multilingualism), one payment was selected and no significant point was raised.

With regard to budget line 2140-04 (concerning technical equipment and installations) and budget line 3042-03 (concerning political group meetings), the work consisted in the review of a selection of payments made in 2013 (extended to a first assessment of procurement procedures for low value contracts). Conclusions reached point to there being room for improvement in the following areas: better use of WebContracts, ensure adequate documentation (note for the file) for complex files, dissemination and use of relevant standard documents from the vade-mecum on public procurement procedures to support actors in the preparation of tendering procedures, These topics will be further discussed together with the actors concerned in 2014 as a follow-up to our 2013 work.

#### **4. CONCLUSIONS**

The core tasks of DG INTE have continued to evolve and expand over the past five years in response to the changing requirements of the institution. Whilst the provision of interpreting services remains the main area for budgetary spending, and the key task of the DG, other fields of work have been gaining importance with regard to the additional services the DG now offers to the institution. Important core tasks include the up-date and maintenance of the institutions meeting facilities; the planning and coordination of meetings, both for the EP but also increasingly as service provider for other EU-institutions and bodies; the use of more tailor-made and efficient IT-tools for organisation, reporting, statistics, and interpreter training purposes; and the networking with, and support to, stakeholders in the field of interpretation: This latter being of particular importance where the pooling of expertise, sharing of best practice and mutual assistance, can produce increased efficiency and economies of scale.

New measures related to interpreting services, adopted by the Bureau at the end of 2011 (Resource efficient full multilingualism), required rapid reaction and far reaching changes in the way in which the DG was to provide interpreting services. 2012 was the first year for implementing the new rules and, as it represented a very different working practice and approach, took time and large-scale re-organisation to implement, both for DG INTE but also for meeting organisers outside the DG. Significant savings have been achieved since the introduction of the measures, whilst standards have remained constant at the high professional level enjoyed by the Institution. In this respect, although the full impact of the measures is only now beginning to emerge, the implementation of this approach can be deemed successful.

Multilingual services, of which interpretation forms a key part, are currently the subject of general review within the institution. DG INTE is closely following developments and providing analyses and input, wherever required, to assist with this general debate.

## 5. DECLARATION OF THE DELEGATED AUTHORISING OFFICER

Je soussigné, Olga COSMIDOU,

Directeur général Interprétation et Conférences

en ma qualité d'ordonnateur délégué, déclare par la présente que j'ai l'assurance raisonnable que :

- a) les informations contenues dans le rapport donnent une image fidèle de la situation ;
- b) les ressources allouées aux activités décrites dans ce rapport ont été utilisées aux fins prévues et conformément au principe de bonne gestion financière
- c) les procédures de contrôle mises en place offrent les garanties nécessaires quant à la légalité et la régularité des opérations sous-jacentes.

Cette assurance raisonnable se fonde sur mon propre jugement et sur les éléments d'information à ma disposition, comme, par exemple, les résultats de l'auto-évaluation, des contrôles ex-post et des observations du Service d'audit interne ainsi que les enseignements retirés des rapports de la Cour des comptes relatifs aux exercices antérieurs à celui de cette déclaration.

Confirme en outre n'avoir connaissance d'aucun fait non signalé pouvant nuire aux intérêts de l'institution.

Fait à BRUXELLES

le 27/01/14

Signature



## **6.ANNESES**

### **6.1 Budget execution statements 2013**

Situation at the end of the period

*6.1.1 Crédits courants*

*6.1.2 Crédits reportés automatiques*

*6.1.3 Crédits de dépenses spécifiques/recettes affectées (RA)*

*6.1.4 Crédits reportés de dépenses spécifiques/RA*

*6.1.5 Recettes*

## ANNEX 6.1.1

DG. INTE

Situation des Crédits courants Exercice: 2013 (en EUR)

