



European
Commission

Annual Activity Report 2020

Annexes

DG TRANSLATION

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ANNEX 1: Statement of the Director(s) in charge of Risk Management and Internal Control

I declare that in accordance with the Commission's communication on the internal control framework¹, I have reported my advice and recommendations on the overall state of internal control in the DG to the Director-General.

I hereby certify that the information provided in the present Annual Activity Report and in its annexes is, to the best of my knowledge, accurate and complete.

Brussels, 31 March 2021

(e-signed)

Jürgen Gren

¹ C(2017)2373 of 19.04.2017.

ANNEX 2: Performance tables

Key performance indicators			
7.1.1. Customer satisfaction rate			
Explanation: Percentage of customers who express satisfaction with DGT's services.			
Source of data: Customer satisfaction survey (enabling DGT to measure whether the quality of the service meets customer expectations and to detect areas for improvement)			
Baseline (2016)	Interim milestone (2022)	Target (2024)	Latest known results (situation on 31/12/2020)
>80%	>80%	>80%	93%
7.1.2. Deadline compliance rate			
Explanation: Proportion of pages produced (all versions) within the deadline as a percentage of the total number of pages produced (all versions).			
Source of data: DGT statistics			
Baseline (2019)	Interim milestone (2022)	Target (2024)	Latest known results (situation on 31/12/2020)
99.5%	99.5%	99.5%	99.4% ²
7.2.1. Use of linguistic data assets			
Explanation: Degree to which linguistic data in the form of previous translations and machine translation output is used to produce new translations.			
Source of data: DGT statistics			
Baseline (2019)	Interim milestone (2022)	Target (2024)	Latest known results (situation on 31/12/2020)
84%	Maintain or improve	Maintain or improve	86%
7.3.1. Productivity index			
Explanation: The productivity index is an indicator that tracks DGT's output (partially, since there are non-tangible and non-measurable outputs that cannot be taken into account ³), measured in equivalent pages, in relation to its input in terms of human resources (all DGT staff). The productivity index measures the change in productivity compared to 2019 (= 100).			
Source of data: DGT statistics			
Baseline (2019)	Interim milestone (2022)	Target (2024)	Latest known results (situation on 31/12/2020)
100	Increase	Increase	116

² The minor drop of 0.1% is due to external factors experienced mostly at the beginning of the COVID-19 pandemic, such as the slowness of IT systems, and due to the unprecedented peak in DGT's production in the last quarter of 2020.

³ The productivity index relates outputs of DGT staff with DGT's human resources. The outputs taken into account are: production in pages translated/edited by DGT staff, internal management of outsourced translations, pre-processing of outsourced translations, and revision of outsourced translations by DGT staff. Other outputs, such as work related to training, quality, terminology, contribution in conferences, interinstitutional cooperation, management etc. cannot be transformed into equivalent pages and are not taken into account in the indicator.

General objective 7: A modern, high-performing and sustainable European Commission

Impact indicator 1: Image of the European Union

Explanation: This indicator is based on the question ‘In general, does the EU conjure up for you a very positive, fairly positive, neutral, fairly negative or negative image?’ The indicator gives the share of positive and fairly positive views on this question.

Source of the data: Eurobarometer

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
43%	Increase	Increase	40% (EU 27)

Impact indicator 2: Staff engagement index in the Commission

Explanation: This indicator is based on the question ‘In general, does the EU conjure up for you a very positive, fairly positive, neutral, fairly negative or negative image?’ The indicator gives the share of positive and fairly positive views on this question.

Source of the data: Eurobarometer

Baseline (2018)	Interim Milestone (2022)	Target (2024)	Latest known results (2018)
69%	Increase	Increase	69%

Specific objective 7.1: Linguistic services in 24 languages support the Commission’s decision-making process, policies and implementing work

Result indicator 7.1.1.: Customer satisfaction rate

Explanation: Percentage of customers who express satisfaction with DGT’s services.

Source of data: Customer satisfaction survey (enabling DGT to measure whether the quality of the service meets customer expectations and to detect areas for improvement)

Baseline (2016)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
>80%	>80%	>80%	93%

Result indicator 7.1.2.: Deadline compliance rate

Explanation: Proportion of pages produced (all versions) within the deadline as a percentage of the total number of pages produced (all versions).

Source of data: DGT statistics

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
99.5%	99.5%	99.5%	99.4% ⁴

⁴ The minor drop of 0.1% in the deadline compliance rate is partly due to external factors experienced mostly at the beginning of the COVID-19 pandemic, such as the slowness of IT systems, and due to the unprecedented peak in DGT’s production in the last quarter of 2020.

Result indicator 7.1.3.: Correction rate			
Explanation: The ratio between the number of translations formally corrected during one year and the number of translations produced the same year and the preceding two years subject to such corrections.			
Source of data: DGT statistics			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
0.31%	<0.5%	<0.5%	0.34%
Result indicator 7.1.4.: Share of PSI initiatives edited			
Explanation: The share of politically sensitive and important initiatives that were sent for editing.			
Source of data: Decide; ManDesk			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
52%	≥65%	≥65%	37.9% ⁵

Main outputs in 2020:			
Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
Total production (official languages)*	Number of pages processed internally and outsourced	31 December 2020	2 343 500 pages
Total production (non-EU languages)*	Number of pages processed internally and outsourced	31 December 2020	2 500 pages
Recruitment of additional staff** and creation of the Irish department	Successful creation of unit GA.0, GA.02 and part of unit GA.01 in Grange, Ireland	By 31 December 2020	The entities GA.0 and GA.2 were successfully created and the necessary preparations were made for hosting a part of unit GA.1 in Grange, Ireland.
Use of eTranslation by customer DGs*	Number of pages submitted to the eTranslation service	Increase compared to	4 442 677 (compared to

⁵ The below-baseline figure is due to Brexit-related and fast-track COVID-19 related PSIs that could not be edited. Efforts to target PSIs have been stepped up and systematised, and measures agreed with SG to ensure more systematic editing.

		2019	4 191 310 in 2019)
Inform DGs about the use of eTranslation	DGs informed (Y/N)	All DGs by 31 December 2020	Presentations organised to almost all DGs
Total editing production in English*	Number of pages edited	31 December 2020	32 000 pages
Clear writing training events delivered by DGT trainers	Number of clear writing training events delivered	≥40 by 31 December 2020	58 training sessions
Clear writing and editing strategy	Adopted by DGT management	By 31 December 2020	Adopted in July 2020
Service-level agreements (SLA) in place between DGT and DGs	Share of requesting DGs with a service-level agreement with DGT out of all requesting DGs	>90%	36 DGs and services, 82% ⁶

*This measures the products and services DGT delivers to its users. DGT's outputs are demand-driven; no quantitative targets can be set.

**The target refers to AD translators, either officials or other staff.

Specific objective 7.2: DGT's state-of-the art language tools and technology enhance the efficiency and quality of translation work

Result indicator 7.2.1.: Use of linguistic data assets

Explanation: Degree to which linguistic data in the form of previous translations and machine translation output is used to produce new translations.

Source of data: DGT statistics

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
84%	Maintain or improve	Maintain or improve	86%

Result indicator 7.2.2.: Number of new machine translation engines built and existing engines upgraded

Explanation: This is an indicator of machine translation quality.⁷

Source of data: DGT statistics

⁶ Negotiations are ongoing with those DGs and services with whom DGT has not concluded or updated a Service Level Agreement yet.

⁷ Existing engines (for different language combinations and different domains, e.g. EU formal style vs. general texts) are regularly updated with the aim of improving performance. Prior to the release of a new engine, its performance is evaluated and compared against existing engines. New engines, e.g. for new language combinations and domains, undergo a similar evaluation process before being released, i.e. the release of a new engine indicates a positive quality assessment.

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
128	150	200	254
<p>Result indicator 7.2.3.: Aggregate average editing effort by translators</p> <p>Explanation: Aggregate translation error rate over all language pairs weighted by the number of segments⁸ of each language pair. Language pairs with fewer than 5 000 segments per year not included.</p> <p>Source of data: DGT statistics</p>			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
0.30 (2 481 474 segments)	Maintain or decrease	Maintain or decrease	0.28 (4 373 716 segments)

Main outputs in 2020:			
Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
Use of the output of previous translations stored in Euramis translation memories for current translation requests	Re-usability rate	Maintain 2019 level or increase	33.7% (compared to 32% in 2019)
Translation corpora size	Total number of segments available in Euramis	Increase compared to 2019 (in proportion to annual production)	1 468 548 443 segments (+8.26% compared to 2019, whereas production went up +18.67%)
IATE complete entries	Share of IATE complete entries	Increase compared to 2019	30% (+1 percentage point compared to 2019)
Incident tickets classified by DGT's operational support team into the category 'Incidents linked to user's knowledge'	Share of incident tickets issued ⁹	<5%	0,6%
Development of features in the CAT tool supporting	Features developed	By 31 December 2020	Completed

⁸ A 'segment' usually consists of a sentence or sentence-like unit (a heading, a title or an element in a list).

⁹ This indicator has been slightly reformulated to reflect some improvements in the methodology used. The target has been recalculated accordingly.

the evaluation and performance assessment of freelance translations			
Roll out of ePoetry	Deployment of ePoetry to all customer DGs	By 31 December 2020	Deployed to 35 DGs (12 to migrate in Q1 2021) ¹⁰
Adapt the style guide checker used by editors	Update to reflect the rules of the revised Commission Style Guide (Y/N)	By 31 December 2020	Postponed to 2021 due to a lack of resources.

Specific objective 7.3: DGT's state-of-the art language tools and technology enhance the efficiency and quality of translation work

Result indicator 7.3.1.: Productivity index

Explanation: The productivity index is an indicator that tracks DGT's output (partially, since there are non-tangible and non-measurable outputs that cannot be taken into account), measured in equivalent pages, in relation to its input in terms of human resources (all DGT staff). The productivity index measures the change in productivity compared to 2019 (= 100).

Source of data: DGT statistics

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
100	Increase	Increase	116

Main outputs in 2020:

Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
Pages translated externally as a percentage of the total number of translated pages delivered by DGT*	Outsourcing rate	31 December 2020	31%
Outsourced documents marked 'very good' or 'good'	Freelance quality rate	31 December 2020 (maintain or increase)	92,4% (compared to 92,5% in 2019) ¹¹

¹⁰ 35 DGs and services are already using ePoetry. Another 12 entities will join ePoetry in February 2021 when the validation feature becomes available.

¹¹ Considering the high production in 2020, the minor drop of 0,1% in the freelance quality rate is considered to be negligible.