Edité le 13/01/2014 à 16:04

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Poste	Intitulé	Crédits Initiaux	Virements+ Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
01402-01	INTERPRETES ET OPERATEURS DE CONFERENCE	53.000.000,00	-3.400.000,00	49.600.000,00	49.599.376,91	100,00	48.849.658,25	749.718,66	623,09
01404-04	ACTIONS DE FORMATIONS (Y COMPRIS LES SUBVENTIONS ET BOURSES ACCORDEES	1.020.000,00	-535.000,00	485.000,00	464.306,96	95,73	272.199,65	192.107,31	20.693,04
02140-04	ACHAT, RENOUELEMENT, LOCATION, ENTRETIEN ET RAPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCES	3.627.000,00	900.000,00	4.527.000,00	4.503.845,70	99,49	1.989.758,09	2.514.087,61	23.154,30
03042-03	REUNIONS DES GROUPES POLITIQUES	1.100.000,00	-365.000,00	735.000,00	626.175,62	85,19	399.059,79	227.115,83	108.824,38
03042-04	AUTRES REUNIONS	20.000,00	20.000,00	40.000,00	25.029,39	62,57	25.029,39	0,00	14.970,61
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME	155.000,00	-15.000,00	140.000,00	130.088,93	92,92	26.712,35	103.376,58	9.911,07
Total Général		58.922.000,00	-3.395.000,00	55.527.000,00	55.348.823,51	99,68	51.562.417,52	3.786.405,99	178.176,49

## ANNEX 6.1.2

DG. INTE

## Situation des Crédits reportés automatiques Exercice: 2013 (en EUR)

Edité le 13/01/2014 à 16:35 Page 1/1

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion
01402-01	INTERPRETES ET OPERATEURS DE CONFERENCE	8.808.610,43	8.808.610,43	8.808.610,43	8.095.645,42	91,91	712.965,01	0,00
01404-04	ACTIONS DE FORMATIONS (Y COMPRIS LES SUBVENTIONS ET BOURSES ACCORDEES	215.250,00	215.250,00	215.250,00	119.546,63	55,54	95.703,37	0,00
02140-04	ACHAT, RENOUVELLEMENT, LOCATION, ENTRETIEN ET RAPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCE	1.167.384,78	1.167.384,78	1.167.384,78	1.161.144,97	99,47	6.239,81	0,00
03042-03	REUNIONS DES GROUPES POLITIQUES	186.442,90	186.442,90	186.442,90	134.216,45	71,99	52.226,45	0,00
03042-04	AUTRES REUNIONS	541,00	541,00	541,00	390,00	72,09	151,00	0,00
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME	25.127,97	25.127,97	25.127,97	24.951,19	99,30	176,78	0,00
Total Général		10.403.357,08	10.403.357,08	10.403.357,08	9.535.894,66	91,66	867.462,42	0,00

## ANNEX 6.1.3

DG. INTE

## Situation des Crédits de dépenses spécifiques/RA Exercice: 2013 (en EUR)

Edité le 13/01/2014 à 16:33

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Poste	Intitulé	Crédits an. précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
01402-00	INTERPRETES DE CONFERENCE	0,00	3.611.123,44	3.611.123,44	3.378.600,30	93,56	1.351.774,43	2.026.825,87	232.523,14
01404-04	ACTIONS DE FORMATION (Y COMPRIS LES SUBVENTIONS) ET BOURSES ACCORDEES	0,00	6.374,18	6.374,18	0,00	0,00	0,00	0,00	6.374,18
03042-03	REMBOURSEMENT FRAIS REUNIONS GROUPES POLITIQUES H3L	0,00	7.791,94	7.791,94	0,00	0,00	0,00	0,00	7.791,94
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME	0,00	26.123,71	26.123,71	0,00	0,00	0,00	0,00	26.123,71
Total Général		0,00	3.651.413,27	3.651.413,27	3.378.600,30	92,53	1.351.774,43	2.026.825,87	272.812,97

## ANNEX 6.1.4

DG. INTE

Situation des Crédits reportes dep. spec RA Exercice: 2013 (en EUR)

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Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Solde des Engagements	Crédits Disponibles
01402-00	INTERPRETES DE CONFERENCE	66.300,00	66.300,00	66.300,00	66.300,00	100,00	0,00	0,00
01404-04	ACTIONS DE FORMATION (Y COMPRIS LES SUBVENTIONS) ET BOURSES ACCORDEES	12.464,11	12.464,11	12.464,11	12.464,11	100,00	0,00	0,00
02140-04	RECETTES TECHNICIENS DE CONFERENCE	385,04	385,04	0,00	0,00	0,00	0,00	385,04
03042-03	REMBOURSEMENT FRAIS REUNIONS GROUPES POLITIQUES H3L	52.721,65	52.721,65	44.192,58	30.592,58	69,23	13.600,00	8.529,07
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME	25.996,92	25.996,92	25.996,92	0,00	0,00	25.996,92	0,00
Total Général		157.867,72	157.867,72	148.953,61	109.356,69	73,42	39.596,92	8.914,11



## 6.2 Report on the respect of payment delays

### SOO25:Invoices paid from 01/01/2013 to 31/12/2013

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			326	326
	Montant total des factures (EUR)			56.438.337,30	56.438.337,30
	Montant des intérêts de retard (EUR)				
Après le délai	Nombre de factures	2	61		63
	Montant total des factures (EUR)	498.025,37	489.876,07		987.901,44
	Montant des intérêts de retard (EUR)	1.448,73	441,72		1.890,45
Nombre de factures		2	61	326	389
Montant total des factures (EUR)		498.025,37	489.876,07	56.438.337,30	57.426.238,74
Montant des intérêts de retard (EUR)		1.448,73	441,72		1.890,45

**Invoices generating interest on late payment of < 200€ and payable on request**

- Of the 61 invoices generating interest below 200€, 33 were paid with an excess delay of 1 to 5 days. DG INTE will apply systematic notification (FINORD) to AOSD in order that follow up of payment delays is monitored more closely. Other factors to be mentioned: Delays are occasionally noted between registration by central services and the invoice being received by the DG: Invoices received at the close of accounts cannot be processed until re-opening of accounts the following year. In the listing of invoices there are 15 which were registered into the EP after the 12/12/2012- meaning that processing would have only been possible as from the opening of accounts in January 2013: This can quickly lead to the generation of interest. With daily follow up via Finord it is expected that this situation will improve during 2014.

**Invoices generating interest on late payment of >200€ and payable automatically**

>200€- There are 2 invoices noted in FINORD which have generated interest in 2013. 1) The amount of 658,05€ is not correct. The suspension of the invoice was not possible in FINORD for technical reasons but the amount is not actually due. The Finord entry has now been corrected and this late payment amount has been removed from the records.

2) - The second amount mentioned in FINORD of 790,68€ relates to a contract where the invoice is receivable once a complex technical report has been accepted. The contractor, however, has introduced both at the same time giving limited time to accept the technical report. Furthermore, the payment delay in the existing contract has been maintained at 45 days- the amount showing in FINORD has now been corrected and interest of the lower amount of 367,10€ has been made on 2014 credits. The decision of the AOSD to maintain the payment delay in the contract at 45 days is justified in a file note. The systematic notification of invoices with corresponding days in the circuit should help improve in this respect.

**6.3 List of exceptions** - No exceptions were registered in 2013.

**6.4 Long-term contractual obligations** - There are no long-term contractual obligations for DG INTE in 2013.

## Annex 6.5 exceptional negotiated procedures

### Direction générale de l'interprétation et des conférences

Nom/s de/s l'attributaire/s	Objet	Montant	Base juridique	Motif	Candidats		Critères d'acceptabilité	Référence du Marché	Date Avis FMP
					Invités	Pour négociations			
LA LIGUE DE L'ENSEIGNEMENT	Salon Européen de l'Education - Paris 21/24 novembre 2013 - Participation de la DG INTE	€19.662,80	PN article 134.1 b)	l'attributaire a des droits exclusifs pour l'aménagement des stands du salon Europeen de l'Education	1	1	fournisseur obligé du salon Europeen de l'education 2013	INTE/COMM/2013/Paris	
EMPR MUN INIC Y ACT EMPR DE MALAGA FYCMA	Rental of meeting rooms, offices and other administrative facilities	€67.460,95	PN article 134.1 b)	l'attributaire est le seul a Malaga à offrir les services demandés par le groupe S&D . Ceci a été confirmé par de nombreuses recherches sur internet et par les autorités de Malaga (convention bureau del ayuntamiento de Malaga)	1	1	seule offre correspond aux critères	INTE/REU/G R SD NOV 13 MALAGA 1	15/07/2013

**6.6 Results of ex post evaluation** - See part 3 where the newly established ex post control function has been described in detail