Running new temporary agent recruitment processes for 7 language departments, including Irish	Number of temporary agents recruited	Start of recruitment before 31 December 2020	0 Recruitment postponed for 2021 due to external factors. ¹²
Organisation of L&D events according to learning needs analysis and priorities	Percentage of priority L&D areas covered by one or more L&D event	100%	100%

* No quantitative target can be set as outsourcing is demand-driven.

Specific objective 7.4: Multilingualism is promoted and development of the translation profession is supported

Result indicator 7.4.1.: Share of participants in DGT's outreach events that found the event useful and/or intend to take action

Explanation: The percentage of respondents to surveys conducted after DGT's outreach events (Translating Europe Forum, Translating Europe Workshops, European Day of Languages) who indicated in their response that they found the event useful and/or that they intend to take action as a result.

Source of data: DGT statistics

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
65%	Maintain or increase	Maintain or increase	65%

Main outputs in 2020:

Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
Juvenes Translatores contest	Juvenes Translatores organised (Y/N)	By 31 December 2020	Contest took place on 26 November
European Day of Languages events	Number of European Day of Languages events organised in the Member States	60 by 31 October 2020	83 events took place
Translating Europe Forum conference	TEF conference organised (Y/N)	Before 31 December 2020	TEF took place on 4-6 November (virtual event)

¹² One TA selection (for Irish translators) launched, results expected mid-2021. Four other TA selections (Danish/German/Finnish/Swedish translators) launched in January 2021.

Translating Europe Workshops in Member States	Number of workshops organised	35 by 31 December 2020	17 TEWs took place (22 postponed to 2021 due to COVID-19)
EMT Network meeting	EMT Network meeting organised (Y/N)	Before 31 December 2020	1 online network meeting on 29-30 Oct 2020
Visiting Translator Scheme	Number of VTS visits	20 by 31 December 2020	3 out of 32 approved projects carried out, (29 postponed due to COVID-19)
DGT participation in IAMLADP & JIAMCATT groups	Number of IAMLADP & JIAMCATT groups of which DGT is a member	≥5	5
Joint training venture on clear writing organised under IAMLADP	Joint training venture on clear writing organised (Y/N)	Before 31 December 2020	Cancelled due to the pandemic ¹³
External communication actions			
Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
Social media campaign for the main outputs listed above	Traffic and engagement on DGT's social media channels (insights form Socialbakers and Hootsuite – EC official tools): Facebook / Twitter / Instagram – follow count	Maintain minimum 6% growth yearly (2019 figures: 83 541 / 10 422 / 3 177)	Number of followers (increase in %): Facebook 85 087 (1.85%) Twitter 12 222 (17%) Instagram 4 470 (40%)
	Number of interactions per 1000 fans	Facebook ≥ 3.0 (average per post) Twitter ≥ 6.0 (average per tweet) Instagram ≥ 10.0 (average per post) (2019 averages: 2.9 / 7.1 / 9.02)	Facebook 4.24 (average per post) Twitter 11.2 (average per tweet) Instagram 13.8 (average per post)

¹³ However, DGT's clear writing team organised six online meetings with clear writing practitioners from other EU institutions and the IAMLADP community.

General objective 2: A Europe fit for the digital age

Impact indicator 1: Aggregate score in the Digital Economy and Society Index (DESI)¹⁴

Explanation: DESI is a composite index that summarises relevant indicators on Europe's digital performance and tracks the evolution of EU Member States in digital competitiveness. Higher values indicate a better performance.

Source of the data: DESI

Methodology for calculating the indicator: The DESI index is calculated as the weighted average of the five main DESI dimensions: 1 Connectivity (25%), 2 Human Capital (25%), 3 Use of Internet (15%), 4 Integration of Digital Technology (20%) and 5 Digital Public Services (15%).

Baseline ¹⁵ (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
49.4	Increase	Increase	52.6

Impact indicator 2: Digital skills¹⁶

Explanation: The basic digital skills indicator looks at selected activities performed by individuals aged 16 to 74 on the internet in the four specific areas (information, communication, problem solving, content creation). It is assumed that individuals having performed certain activities have the corresponding skills; therefore, the indicator can be considered as a proxy of the digital competences and skills of individuals. Finally, based on the performance in the four specific areas, an overall digital skills indicator is calculated as a proxy of the digital competences and skills of individuals ('no skills', 'low', 'basic' or 'above basic'). The basic digital skills indicator shows the share of individuals with 'basic' and 'above basic' skills.

Source of the data: Eurostat (Eurostat online data code: [isoc_sk_dskl_i](#) and [isoc_sk_cskl_i](#))

Baseline (2020)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
<i>Basic digital skills:</i> 46%	63%	67%	46%

Specific objective 2.1: eTranslation is used in Member States' public administrations, EU institutions and on EU platforms to overcome language barriers

Result indicator 2.1.1.: Number of requests submitted to eTranslation by Member States' public administrations per year

Source of data: DGT statistics

¹⁴ EU28 data. EU27 data not available.

¹⁵ Baseline recalculated, as the composition of the index changed in 2020.

¹⁶ New methodology for the calculation of this indicator is currently under development. This indicator might be revised.

Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
150 665	Increase	Increase	675 069
Result indicator 2.1.2.: Number of requests submitted to eTranslation by EU institutions (excluding the translation services) per year Source of data: DGT statistics			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
80 870 494	Increase	Increase	51 674 819 ¹⁷
Result indicator 2.1.3.: Number of requests submitted to eTranslation for EU platforms (Online Dispute Resolution (ODR), SOLVIT etc.) per year Source of data: DGT statistics			
Baseline (2019)	Interim Milestone (2022)	Target (2024)	Latest known results (2020)
81 094 105	Increase	Increase	238 391 949

Main outputs in 2020:			
Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
eTranslation embedded in EU public administrations websites	Number of EU public administrations with eTranslation embedded in their websites	Increase compared to 2019	0 (0 in 2019)
eTranslation incorporated in EU platforms	Number of EU platforms with eTranslation incorporated	Increase compared to 2019	49 (30 in 2019)
Use of eTranslation by Member State public administrations	Number of pages produced by eTranslation requested by Member State public	Increase compared to 2019	3 157 437 (1 342 792 in 2019)

¹⁷ Figures have dropped largely because the 2019 surge in requests from JRC media reporting was not repeated.

	administrations		
Use of eTranslation by EU institutions (excluding the translation services)	Number of pages produced by eTranslation requested by EU institutions (excluding the translation services)	Increase compared to 2019	46 226 792 (61 172 955 in 2019) ¹⁸
Use of eTranslation on EU platforms (ODR, SOLVIT etc.)	Number of pages produced by eTranslation for EU platforms (ODR, SOLVIT etc.)	Increase compared to 2019	38 559 964 (65 745 003 in 2019) ¹⁹
External communication actions			
Output description	Indicator	Target	Latest known results (situation on 31/12/2020)
Translating Europe workshops and other events on eTranslation	Number of events organised	by 31 December 2020	8 out of the 13 approved workshops covering eTranslation took place (5 postponed to 2021 due to COVID-19)
Inform Member States about the use of eTranslation	Member States informed* (Y/N)	All Member States informed by 31 December 2020	Completed. Efforts will continue in 2021 to inform additional entities in the Member States.

* Including with help from FOs

¹⁸ Same as above.

¹⁹ Idem.

Annex 3 Financial Reports - DG DGT - Financial Year 2020**Table 1 : Commitments****Table 2 : Payments****Table 3 : Commitments to be settled****Table 4 : Balance Sheet****Table 5 : Statement of Financial Performance****Table 5 Bis: Off Balance Sheet****Table 6 : Average Payment Times****Table 7 : Income****Table 8 : Recovery of undue Payments****Table 9 : Ageing Balance of Recovery Orders****Table 10 : Waivers of Recovery Orders****Table 11 : Negotiated Procedures****Table 12 : Summary of Procedures****Table 13 : Building Contracts****Table 14 : Contracts declared Secret****Table 15 : FPA duration exceeds 4 years**

Additional comments

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2020 (in Mio €) for DG DGT

			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
Title 02 Internal market, industry, entrepreneurship and SMEs					
02	02 01	Administrative expenditure of the 'Internal market, industry, entrepreneurship and SMEs' policy area	0,07	0,07	100,00 %
	02 03	Internal market for goods and services	0,25	0,25	100,00 %
Total Title 02			0,32	0,32	100,00 %
Title 04 Employment, social affairs and inclusion					
04	04 01	Administrative expenditure of the 'Employment, social affairs and inclusion' policy area	0,03	0,03	100,00 %
	04 03	Employment, Social Affairs and Inclusion	0,19	0,19	100,00 %
Total Title 04			0,21	0,21	100,00 %
Title 05 Agriculture and rural development					
05	05 01	Administrative expenditure of the 'Agriculture and rural development' policy area	0,03	0,03	100,00 %
	05 04	Rural development	0,02	0,02	100,00 %
Total Title 05			0,04	0,04	100,00 %
Title 06 Mobility and transport					
06	06 02	European transport policy	0,09	0,09	100,00 %
Total Title 06			0,09	0,09	100,00 %
Title 07 Environment					
07	07 02	Environmental policy at Union and international level	0,46	0,46	100,00 %
Total Title 07			0,46	0,46	100,00 %
Title 08 Research and innovation					
08	08 01	Administrative expenditure of the 'Research and innovation' policy area	0,03	0,03	100,00 %
Total Title 08			0,03	0,03	100,00 %
Title 09 Communications networks, content and technology					
09	09 01	Administrative expenditure of the 'Communications networks, content and technology' policy area	0,09	0,09	100,00 %
	09 02	Digital single market	0,00	0,00	0,00 %
Total Title 09			0,09	0,09	100,00 %
Title 10 Direct research					
10	10 01	Administrative expenditure of the 'Direct research' policy area	0,01	0,01	100,00 %
Total Title 10			0,01	0,01	100,00 %
Title 11 Maritime affairs and fisheries					

11	11 06	European Maritime and Fisheries Fund (EMFF)	0,06	0,06	100,00 %
Total Title 11			0,06	0,06	100,00 %

Title 13 Regional and urban policy

13	13 03	European Regional Development Fund and other regional operations	0,13	0,13	100,00 %
	13 04	Cohesion Fund (CF)	0,00	0,00	0,00 %
Total Title 13			0,13	0,13	100,00 %

Title 14 Taxation and customs union

14	14 01	Administrative expenditure of the 'Taxation and customs union' policy area	0,02	0,02	100,00 %
	14 02	Customs	0,13	0,13	100,00 %
	14 03	Taxation	0,00	0,00	0,00 %
Total Title 14			0,15	0,15	100,00 %