## Annexe 6.7 Fonctions sensibles

<i>Posts identified as sensitive</i>	<i>Measures taken</i>
Directors Directorate A and C	Positive residual risk inherent to nature of post – no measures foreseen
Director Directorate B	Function, role and circuits to be reviewed with new separation of roles – achieved
Head of ACI Recruitment	As above
Admin Manager ACI Recruitment x 4	Measures under consideration – Assessment of procedures in place & of the working methods was undertaken during 2013. Partially achieved.
Head of Conference Technicians Unit	Sensitive nature related to level of expertise – measures set out related to tendering activities. In 2013, the Budget Unit played a more active role in advising and providing direct assistance to the unit in the preparation of procurement procedures. Codification of procedures has been done. Partially achieved.
Conf Tech Unit – Technicians/Financial Initiator	Reinforcement of the separation of tasks has been implemented; ‘pre-saisine’ is made for competitive tendering. See above.
Conf Tech Unit – Clerical and Financial Officer	As above.
Head of Meetings and Conferences Unit	An ex post control done in 2013 included a first assessment of procurement procedures for low value contracts. In 2013. The Budget Unit played a more active role in advising and providing direct assistance to the unit in the preparation of procurement procedures. Codification of procedures has been done. Partially achieved
Meetings and Conferences Unit – Clerical and Financial Officer	As above
Meetings and Conferences Unit – Meetings Organiser x 3	As above

## 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	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	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.
1. Control Environment	4. Staff Performance	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 and the results were presented to the Secretary-General on 23 July 2012 identifying 14 posts as being sensitive by nature. DG INTE was ready to participate in a new exercise, due to take place in June 2013 but this never materialised. Some progress has been made - the details are in the table in annex 6.7
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 made immediately and the handbook of procedures on the EPIweb site is amended accordingly. All persons concerned receive written notification with regard to tasks and responsibilities.

<b><u>N° norm</u></b>	<b><u>Title of norm</u></b>	<b><u>Comments on achievement</u></b>
2. Performance & Risk Management	7. Setting of objectives	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	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	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	After two years of implementation, risk management is now well embedded in DG INTE planning, monitoring and reporting processes. Coordination is ensured by the Risk Management Team (RMT) composed of the Director for Resources, the Head for Human Resources and the Head of the Total Quality Management Unit. More details are provided in part 1.2 of the main body of the report.
3. Information & Communication	12. Ad hoc management information	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 (once per month) 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	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.

<b><u>N° norm</u></b>	<b><u>Title of norm</u></b>	<b><u>Comments on achievement</u></b>
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 others will finalise in 2014. The development of a section of the Manual of Procedures specifically for procurement, in the style of toolkits is under consideration, with the aim of making the whole procedure and selection of correct templates a more user friendly process
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. Pre-saisine on tendering files is made for procedures over 60.000€
5. Audit and evaluation	20. Recording and correction of internal control weaknesses	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.
5. Audit and evaluation	22. Annual review of internal control	Reviewed regularly in the framework of the AAR & periodic reports

**PRESQUE ACHEVEE**

<b><u>N° norm</u></b>	<b><u>Title of norm</u></b>	<b><u>Comments on achievement</u></b>
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 has been discussed and now needs to be formalised.
4. Control activities	17. Supervision	<p>The review of the ex-ante verification function is on-going. Successful recruitments of 3 colleagues to replace and to reinforce the team in the budget unit resulted in additional resources made available for ex ante controls. There are now two principal verifiers in the team who deal with the majority of transactions presented for verification.</p> <p>Measures have been introduced to ensure greater consistency in the application of the financial rules &amp; procedures. The Director General took a decision to introduce a plan to record, in detail, all work entering, leaving, being processed, by the budget unit. This will streamline the work of the ex-ante verification function and is effective from 1<sup>st</sup> January 2014.</p> <p>An ex post control function was put in place in 2013 and entrusted to the Total Quality Management Unit. The official in charge of ex post controls joined the TQM Unit in May and controls were launched soon after. More details are provided in part 3 of the main body of the report.</p>

**DEMARREE**

2. Performance and risk management	10. Monitoring performance against objectives and indicators	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. Formalisation of the encoding and referencing system needs to be adopted for the DG.

**A DEMARREE**

3. Information & Communication	14. Reporting improprieties	Information consisting of the Bureau Decision of 10/3/2004 concerning set up of a panel, and the members of the panel are available via the intranet site of the EP although no detailed internal instruction is found concerning procedures to follow. No internal procedures to follow have been elaborated at DG level.
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