Title 15 Education and culture

15	15 01	Administrative expenditure of the 'Education and culture' policy area	0,23	0,23	100,00 %
	15 02	Erasmus+ programme	0,38	0,38	100,00 %
Total Title 15			0,61	0,61	100,00 %

Title 16 Communication

16	16 03	Communication actions	0,06	0,06	100,00 %
Total Title 16			0,06	0,06	100,00 %

Title 17 Health and food safety

17	17 03	Public health	0,10	0,10	100,00 %
	17 04	Food and feed safety, animal health, animal welfare and plant health	0,09	0,09	100,00 %
Total Title 17			0,19	0,19	100,00 %

Title 20 Trade

20	20 02	Trade policy	0,12	0,12	100,00 %
Total Title 20			0,12	0,12	100,00 %

Title 21 International cooperation and development

21	21 01	Administrative expenditure of the 'International cooperation and development' policy area	0,01	0,01	100,00 %
Total Title 21			0,01	0,01	100,00 %

Title 22 Neighbourhood and enlargement negotiations

22	22 01	Administrative expenditure of the 'Neighbourhood and enlargement negotiations' policy area	0,00	0,00	0,00 %
Total Title 22			0,00	0,00	0,00 %

Title 23 Humanitarian aid and civil protection

23	23 01	Administrative expenditure of the 'Humanitarian aid and civil protection' policy area	0,01	0,01	100,00 %
Total Title 23			0,01	0,01	100,00 %

Title 24 Fight against fraud					
24	24 01	Administrative expenditure of the 'Fight against fraud' policy area	0,00	0,00	0,00 %
Total Title 24			0,00	0,00	0,00 %

Title 29 Statistics					
29	29 02	The European statistical programme	0,07	0,07	100,00 %
Total Title 29			0,07	0,07	100,00 %

Title 31 Language services					
31	31 01	Administrative expenditure of the 'Language services' policy area	16,76	16,30	97,23 %
Total Title 31			16,76	16,30	97,23 %

Title 33 Justice and consumers					
33	33 02	Rights, equality and citizenship	0,13	0,13	100,00 %
	33 03	Justice	0,57	0,57	100,00 %
	33 04	Consumer programme	0,00	0,00	100,00 %
Total Title 33			0,70	0,70	100,00 %

Title 34 Climate action					
34	34 02	Climate action at Union and international level	0,03	0,03	100,00 %
Total Title 34			0,03	0,03	100,00 %

Total DG DGT			20,16	19,69	97,70 %
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* Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g.

% Outturn on Commitment Appropriations in 2020 for DG DGT

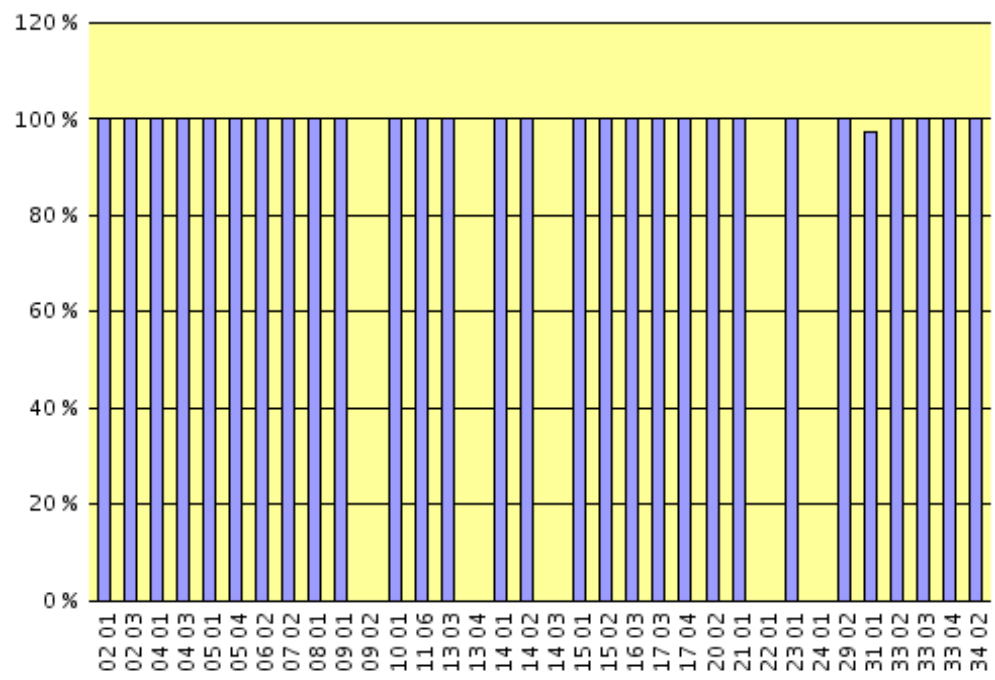


TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2020 (in Mio €) for DG DGT					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title 02 Internal market, industry, entrepreneurship and SMEs					
02	02 01	Administrative expenditure of the 'Internal market, industry, entrepreneurship and SMEs' policy area	0,08	0,04	48,00 %
	02 03	Internal market for goods and services	0,22	0,22	100,00 %
Total Title 02			0,30	0,26	86,58%
Title 04 Employment, social affairs and inclusion					
04	04 01	Administrative expenditure of the 'Employment, social affairs and inclusion' policy area	0,12	0,12	97,52 %
	04 03	Employment, Social Affairs and Inclusion	0,18	0,18	100,00 %
Total Title 04			0,30	0,30	98,99%
Title 05 Agriculture and rural development					
05	05 01	Administrative expenditure of the 'Agriculture and rural development' policy area	0,03	0,02	91,94 %
	05 04	Rural development	0,02	0,02	100,00 %
Total Title 05			0,04	0,04	95,18%
Title 06 Mobility and transport					
06	06 02	European transport policy	0,08	0,08	100,00 %
Total Title 06			0,08	0,08	100,00%
Title 07 Environment					
07	07 02	Environmental policy at Union and international level	0,47	0,47	100,00 %
Total Title 07			0,47	0,47	100,00%
Title 08 Research and innovation					
08	08 01	Administrative expenditure of the 'Research and innovation' policy area	0,04	0,02	43,56 %
Total Title 08			0,04	0,02	43,56%
Title 09 Communications networks, content and technology					
09	09 01	Administrative expenditure of the 'Communications networks, content and technology' policy area	0,09	0,08	89,65 %
	09 02	Digital single market	0,00	0,00	0,00 %
Total Title 09			0,09	0,08	89,65%
Title 10 Direct research					
10	10 01	Administrative expenditure of the 'Direct research' policy area	0,01	0,01	92,03 %
Total Title 10			0,01	0,01	92,03%
Title 11 Maritime affairs and fisheries					
11	11 06	European Maritime and Fisheries Fund (EMFF)	0,07	0,06	99,13 %
Total Title 11			0,07	0,06	99,13%
Title 13 Regional and urban policy					
13	13 03	European Regional Development Fund and other regional operations	0,04	0,04	100,00 %
	13 04	Cohesion Fund (CF)	0,00	0,00	0,00 %
Total Title 13			0,04	0,04	100,00%
Title 14 Taxation and customs union					
14	14 01	Administrative expenditure of the 'Taxation and customs union' policy area	0,02	0,00	0,00 %
	14 02	Customs	0,07	0,07	100,00 %
	14 03	Taxation	0,00	0,00	0,00 %
Total Title 14			0,09	0,07	81,38%
Title 15 Education and culture					
15	15 01	Administrative expenditure of the 'Education and culture' policy area	0,23	0,23	98,99 %

	15 02	Erasmus+ programme	0,26	0,26	100,00 %
Total Title 15			0,50	0,49	99,52%
Title 16 Communication					
16	16 03	Communication actions	0,02	0,02	100,00 %
Total Title 16			0,02	0,02	100,00%
Title 17 Health and food safety					
17	17 03	Public health	0,07	0,07	100,00 %
	17 04	Food and feed safety, animal health, animal welfare and plant health	0,09	0,09	100,00 %
Total Title 17			0,16	0,16	100,00%
Title 20 Trade					
20	20 02	Trade policy	0,07	0,07	100,00 %
Total Title 20			0,07	0,07	100,00%
Title 21 International cooperation and development					
21	21 01	Administrative expenditure of the 'International cooperation and development' policy area	0,01	0,01	92,68 %
Total Title 21			0,01	0,01	92,68%
Title 22 Neighbourhood and enlargement negotiations					
22	22 01	Administrative expenditure of the 'Neighbourhood and enlargement negotiations' policy area	0,00	0,00	0,00 %
Total Title 22			0,00	0,00	0,00%
Title 23 Humanitarian aid and civil protection					
23	23 01	Administrative expenditure of the 'Humanitarian aid and civil protection' policy area	0,01	0,01	67,75 %
Total Title 23			0,01	0,01	67,75%
Title 24 Fight against fraud					
24	24 01	Administrative expenditure of the 'Fight against fraud' policy area	0,02		
Total Title 24			0,02		
Title 29 Statistics					
29	29 02	The European statistical programme	0,08	0,08	100,00 %
Total Title 29			0,08	0,08	100,00%
Title 31 Language services					
31	31 01	Administrative expenditure of the 'Language services' policy area	20,50	14,99	73,13 %
Total Title 31			20,50	14,99	73,13%
Title 33 Justice and consumers					
33	33 02	Rights, equality and citizenship	0,13	0,13	100,00 %
	33 03	Justice	0,77	0,77	99,92 %
	33 04	Consumer programme	0,02	0,02	100,00 %
Total Title 33			0,92	0,92	99,94%
Title 34 Climate action					
34	34 02	Climate action at Union and international level	0,02	0,02	100,00 %
Total Title 34			0,02	0,02	100,00%
Total DG DGT			23,84	18,21	76,36 %

* Payment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous payment appropriations for the period (e.g. internal and external assigned revenue).

% Outturn on Payment Appropriations in 2020 for DG DGT

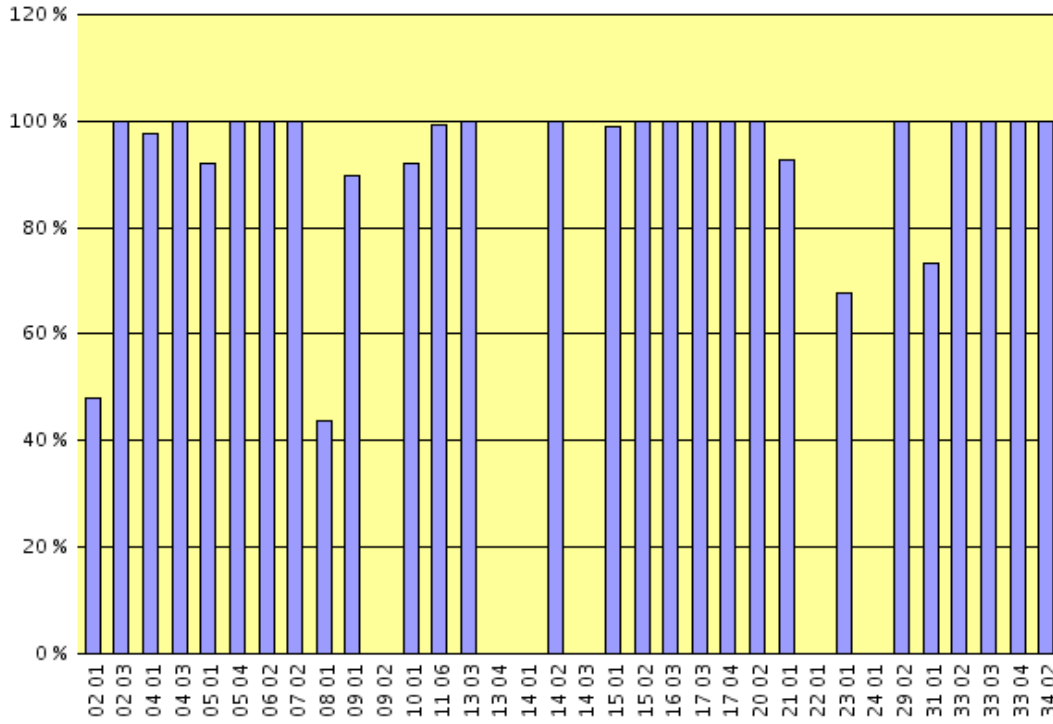


TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
02	02 01	Administrative expenditure of the 'Internal market, industry, entrepreneurship and SMEs' policy area	0,07	0,03	0,04	59,52%	0,00	0,04	0,01
	02 03	Internal market for goods and services	0,25	0,14	0,11	43,39%	0,00	0,11	0,08
Total Title 02			0,32	0,17	0,15	46,81%	0,00	0,15	0,09

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
04	04 01	Administrative expenditure of the 'Employment, social affairs and inclusion' policy area	0,03	0,02	0,00	6,59%	0,00	0,00	0,10
	04 03	Employment, Social Affairs and Inclusion	0,19	0,17	0,02	11,32%	0,00	0,02	0,01
Total Title 04			0,21	0,19	0,02	10,74%	0,00	0,02	0,10

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
05	05 01	Administrative expenditure of the 'Agriculture and rural development' policy area	0,03	0,02	0,00	8,04%	0,00	0,00	0,00
	05 04	Rural development	0,02	0,02	0,00	0,00%	0,00	0,00	0,00
Total Title 05			0,04	0,04	0,00	4,80%	0,00	0,00	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
06	06 02	European transport policy	0,09	0,08	0,01	11,35%	0,00	0,01	0,00
Total Title 06			0,09	0,08	0,01	11,35%	0,00	0,01	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
07	07 02	Environmental policy at Union and international level	0,46	0,40	0,06	14,10%	0,00	0,06	0,07
Total Title 07			0,46	0,40	0,06	14,10%	0,00	0,06	0,07

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
08	08 01	Administrative expenditure of the 'Research and innovation' policy area	0,03	0,01	0,02	70,53%	0,00	0,02	0,01
Total Title 08			0,03	0,01	0,02	70,53%	0,00	0,02	0,01

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
09	09 01	Administrative expenditure of the 'Communications networks, content and technology' policy area	0,09	0,08	0,01	10,55%	0,00	0,01	0,00
	09 02	Digital single market							
Total Title 09			0,09	0,08	0,01	10,55%	0,00	0,01	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
10	10 01	Administrative expenditure of the 'Direct research' policy area	0,01	0,01	0,00	2,72%	0,00	0,00	0,00
Total Title 10			0,01	0,01	0,00	2,72%	0,00	0,00	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
11	11 06	European Maritime and Fisheries Fund (EMFF)	0,06	0,06	0,00	2,03%	0,00	0,00	0,00
Total Title 11			0,06	0,06	0,00	2,03%	0,00	0,00	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
13	13 03	European Regional Development Fund and other regional operations	0,13	0,04	0,09	65,85%	0,00	0,09	0,00
	13 04	Cohesion Fund (CF)	0,00		0,00	0,00%	0,00	0,00	0,00
Total Title 13			0,13	0,04	0,09	65,85%	0,00	0,09	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
14	14 01	Administrative expenditure of the 'Taxation and customs union' policy area	0,02		0,02	100,00%	0,00	0,02	0,00
	14 02	Customs	0,13	0,07	0,06	43,03%	0,00	0,06	0,00
	14 03	Taxation							
Total Title 14			0,15	0,07	0,07	49,60%	0,00	0,07	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
15	15 01	Administrative expenditure of the 'Education and culture' policy area	0,23	0,23	0,00	0,95%	0,00	0,00	0,00
	15 02	Erasmus+ programme	0,38	0,17	0,21	54,52%	0,00	0,21	0,21

Total Title 15		0,61	0,40	0,21	34,11%	0,00	0,21	0,21
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TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
16	16 03	Communication actions	0,06	0,02	0,04	63,39%	0,00	0,04	0,00
Total Title 16			0,06	0,02	0,04	63,39%	0,00	0,04	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
17	17 03	Public health	0,10	0,05	0,06	54,35%	0,00	0,06	0,02
	17 04	Food and feed safety, animal health, animal welfare and plant health	0,09	0,05	0,04	46,50%	0,00	0,04	0,04
Total Title 17			0,19	0,10	0,10	50,67%	0,00	0,10	0,07

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
20	20 02	Trade policy	0,12	0,07	0,05	41,57%	0,00	0,05	0,00
Total Title 20			0,12	0,07	0,05	41,57%	0,00	0,05	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
21	21 01	Administrative expenditure of the 'International cooperation and development' policy area	0,01	0,01	0,00	7,32%	0,00	0,00	0,00
Total Title 21			0,01	0,01	0,00	7,32%	0,00	0,00	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
22	22 01	Administrative expenditure of the 'Neighbourhood and enlargement negotiations' policy area							
Total Title 22									

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
23	23 01	Administrative expenditure of the 'Humanitarian aid and civil protection' policy area	0,01	0,01	0,00	33,84%	0,00	0,00	0,00
Total Title 23			0,01	0,01	0,00	33,84%	0,00	0,00	0,00

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
24	24 01	Administrative expenditure of the 'Fight against fraud' policy area	0,00		0,00	0,00%	0,00	0,00	0,02
Total Title 24			0,00		0,00	0,00%	0,00	0,00	0,02

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
29	29 02	The European statistical programme	0,07	0,06	0,00	6,20%	0,00	0,00	0,02
Total Title 29			0,07	0,06	0,00	6,20%	0,00	0,00	0,02

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
31	31 01	Administrative expenditure of the 'Language services' policy area	16,30	11,46	4,83	29,65%	0,00	4,83	3,74
Total Title 31			16,30	11,46	4,83	29,65%	0,00	4,83	3,74

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
33	33 02	Rights, equality and citizenship	0,13	0,13	0,00	0,00%	0,00	0,00	0,00
	33 03	Justice	0,57	0,50	0,07	12,62%	0,00	0,07	0,27
	33 04	Consumer programme	0,00	0,00	0,00	0,00%	0,00	0,00	0,02
Total Title 33			0,70	0,63	0,07	10,28%	0,00	0,07	0,29

TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2020 (in Mio €) for DG DGT

Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2019	Total of commitments to be settled at end of financial year 2020	Total of commitments to be settled at end of financial year 2019
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
34	34 02	Climate action at Union and international level	0,03	0,02	0,02	51,25%	0,00	0,02	0,00
Total Title 34			0,03	0,02	0,02	51,25%	0,00	0,02	0,00

Total for DG DGT			19,69413938	13,93	5,76406287	29,27 %	0,001696	5,76575887	4,63878644
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Breakdown of Commitments Remaining to be Settled (in Mio EUR) at 31/12/2019 for DG DGT

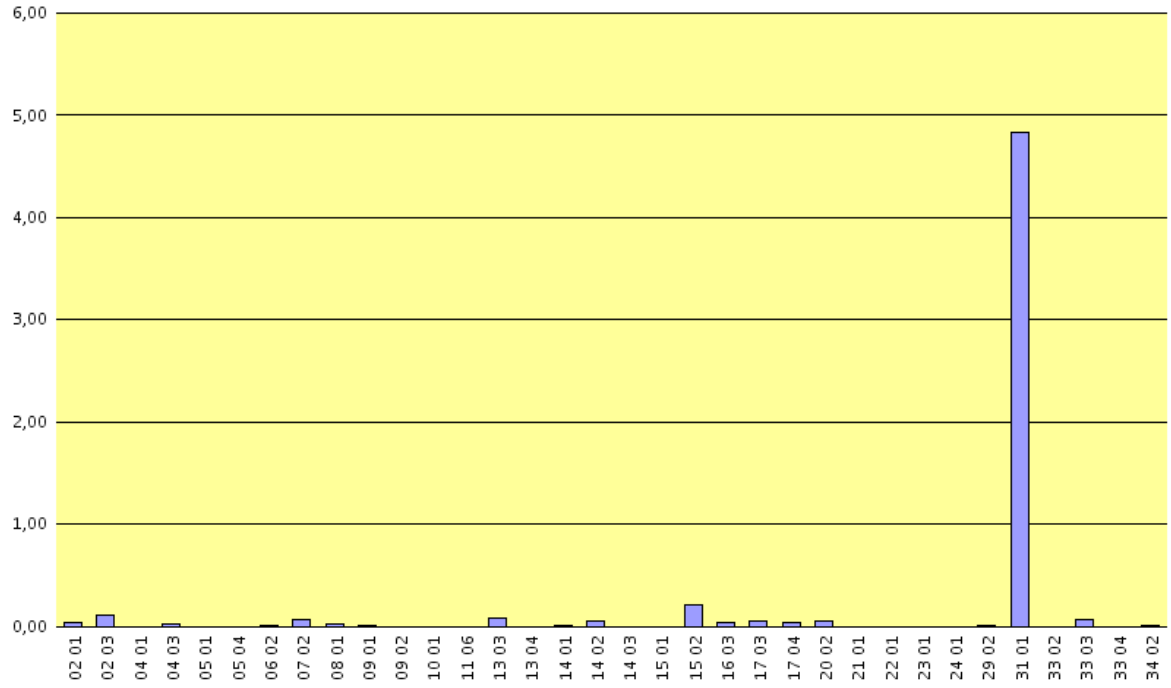


TABLE 4 : BALANCE SHEET for DG DGT

BALANCE SHEET	2020	2019
A.I. NON CURRENT ASSETS	5,82077E-10	653809,62
A.I.1. Intangible Assets	0,00	653.731,60
A.I.2. Property, Plant and Equipment	0,00	78,02
A.II. CURRENT ASSETS	-14162,67	-19772,2
A.II.3. Curr Exch Receiv & Non-Ex Recoverables	-14.162,67	-19.772,20
ASSETS	-14162,67	634037,42
P.II. CURRENT LIABILITIES	-12853,69	-33243,56
P.II.4. Current Payables	-12.853,69	-33.243,56
P.II.5. Current Accrued Charges & Defrd Income	0,00	
LIABILITIES	-12853,69	-33243,56
NET ASSETS (ASSETS less LIABILITIES)	-27016,36	600.793,86
P.III.2. Accumulated Surplus/Deficit	109.954.023,13	93437791,35
Non-allocated central (surplus)/deficit*	-109.927.006,77	-94038585,21
TOTAL DG DGT	0,00	0,00

The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer

It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in tables 4 and 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

TABLE 5 : STATEMENT OF FINANCIAL PERFORMANCE for DG DGT

STATEMENT OF FINANCIAL PERFORMANCE	2020	2019
II.1 REVENUES	-1965254,48	-1733696,35
II.1.1. NON-EXCHANGE REVENUES	-30447,97	-70096,65
II.1.1.6. OTHER NON-EXCHANGE REVENUES	-30.447,97	-70.096,65
II.1.2. EXCHANGE REVENUES	-1934806,51	-1663599,7
II.1.2.2. OTHER EXCHANGE REVENUE	-1.934.806,51	-1.663.599,70
II.2. EXPENSES	19126454,51	18249928,13
II.2. EXPENSES	19126454,51	18249928,13
II.2.10.OTHER EXPENSES	18.875.328,63	17.770.448,89
II.2.2. EXP IMLEM BY COMMISS&EX.AGENC. (DM)	250.156,30	479.479,24
II.2.8. FINANCE COSTS	969,58	
STATEMENT OF FINANCIAL PERFORMANCE	17.161.200,03	16.516.231,78

The accounting situation presented in the Balance Sheet and Statement of Financial Performance does not include the accruals and deferrals calculated centrally by the services of the Accounting Officer

It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in tables 4 and 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

TABLE 5bis : OFF BALANCE SHEET for DG DGT

OFF BALANCE	2020	2019
OB.4. Balancing Accounts	0	0
OB.4. Balancing Accounts	0,00	0,00
OFF BALANCE	0,00	0,00

It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

Additionally, the figures included in tables 4 and 5 are provisional since they are, at this date, still subject to audit by the Court of Auditors. It is thus possible that amounts included in these tables may have to be adjusted following this audit.

TABLE 6: AVERAGE PAYMENT TIMES in 2020 for DGT

Legal Times							
Maximum Payment Time (Days)	Total Number of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)
30	5993	5911	98,63 %	7,546608019	82	1,37 %	40,30487805

Total Number of Payments	5993	5911	98,63 %		82	1,37 %	
Average Net Payment Time	7,994827299			7,546608019			40,30487805
Average Gross Payment Time	9,040714167			8,45779056			51,06097561

Suspensions							
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	87	72	1,20 %	5993	200.513,92	1,08 %	18.547.682,51

Late Interest paid in 2020			
DG	GL Account	Description	Amount (Eur)
DGT	65010100	Interest on late payment of charges New F	969,58
			969,58

This excellent result stems from the implementation of a rigorous monitoring. Our result is better than last year: payments made within 8 days (compared to 9 days in 2019).

It should be noted that among the 82 late payments (i.e. 1.37% of all payments made), 65 were attributable to the end-of-year closure of the Commission's accounting system, during which no payment can be made.

TABLE 7 : SITUATION ON REVENUE AND INCOME in 2020 for DG DGT

Chapter		Revenue and income recognized			Revenue and income cashed from			Outstanding balance
		Current year RO	Carried over RO	Total	Current Year RO	Carried over RO	Total	
		1	2	3=1+2	4	5	6=4+5	
57	OTHER CONTRIBUTIONS AND REFUNDS IN CONNECTION WITH THE ADMINISTRATIVE OPERATION OF THE INSTITUTION	2.028.382,47	0,00	2.028.382,47	2.028.382,47	0,00	2.028.382,47	0,00
Total DG DGT		2028382,47	0	2028382,47	2028382,47	0	2028382,47	0

**TABLE 8 : RECOVERY OF PAYMENTS in 2020 for DG DGT
(Number of Recovery Contexts and corresponding Transaction Amount)**

INCOME BUDGET RECOVERY ORDERS ISSUED IN 2020	Irregularity		Total undue payments recovered		Total transactions in recovery context (incl. non- qualified)		% Qualified/Total RC	
	Year of Origin (commitment)	Nbr	RO Amount	Nbr	RO Amount	Nbr	RO Amount	Nbr
2020	1	25134,6	1	25134,6	1	25134,6	100,00%	100,00%
No Link					36	1449351,6		
Sub-Total	1	25134,6	1	25134,6	37	1474486,2	2,70%	1,70%

EXPENSES BUDGET	Irregularity		OLAF Notified		Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% Qualified/Total RC	
	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount
INCOME LINES IN INVOICES							241	30.447,97		
NON ELIGIBLE IN COST CLAIMS										
CREDIT NOTES	2	18,9			2	18,9	12	12.252,35	16,67%	0,15%
Sub-Total	2	18,9			2	18,9	253	42700,32	0,79%	0,04%
GRAND TOTAL	3	25153,5			3	25153,5	290	1517186,52	1,03%	1,66%

Total undue payments recovered: this amount corresponds to 1 payment (on 5993 made in 2020) made to the wrong contractor. The amount was recovered, and the invoice paid to the correct contractor.

"No link": this corresponds to the AFA (annual financial agreement - interinstitutional chargeback - sharing of IT tools)

Credit notes: the amount corresponds to payments that could have been irregularly paid, since errors and irregularities were all detected during ex-ante controls, and the amounts actually paid were corrected beforehand

TABLE 9: AGEING BALANCE OF RECOVERY ORDERS AT 31/12/2020 for DG DGT

	Number at 1/01/2020	Number at 31/12/2020	Evolution	Open Amount (Eur) at 1/01/2020	Open Amount (Eur) at 31/12/2020	Evolution

TABLE 10 :Recovery Order Waivers >= 60 000 € in 2020 for DG DGT

	Waiver Central Key	Linked RO Central Key	RO Accepted Amount (Eur)	LE Account Group	Commission Decision	Comments
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Total DG DGT	
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Number of RO waivers	
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N/A

TABLE 11 : Negotiated Procedures in 2020 for DG DGT

Negotiated Procedure Legal base	Number of Procedures	Amount (€)
Total		

N/A (no negotiated procedures above € 60,000)

TABLE 12 : Summary of Procedures in 2020 for DG DGT

Internal Procedures > € 60,000

Procedure Legal base	Number of Procedures	Amount (€)
Open procedure (FR 164 (1)(a))	1	80.000.000,00
Total	1	80.000.000,00

Additional Comments:

This corresponds to the TRAD19 call - see specific objective 7.1

TABLE 13 : BUILDING CONTRACTS in 2020 for DG DGT

Legal Base	Procedure subject	Contract Number	Contractor Name	Contract Subject	Amount (€)

N/A

TABLE 14 : CONTRACTS DECLARED SECRET in 2020 for DG DGT

Legal Base	Procedure subject	LC Date	Contract Number	Contractor Name	Contract Subject	Amount (€)

N/A

TABLE 15 : FPA duration exceeds 4 years - DG

None of your FPA (if any) exceeds 4 years

TABLE 16 : Commitments co-delegation type 3 in 2020 for DG DGT

N/A

ANNEX 4 : Financial Scorecard

DG DGT

The Annex 4 of each Commission service summarises the annual result of the standard financial indicators measurement. Annexed to the Annual Activity Report 2020, 6 standard financial indicators are presented below, each with its objective, category, definition, and result for the Commission service and for the EC as a whole (for benchmarking purposes)²⁰:

- Commitment Appropriations (CA) Implementation
- CA Forecast Implementation
- Payment Appropriations (PA) Implementation
- PA Forecast Implementation
- Global Commitment Absorption
- Timely Payments

For each indicator, its value (in %) for the Commission service is compared to the common target (in %). The difference between the indicator's value and the target is colour coded as follows:

- 100 – >95% of the target: dark green
- 95 – >90% of the target: light green
- 90 – >85% of the target: yellow
- 85 – >80% of the target: light red
- 80 – 0% of the target: dark red

The Commission services are invited to provide commentary behind each indicator's result in the dedicated boxes below as this can help the reader to understand the Commission's service context. In cases when the indicator's value achieves 80% or less of the target, the comment becomes mandatory.

²⁰ If the EC service did not perform any transaction in the area measured by the indicator or the information is not available in the central financial system, the indicator is not calculated (i.e. displayed as “-”) in this Annex.

Indicator	CA Implementation
Category	Efficiency Controls / Budget
Objective	Ensure efficient use of commitment appropriations
Result	<p>DG DGT achieved 100% compared to the EC result of 99%</p>
Comment	<p>[An explanation behind the indicator result should be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is below the target]</p> <p>In spite of the constraints linked to the Covid-19, DGT managed to redeploy the subsequent surplus of appropriations thereby ensuring excellent budget implementation results.</p>
Definition	<p>Formula: Value A / Value B</p> <ul style="list-style-type: none"> - Value A: Committed L1 Accepted Amount + Direct Committed L2 Accepted Amount (Eur) - Value B: Credit Accepted Com Amount (Eur) <p>Scope:</p> <p>Commitments on all relevant Fund Sources, except for:</p> <ul style="list-style-type: none"> - Internal assigned revenue in first year (C4) - Internal assigned revenue from lettings and sale of buildings and lands (CL) - Repaid advances (structural funds) (C6) - External assigned revenue except for EFTA (FCA ,FRT, P0, R0, TCA, TF5, TFC)

Indicator	PA Implementation
Category	Efficiency Controls / Budget
Objective	Ensure efficient use of payment appropriations
Result	<p>DG DGT achieved 96% compared to the EC result of 99%</p> <p>0% 20% 40% 60% 80% 100%</p> <p>EC (99%) 96%</p>
Comment	<p>[An explanation behind the indicator result should be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is below the target]</p> <p>No comments</p>
Definition	<p><i>Formula: Value A / Value B</i></p> <ul style="list-style-type: none"> - Value A: Payment Accepted Amount (Eur) - Value B: Credit Accepted Pay Amount (Eur) <p>Scope:</p> <p><i>Payments on all relevant Fund Sources, except for:</i></p> <ul style="list-style-type: none"> - Internal assigned revenue in first year (C4) - Internal assigned revenue from lettings and sale of buildings and lands (CL) - Repaid advances (structural funds) (C6) - External assigned revenue except for EFTA (FCA, FRT, P0, R0, TCA, TF5, TFC) - Payments stemming from C1, C5, E0 outstanding commitments on the non-staff budget positions that will be carried-forward as C8 to the next financial year

Indicator	CA Forecast Implementation
Category	Efficiency Controls / Budget
Objective	Ensure the cumulative alignment of the commitment implementation with the commitment forecast in a financial year
Result	<p>DG DGT achieved 96% compared to the EC result of 98%</p> <p>The chart displays a scale from 0% to 100% in 20% increments. A green bar represents the EC result at 98%, and a red bar represents the DGT result at 96%. The bars are positioned at the bottom of the scale, with the DGT bar slightly shorter than the EC bar.</p>
Comment	<p>[An explanation behind the indicator result should be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is below the target]</p> <p>No comments</p>
Definition	<p>Formula: $Value A / Value B^{*,**}$</p> <ul style="list-style-type: none"> - Value A: Committed L1 Accepted Amount + Direct Committed L2 Accepted Amount (Eur) - Value B: Commitment Forecast Amount (Eur) <p><i>*if Value A / Value B between 100 and 200% then the result indicator will be equal to 1 - (ABS(Value B - Value A) / Value B)</i></p> <p><i>**if Value A / Value B > 200 % then the result indicator will be equal to 0%</i></p> <p>Scope:</p> <ul style="list-style-type: none"> - Commitments on all relevant Fund Sources - Commitment Forecast Amount (Eur) from the most up to date forecast version (Initial Mar-Aug, Revised Sep-Dec)

Indicator	PA Forecast Implementation
Category	Efficiency Controls / Budget
Objective	Ensure the cumulative alignment of the payment implementation with the commitment forecast in a financial year
Result	<p>DG DGT achieved 98% compared to the EC result of 99%</p> <p>0% 20% 40% 60% 80% 100%</p> <p>EC (99%) 98%</p>
Comment	<p>[An explanation behind the indicator result should be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is below the target]</p> <p>No comments</p>
Definition	<p>Formula: $Value A / Value B^{*,**}$</p> <ul style="list-style-type: none"> - Value A: Payment Accepted Amount (Eur) - Value B: Payment Forecast Amount (Eur) <p>*if Value A / Value B between 100 and 200% then the result indicator will be equal to $1 - (ABS(Value B - Value A) / Value B)$</p> <p>**if Value A / Value B > 200 % then the result indicator will be equal to 0%</p> <p>Scope:</p> <ul style="list-style-type: none"> - Payments on all relevant Fund Sources - Payment Forecast Amount (Eur) from the most up to date forecast version (Initial Mar-Aug, Revised Sep-Dec)

Indicator	Global Commitment Absorption
Category	Efficiency Controls / Absorption
Objective	Ensure efficient use of already earmarked commitment appropriations (at L1 level)
Result	<p>DG DGT achieved 100% compared to the EC result of 98%</p> <p>0% 20% 40% 60% 80% 100%</p> <p>EC (98%) 100%</p>
Comment	<p>[An explanation behind the indicator result should be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is below the target]</p> <p>No comments</p>
Definition	<p>Formula:</p> <ul style="list-style-type: none"> - Value A: Com L1 Consumption amount (Eur) - Value B: Com L1 Initial amount (Eur) + Com L1 Complementary Amount (Eur) + (Com L1 Decommitment Amount (Eur) on all Fund Sources except for C8 and C9) <p>Scope:</p> <ul style="list-style-type: none"> - Com L1 with FDC ILC date from 01/01 to 31/12 of the current year - No movements to the Com L1 Consumption amount (Eur) after the FDC ILC date is taken into account (Generally decommitments of L2 which decrease the Com L1 consumption) <p>Remark: Due to technical limitation, the indicator does not take into account the Com L1 Consumption between the FDC ILC date and the FA FDI allowed as an exception in the external actions for Com L1 of type GF, i.e. with Financing Agreement, under the FR2018 Article 114.2. As a result, the actual Indicator score may be slightly higher than the one reported for DGs using the GF commitments.</p>

Indicator	Timely Payments
Category	Efficiency Controls / Timeliness
Objective	Ensure efficient processing of payments within the legal deadlines
Result	<p>DG DGT achieved 99% compared to the EC result of 99%</p>
Comment	<p>[An explanation behind the indicator result should be provided, e.g. the comment about the achievement itself, reference to the whole Commission performance (better or worse), reasons behind this achievement. The comment is mandatory for the 'Timely payments' indicator. For the rest of indicators the comment is mandatory only if the score is below the target]</p> <p>This excellent result stems from the implementation of a rigorous monitoring. Our result is better than last year: payments made within 8 days (compared to 9 days in 2019).</p> <p>It should be noted that among the 82 late payments (i.e. 1.37% of all payments made), 65 were attributable to the end-of-year closure of the Commission's accounting system, during which no payments can be made.</p>
Definition	<p>Formula: <i>Value A / Value B</i></p> <ul style="list-style-type: none"> - <i>Value A: Payment Accepted Amount (Eur) in time</i> <ul style="list-style-type: none"> o <i>In Time: Payment Bank Value Date <= Payment legal deadline</i> - <i>Value B: Payment Accepted Amount (Eur)</i> <p>Scope:</p> <ul style="list-style-type: none"> - <i>Payments made in the current year</i> - <i>Payments valid for payment statistics (DWH Flag "Payment Time Status OK?" = "Y")</i>

ANNEX 5: Materiality criteria

A weakness is considered material if either quantitative or qualitative criteria are met.

As regards **quantitative** criteria, DGT has set its materiality threshold at 2% of its budget (standard for Commission services), although expenditure is very low in relation to the overall EU budget. In 2020, DGT managed a budget of €22.29 million, excluding external personnel, therefore the materiality threshold was €446k.

The **qualitative** criteria are:

- the nature and scope of the weakness;
- the duration of the weakness;
- the existence of compensatory measures (mitigating controls which reduce the impact of the weakness);
- the existence of effective corrective actions to correct the weakness (action plans and financial corrections) which have had a measurable impact.

The 2020 AAR concludes that the analysis of the available control results, the assessment of the weaknesses identified and their relative impact on legality and regularity have revealed no significant weaknesses that could have a material impact as regards the legality and regularity of the financial operations.

It can be concluded that the control objective has been achieved.

Since 2019²¹, a 'de minimis' threshold for financial reservations has been introduced. Quantified AAR reservations related to residual error rates above the 2% materiality threshold, are deemed not substantial for segments representing less than 5% of a DG's total payments and with a financial impact below EUR 5 million. In such cases, quantified reservations are no longer needed.

²¹ Agreement of the Corporate Management Board of 30/4/2019.

ANNEX 6: Relevant Control System(s) for budget implementation (RCSs)

I. Management of outsourced translations (Management mode: Direct centralised)

Stage 1: Procurement

Every four years, DGT launches an open call for tender, leading to the signature of framework contracts per selected language combinations. Language combinations not covered by framework contracts are procured through negotiated procedures.

A. Planning

Main control objectives: Effectiveness, efficiency and economy. Compliance (legality and regularity)

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three Es)
Risk of discontinued services resulting from delayed procurement procedure (poor planning and poor organisation of the procurement process).	<p>Open call: Outsourcing is part of DGT's core business. It is governed by DGT's Outsourcing Framework. Directorate S verifies timing and planning of this open tender (every 4 years).</p> <p>Direct contracts under negotiated procedures: the external portal is ready for publication and follow-up.</p>	<p>Senior management approves the planning proposed by Directorate S.</p> <p>Senior management regularly checks the status of implementation of the planning until 100% of FWC are signed in due time.</p> <p>Directorate S ensures that all templates are prepared in advance (DGT is demand-driven).</p>	<p>Effectiveness: no gap between framework contracts concluded under the new call and the previous one.</p> <p>Number of contracts discontinued to lack of use.</p> <p>Economy: cost of control of stage 1 over value contracted.</p>

B - Needs assessment & definition of needs

Main control objectives: Effectiveness, efficiency and economy. Compliance (legality and regularity)

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three Es)
<p>When drafting FWC specifications, the best offers are not necessarily submitted due to specificities of some language freelance markets.</p>	<p>FWC: Collaboration between the operational, financial and legal units to ensure that (1) the technical specifications are clear and suited to the market; and (2) evaluation and award criteria allow the best possible evaluation.</p> <p>Where the language combination is not covered by a framework contract or where no contractor is available, the negotiated procedure is used (very low value).</p>	<p>For both FWC and NP: 100% of the specifications are scrutinised by the financial unit and by DGT lawyers in Unit 01.</p>	<p>Effectiveness:</p> <ul style="list-style-type: none"> • Number of lots (language combinations) where a sufficient number of offers are received. • Number of requests for clarification regarding the tender. <p>Benefits: limit the risk of litigation, limit the risk of cancellation of a tender. Compliance with the Outsourcing Framework.</p> <p>Efficiency: Estimated average cost of a procurement procedure.</p> <p>Economy (costs): Estimation of cost of staff involved and the related contract values.</p>

C – Selection of the offer & evaluation

Main control objectives: Effectiveness, efficiency and economy. Compliance (legality and regularity). Fraud prevention and detection.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three Es)
<p>The most economically advantageous offer not being selected, due to a biased, inaccurate or 'unfair' evaluation process.</p>	<p><i>Initial framework contract:</i></p> <ul style="list-style-type: none"> • Formal evaluation process: Opening committee and Evaluation committee. • Opening and Evaluation Committees' declaration of absence of conflict of interests. • Exclusion criteria documented. • Standstill period, opportunity for unsuccessful tenderers to put forward their concerns on the decision. 	<ul style="list-style-type: none"> • 100% of the offers analysed. • 100% of the members of the opening committee and the evaluation committee present and involved in the evaluation work. • 100% of members of the opening and evaluation committee have signed the declaration of absence of conflict of interests. • 100% checked. • 100% when conditions are fulfilled. 	<p>Effectiveness: Numbers of valid complaints or litigation cases filed. Amount of procurements successfully challenged during standstill period.</p> <p>Efficiency: Cost of successful tender minus cost of the most onerous one (or average cost). Average cost of a tendering procedure.</p> <p>Economy (costs): Estimation of cost of staff involved.</p>
	<p><i>Negotiated procedure of very low value:</i> Publication of the tender on a specific portal. Before a tenderer submits an offer, he/she must accept the specifications and contract. The best price is retained. No evaluation committee.</p>	<ul style="list-style-type: none"> • 100% checked if not already tenderer in FWC for same language combination. • 100% check of length of publication time to ensure equality of treatment. • 100% of selectors have signed the declaration of absence of conflict of 	

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three Es)
		interests.	

Stage 2: Financial transactions

Main control objectives: Ensuring that the implementation of the contract is in compliance with the signed contract

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three Es)
Legal and regulatory requirements and requirements for sound financial management are not met from the ordering to the payment of a specific request for outsourcing (the 'financial processing control').	<ul style="list-style-type: none"> Monitoring of the type of negotiated procedure chosen compared to the size of the market. Certified correct by a formally endorsed official trained, technically competent and informed of the details of the contract and subsequent invoice. Operational and financial checks in accordance with the financial circuits and checklists, encompassing the comparison between the certified correct endorsement and the contract provisions. 	<p>Monthly monitoring of usage of negotiated procedures and quarterly communication to senior management for appropriate follow-up.</p> <p>DGT has automatized the financial treatment of outsourcing transactions (TrèFle).</p> <ul style="list-style-type: none"> All external translation requests are checked in unit S.2 before publication. When tender is accepted, the specific contract or direct contract is prepared by the system. 100% of contracts are checked and validated by an AOSD. Following a risk analysis 	<p>Effectiveness: % error rate prevented (amount of errors/irregularities averted over total payments) Number/amount of liquidated damages. Benefits: Amount of irregularities, errors and overpayments prevented by the controls.</p> <p>Efficiency: % cost over annual amount disbursed. Time-to-pay. Late interest payment and damages paid (by the Commission).</p> <p>Economy (costs): Estimation of cost of staff involved.</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three Es)
	<ul style="list-style-type: none"> • ABAC and TrèFle security prevents from paying more than the corresponding budgetary commitment. 	<p>a sample of most “risky” invoices received via the system are checked by the financial unit before payment is authorised.</p>	
		<p>100% of outsourced translations are evaluated by a qualified translator before the payment is processed.</p>	<p>Effectiveness: Percentage of translations rated good or very good by the evaluators. Penalties collected for translations of insufficient quality. Benefits: Good quality of the outsourced translations. Efficiency: Costs of the evaluations. Economy (costs): Estimation of cost of staff involved.</p>

ANNEX 7: Specific annexes related to "Financial Management"

Sound financial management

Objective: The authorising officer by delegation has reasonable assurance that resources have been used in accordance with the principles of sound financial management, and that cost-effective controls are in place which give the necessary guarantees concerning the legality and regularity of underlying transactions			
Indicator: Estimated risk at closure			
Source of data: DGT Annual Activity Report			
Baseline (2018)	Target (2024)	Situation on 31 December 2020	
0.5%	<2% of relevant expenditure	0	
Main outputs in 2020:			
Description	Indicator	Target	Situation on 31 December 2020
Effective controls: Legal and regular transactions	Risk at payment	remains <2 % of relevant expenditure	0
	Estimated risk at closure	remains <2 % of relevant expenditure	0
Efficient controls	Budget execution	remains >98%	99.8%
	Time-to-pay	remains >96%	98.6%
Economical controls	Overall estimated cost of controls	remains ≤25% of funds managed	6.9%

Fraud prevention, detection and correction

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy aimed at the prevention, detection and correction of fraud			
Indicator: Implementation of the actions included in DGT's anti-fraud strategy over the whole strategic plan lifecycle (2020-2024)			
Source of data: DGT Annual Activity Report, DGT's anti-fraud strategy, OLAF reporting			
Baseline (2018)	Target (2024)	Situation on 31 December 2020	
100% implementation of actions under the 2016 DGT AFS	100% implementation of actions under the 2020 DGT AFS	100% implemented	
Main outputs in 2020:			
Description	Indicator	Target	Latest known results
Updated DGT anti-fraud strategy (including action plan)	DGT anti-fraud strategy and action plan approved by senior management	By 31 December 2020	Completed
Organisation of awareness raising campaign on anti-fraud strategy	Awareness raising campaign on anti-fraud strategy organised (Y/N)	By 31 December 2020	Completed
Drawing up a comprehensive control strategy	Comprehensive control strategy drawn up (Y/N)	By 31 December 2020	To be finalised by June 2021

DGT updated its **anti-fraud strategy** after a comprehensive risk and fraud assessment. As the new strategy was adopted in December, in 2020 DGT still reported on the actions of its 2016 action plan:

- Risk 1: Handling of sensitive, marked or classified information: no further action is recommended in the action plan, provided security measures in place are maintained at their current level. In 2020 however, as of 16 March 2020, DGT.R.1 implemented specific working arrangements during the pandemic for staff having to work in the secure rooms in BXL and LUX:

- Phase 1: closing of the secure room after the announcement of the crisis up to early June. Instruction was given not to perform translation of RESTREINT UE/RESTRICTED EU documents up to that date.
- Phase 2: under the guidance of the medical services, the secure rooms were re-opened, but with a decreased capacity, and with a disposition of the usable workstations guaranteeing the social distancing.

No case of leak or misuse of sensitive information has been reported.

- Risk 2: Financial procedures (Lead unit: R.2)
 - Continuous training of all staff dealing with finances in the DG.
 - Organisation of specific “expenditure lifecycle” courses for DGT. Status: continuous action

These actions are ongoing and implemented on *ad hoc* basis:

- As every year, the finance unit was invited to the general assembly of Field Officers and delivered a presentation on the management of financial files;
- Specific training sessions were given to the 7 newly appointed Field Officers;
- A specific training session was organised for OIAs in the communication unit March 2020;
- Specific training was provided to the newly appointed Financial Assistant in the communication unit (9 sessions);
- Staff newly recruited in R.2 followed the relevant trainings offered by DG BUDG and were trained on the job by other colleagues in the unit.

The controls in place intended to prevent and detect fraud are essentially similar to those designed to ensure the legality and regularity of transactions and quality of service.

The assessment exercise performed in 2020 identified conflict of interests in procurement as an additional area where fraud could occur, on top of the already identified financial risk (misuse of DGT budget) and leakage of information. Therefore, in 2020 DGT reinforced the already existing policy on conflict of interests in procurement management.

Actions identified in the new strategy will be monitored twice a year, in January and June, starting in June 2021.

The adoption of the new anti-fraud strategy and the update of the DGT’s risk register were **advertised to DGT staff** by a publication on the DG’s intranet.

Control strategy: DGT has several documents on control strategies (financial/operational) and has many reporting tools and indicators showing that controls are in place and functioning well, yet it needs to be documented in an overall control strategy document.

In 2020, the finance unit built a solid ground for the draft control strategy document that will be finalised in the first half of 2021. In particular, the following areas were covered:

- Risk assessment for the outsourcing function, which led inter alia to a reinforcement of the already existing conflict of interest policy;
- DGT internal guidelines on Risk Management, a document clarifying roles and responsibilities in risk management in DGT;
- Full risk & fraud management exercise on the basis of the 2020-2024 Strategic Plan which led to the update of DGT anti-fraud strategy and action plan and DGT risk register;
- Reinforced communication on fraud matters through a publication on the DG intranet;
- COVID-specific risk analysis of budget performance and finance aspects (corporate exercise);
- Risk analysis of the management of sensitive functions in DGT.

Audit observations and recommendations

In 2018, **the IAS** carried out a **multi-DG audit on the connecting Europe facility (CEF)** to assess the adequacy of the design and the effectiveness of the implementation of the CEF Telecom governance arrangements in the Commission. DGT was part of this audit as service provider for specific digital service infrastructures. The IAS work focused on the relevant memorandum of understanding, the operational and coordination platform, the supervision of operations, and the monitoring of results. Two recommendations (rated important²²) were issued and they were both accepted by DGT. The action plan submitted by DGT was accepted. The recommendations were implemented in 2019 within the deadline. The first one concerned a technical issue (inclusion of the possibility to rate the translations performed via e-Translation) and the second one addressed the necessity to have a proper data protection notice. The IAS announced at the beginning of 2021 that all recommendations are closed.

In 2019, the **IAS** conducted **limited reviews** in several DGs, including DGT, to assess the implementation of the new **internal control framework**. The limited review focused on the annual overall assessment process, performed by the authorising officer by delegation in 2019, the results of which were reported in the AAR for 2018. One recommendation (rated important) was issued, and it was accepted by DGT. The corrective actions identified in the action plan were introduced in DGT procedures and implemented for the first time for the reporting in the AAR for 2019. The IAS closed the recommendation in June 2020.

In 2019 **DG BUDG** carried out an **evaluation of the local financial systems set up in DGT**, as provided for in Article 77 of the Financial Regulation, in order to determine whether the internal control systems produced sufficiently accurate and complete information in a timely fashion in order to prepare the annual accounts and produce reliable reporting, both for management and for regulatory compliance purposes. Four recommendations were issued (rated important). They were all accepted by DGT. The action plan proposed by DGT

²² Scale of IAS recommendations: important – very important – critical.

was accepted by DG BUDG and was implemented in the course of 2020. In January 2021, DG BUDG closed the recommendations based on the evidence received and suggested two areas of improvement regarding the follow-up of legal commitments.

Table Y - Overview of DG's/EA's estimated cost of controls at Commission (EC) level:

Title of the Relevant Control System (RCS)	Ex ante controls			Ex post controls			Total***	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	EC total costs	related funds managed/concerned ⁽¹⁾	Ratio (%)** (a)/(b)	EC total costs	total value verified and/or audited	Ratio (%) (d)/(e)	EC total estimated cost of controls (a)+(d)	Ratio (%)* (g)/(b)
Relevant Control System N°1: Management of outsourced translations (management mode: direct centralised)								
Stage 1: procurement	€286,900 ⁽²⁾	N/A	N/A	N/A	N/A	N/A	€286,900 ⁽²⁾	N/A
Stage 2: financial transactions	€1,092,480 ⁽³⁾	€15,298,432	7.1%	N/A	N/A	N/A	€1,092,480	7.1%
Relevant Control System N°2: Management of IT development (management mode : direct centralised)								
Stage 2: financial transactions	€94,690	€5,956,165	1.6%	N/A	N/A	N/A	€94,690	1.6%
OVERALL total estimated cost of control at EC level	€1,474,070	€21,254,597	6.9%	N/A	N/A	N/A	€1,474,070	6.9%⁽⁴⁾

(1) Related funds managed/concerned = amount of legal commitment signed in 2020 on the external translation and IT budget lines.

(2) Management of the TRAD19 procurement for 2020.

(3) FTEs and maintenance costs of automated tool

(4) The overall DGT estimated cost of control for the management of the external translation (incl. the fixed cost of the management of TRAD19 procurement) and IT budgets, which corresponds to 96% of its appropriations (commitments).

Further explanations are in point 2.1.1 of the AAR report.

ANNEX 8: Specific annexes related to "Assessment of the effectiveness of the internal control systems"

Deficiencies identified during the 2020 internal control assessment and remedial measures envisaged:

- Principle 6 (risk assessment component) is in practice and functioning. However, although DG BUDG closed all recommendations in follow-up of its evaluation of DGT's local financial systems (see Section 2.1.2), DGT should implement the best practices shared at corporate level regarding the accounting quality programme, to ensure completeness of the accounting risk assessment.
- Principle 10 (control activities components) is enforced, several documents are available on control strategies (financial/operational) and reporting tools and indicators show that controls are in place and functioning well. DGT should however finalise the documentation of its overall control strategy document.

Follow-up given to DGT's 2019 internal control assessment:

- Moving forward in the implementation of the action plan established in follow-up of the results of the 2018 Staff Survey – implemented. A final report has been submitted to DGT management;
- Draft a Control Strategy document encompassing all control strategies already in place in DGT – partially implemented, maintained as follow-up action for 2021;
- Update the analysis of sensitive functions in DGT – done. A risk analysis has been performed and the result communicated to DGT management.

ANNEX 9: Reporting – Human resources, digital transformation and information management and sound environmental management

Human resource management

Objective: DGT employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission’s priorities and core business			
Indicator 1: Number and percentage of first female appointments to middle management positions			
Source of data: DG HRT (C.2)			
Baseline (female representation in management) (2019)	Interim milestone (2022)	Target ²³ (2024)	Situation on 31 December 2020
44/81 (54%)	16 first female appointments to middle management	[To be determined]	5 first female appointments to middle management (83% of all appointments)
Indicator 2: DGT’ staff engagement index			
Source of data: Commission staff survey / Pulse Survey (DG HR)			
Baseline (2018)	Target (2024)	Latest known results (2021)	
74%	Increase	70% (source: Pulse survey 13-14) (* INFO: Commission average: 69%)	
Main outputs in 2020:			
Description	Indicator	Target	Situation on 31 December 2020
Female representation in middle management	Number of 1st time female recruitments on a middle management position	5 by 31 December 2020	5
Higher involvement of staff in decision processes with direct impact on them	Number of staff forums and similar events organised	3 by 31 December 2020	3

²³ The target will be revised and extended for the period 2023-2024 by January 2023.

Pilot project on upskilling in computational linguistics	Pilot project on upskilling in computational linguistics started	end-September 2020	Ongoing (due to COVID-19, to be completed by September 2021)
Creation of a management pipeline	Launch mentoring project for aspiring managers	31 December 2020	Completed
Follow-up to 2018 Staff Survey	Implementation of the actions identified in DGT's action plan	Action plan implemented by 31 December	Completed

Information complementing section 2.2.1

Staffing, post allocation and recruitment

In 2020, DGT recruited 13 officials, 26 temporary agents and 28 contractual agents; there were 23 transfers IN from another DG and 4 transfers IN from another Institution; 111 officials, 9 temporary agents and 28 contractual agents left DGT (retirement, mobility, end of contract).

Working conditions and well-being

DGT is committed to being an attractive employer. It offers staff **modern working conditions** that help them reconcile their private life and work, for instance telework and flexitime were widely available even before the pandemic. In 2020, DGT maintained its efforts in providing a safe and attractive working environment (e.g. with training and guidance on ergonomics), as well as supportive working conditions and virtual meetings between senior management, staff and trainees.

The report of DGT's COVID-19 reflection group will feed into the discussions on **future working arrangements** launched Commission-wide. DGT's findings have already contributed to three of the four working groups set up by Commissioner Hahn to draw lessons from the pandemic and to reflect on future improvements when it comes to Commission as an attractive and digital workplace and its policy on buildings, missions and meetings.

The majority of actions related to follow-up to the Commission's 2018 **staff survey** were accomplished with a few still ongoing for reasons outside of DGT's control, e.g. 'Back to the floor' exercises, where senior managers shadow staff members.

Learning and development

DGT's learning and development offer focused on **digital proficiency** for all staff, on language-specific **thematic competences** for translators (in particular in legal, financial, economic and scientific domains), on **organisational development** and on further professional training for current and incoming managers.

DGT launched a new round of **mentoring for aspiring managers** and ran specific training courses for managers to develop their management skills, with a focus on digital proficiency, change management and people management, in particular to support managers in dealing with the COVID-19 related changes. DGT also launched a pilot project to **upskill** DGT linguists in the area of **computational linguistics**.

Due to the COVID-19 crisis, all courses were converted into virtual and online versions. Live web-streaming and audio-visual recording for internal training events as well as online and e-learning courses for external training offered possibilities for learning regardless of location and time.

DGT continued to actively contribute to the development of the profession by giving **trainees** a first-hand (remote) work experience, including internal specific training, in the course of their internships in the various language departments. In 2020, DGT welcomed 99 Blue Book trainees and offered 45 training placements. The rules and workflow for training placements in DGT were updated in March, and all the specific internal trainings were carried out online.

Internal communication

In line with and complementary to efforts at corporate level DGT gave priority to **crisis communication** related to the COVID-19 crisis to keep staff informed and involved.

DGT's internal crisis communication included a dedicated section on DGTnet with corporate information and specific DGT decisions and a series of articles about how DGT staff worked in the crisis and the launch of an informal eCoffee corner on the intranet. Several **COVID-19 related events** and activities were organised: 'virtual talks' (14 & 18 May); Q&A on return to the office (9 July); DGT Covid-19 Reflection Group with wide participation (up to 200 staff).

Other internal communication activities included a workshop with DG HR in September and a DGT-specific **workshop on the DGT HR strategy** in December, where DGT staff were consulted in view of the future HR strategy. On 9-10 March, the **Staff Meetings** were organized, where an important part of the meeting was a Q&A session with staff, focussing on the **future of DGT** and the transformations it is undergoing (technological, staffing, buildings, freelance work, training, etc.).

Digital transformation and information management

Objective: DGT is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally transformed, user-focused and data-driven Commission

Indicator 1: Degree of implementation of the digital strategy principles by the most important IT solution²⁵

Source of data: DGT statistics

Baseline ²⁶ (2020)	Interim milestone (2022)	Target (2024)	Situation on 31 December 2020
eTranslation 91%	95%	100%	91%
Euramis NG 89%	95%	100%	89%
CATE NG ²⁷ 56%	94%	100%	56%

Indicator 2: Percentage of DGT's key data assets for which corporate principles for data governance have been implemented

Source of data: DGT statistics

Baseline ²⁸ (2020)	Interim milestone (2022)	Target (2024)	Situation on 31 December 2020
91%	95%	100%	91%

Indicator 3: Percentage of staff attending awareness raising activities on data protection compliance

Source of data: DGT statistics

Baseline (2018)	Interim milestone (2022)	Target (2024)	Situation on 31 December 2020
30%	80%	100%	30%

Main outputs in 2020:

Description	Indicator	Target	Situation on 31 December 2020
Translators trained in core digital skills, including	DGT training modules on core	By 31 December	291 courses / 8 532 hours of training

²⁵ The European Commission Digital Strategy (C(2018)7118) calls on Commission services to digitally transform their business processes by developing new innovative digital solutions or make evolve the existing ones in line with the principles of the strategy. At the beginning of the year N+1, the Solution Owner and IT Investments Team will assess the progress made on the basis of the proposed modernisation plan. For each of the 3 solutions, a table will reflect — per principle — the progress achieved during the last year.

²⁶ Instead of the recommended 2018 baseline, values from 2020 have been used because the implementation of both Euramis NG and CATE NG had not yet started in 2018.

²⁷ The project was initially called CATE 2020.

²⁸ The baseline and interim milestone were recalculated due to new methodology introduced at Commission-level.

computational linguistics	digital skills designed and followed* (Y/N)	2020	
Knowledge management scan	Knowledge management scan completed	By 31 December 2020	Completed
Revamp of the learning platform Sophia	Sophia revamped	By 31 December 2020	Completed
E-learning modules	Number of courses developed	6 by 31 December 2020	15 new courses / 3 558 participants
Data Strategy@DGT	Data Strategy@DGT adopted	By 31 December 2020	Postponed for 2021. ²⁹

* No quantitative target could be set as the indicator is dependent on needs expressed throughout the year.

Sound environmental management

Objective: DGT takes full account of its environmental impact in all its actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work

Main outputs in 2020:

Description	Indicator	Target	Latest known results
Lower energy consumption as a result of closing down buildings during the Christmas and New Year's holiday period	Total energy consumption (%)	-1% in total energy consumption compared with 2019	Data unavailable yet. ³⁰
Paperless working methods brought in , e.g. e-signatories, financial circuits and collaborative working tools	Number of new initiatives brought in	1 by 31 December 2020	None were needed. ³¹

²⁹ As a result of other priorities being partly delayed due to the pandemic, the draft could not be completed for formal adoption in the December IT and Data Steering Committee. The document is now in final drafting phase and will be adopted in 2021.

³⁰ However, with buildings closed during the pandemic, energy savings will be much higher than predicted.

³¹ Due to the remote way of working during the pandemic, there was no need to specifically introduce new measures as staff collaborated almost exclusively via IT tools. This resulted in an almost completely paperless working environment.

EMAS plan reviewed and assessed against Commission-wide priorities	Plan revised and updated	By 31 December 2020	Completed
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ANNEX 10: Implementation through national or international public-sector bodies and bodies governed by private law with a public sector mission (if applicable)

Not applicable.

ANNEX 11: EAMR of the Union Delegations (if applicable)

Not applicable.

ANNEX 12: Decentralised agencies and/or EU Trust Funds (if applicable)

Not applicable.