2018

Annual Activity Report

Annexes

DG Interpretation

Table of Contents

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

"I declare that in accordance with the Commission's communication on the internal control framework[1], 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."

Date: **Brussels, 3ʳᵈ April, 2019**

Signed

Gianluca Pecchi

---

[1]   C(2017)2373 of 19.04.2017.

ANNEX 2: Reporting – Human Resources, Better Regulation, Information Management and External Communication

Human Resources

In order to ensure adequate succession planning and to provide stable capacity in interpreting, an internal competition was organised in the conference interpreting domain for six languages (DE, EN, ET, HR, MT, SK). Given that the derogation for Irish language ends in 2021, close contacts have been maintained with Galway University in Ireland with tangible results, such as the recruitment of the first ever staff interpreter into Irish in 2018.

Objective: The DG deploys effectively its resources in support of the delivery of the Commission's priorities and core business, has a competent and engaged workforce, which is driven by an effective and gender-balanced management and which can deploy its full potential within supportive and healthy working conditions.		
Indicator 1: Percentage of female representation in middle management		
Source of data: HR dashboard		
Baseline (2015)	Target (2020)	Latest known results (2018)
50%	50%	56.8%
Indicator 2: Percentage of DG SCIC staff who feel that the Commission cares about their well-being		
Source of data: Commission staff survey		
Baseline (2015)	Target (2020)	Latest known results (2018)
43.3%	50%	59%
Indicator 3: DG SCIC Staff engagement index		
Source of data: Commission staff survey		
Baseline (2015)	Target (2020)	Latest known results (2018)
74.2%	75%	75%
Indicator 4: Average number of passive languages and retours per interpreter		
Source of data: SCICView		
Baseline (2015)	Target (2020)	Latest known results (2018)
4.2	4.2	4.3

Main outputs in 2018:			
Description	Indicator	Target	Latest known results
Equal opportunities (female representation in middle management)			
In articulation with succession planning carry out a specific talent management campaign to pursue the reinforcement of women appointed to management position for the 1st time.	Number of first time female middle-management appointments	6	5
Coordinated mentoring/coaching scheme to potential future managers, especially female	Availability of SCIC candidates and more especially success of female applicants to management positions	Mentees reach pre-selection and beyond	Beneficiaries have been appointed
Well-being of staff			
Following the wide framework of diversity strategy, conduct of an All-staff-Day and awareness raising actions on "Tolerating diversity" with the view of creating a matching enabling environment	Participation of SCIC staff and engagement in the principles of the action	Common awareness (to be checked in 2018 via an iCat survey) Agreement on a voluntary set of values	Well-being rooms installed in L102 and VM18 Breakfasts for staff
Staff engagement			
Tailor made accompanying measures for SCIC candidates in preparation for the Assessment centre (management positions and competitions) to compensate for lacking of exposure to diverse professional environments which makes mobility difficult	Provide lunchtime session for the preparation. Propose one-to-one tutoring for all internal candidates for the preparation	Candidates have access to knowledgeable advice	All requests for information have been satisfied
Better communication on SCIC's core activities and more efficient information/orientation	Revision of current SCICNet in view to open it to all Commission staff and make it more user friendly for	First trimester 2018	SCICNet opened to all Commission staff in Autumn 2018

of our client DGs inside the Commission via the development of our internal websites and the production of informative videos.	SCIC staff		
	Revision of "Interpretation" and "Room Management" websites on My Intracomm	By June 2018	Not started yet
	2 videos destined for our client DGs in the Commission:	By June 2018	
	1. video on "room management"	By June 2018	Filming in progress on the basis of the scenario realised in September
	2. video on "interpretation"	By December 2018	Postponed to 2019

The revision of the "Interpretation" and "Room Management" websites on My Intracom were postponed to 2019 because of technical delays. Furthermore, our main efforts were concentrated on the revision and on the opening of SCICnet.

Information management

Objective: Information and knowledge in your DG is shared and reusable by other DGs. Important documents are registered, filed and retrievable.			
Indicator 1: Percentage of registered documents that are not filed **Source of data:** Hermes-Ares-NomCom (HAN) statistics			
Baseline (2015)	Target (2020)	Results from 2017	Latest known results (2018)
5.98%	5%	0.11%	0.13%
Indicator 2: Number of HAN files readable/accessible by all units in the DG **Source of data:** Hermes-Ares-NomCom (HAN) statistics			
Baseline (2015)	Target (2020)	Results from 2017	Latest known results (2018)
56%	70%	68.62%	62.96%
Indicator 3: (mandatory data to be provided by DG DIGIT): Percentage of HAN files (active and closed) shared with other DGs: Source of data: *HAN statistics*			
Baseline (2017)	Target (2020)	Results from 2017	Latest known results (2018)
4%	10%	4%	7%

Main outputs in 2018			
Description	Indicator	Target	Latest known results
Paperless workflows for administrative (non-financial) documents	Percentage of electronic workflows for administrative notes that circulate in the DG	90%	Completed. Certain financial and all blue-ink documents continue to circulate with parallel paper signatories
Number of outstanding NomCom files to be eliminated or transferred	Production of NomCom first review report	50%	22.5% Around 310 files sent for elimination. Action delayed due to bug in NomCom – JIRA launched. Still 1065 files to be introduced in the first review request
Volume of paper files decreases in the DG	Transfer/elimination of existing paper files (pre-eDomec)	25%	22% 220 linear metres eliminated and 20 linear metres sent to historical archives
Monitoring of awareness-raising campaigns on openness of information to all – request to all HoUs to justify requests for limited access for new files created in 2018	Percentage of files open within DG Interpretation	65% end of 2018	62.96%
	Percentage of active files open to the whole Commission	30% end of 2018	13%
Implementation of the new Data Protection Regulation (replacing 1045/2001)	Impact assessment of the new legal framework for SCIC processing of personal data	100% end of 2018	Completed.

DG SCIC launched an awareness-raising exercise to improve the number of files open both to other Units in the DG and to the Commission as a whole. The consequences of the increased awareness highlighted the fact that a significant number of our files could not be opened to the Commission due to the fact they contained personal data. This reflected a better management and understanding of both the information managed by the DG and our obligations to ensure both transparency and security in equal measures.

Communication

Objective: Citizens perceive that the EU is working to improve their lives and engage with the EU. They feel that their concerns are taken into consideration in European decision-making and they know about their rights in the EU.

Indicator 1: Percentage of EU citizens having a positive image of the EU

Eurobarometer measures the state of public opinion in the EU Member States. This global indicator is influenced by many factors, including the work of other EU institutions and national governments, as well as political and economic factors, not just the communication actions of the Commission. It is relevant as a proxy for the overall perception of the EU citizens. Positive visibility for the EU is the desirable corporate outcome of Commission communication, even if individual DGs' actions may only make a small contribution.

Source of data: Standard Eurobarometer (DG COMM budget)

Baseline (2014)	Target (2020)	2018
Total "Positive": 39% Neutral: 37 % Total "Negative": 22%	Positive image of the EU ≥ 50%	Total 'Positive': 43% Neutral: 36 % Total 'Negative': 20%

Main outputs in 2018:			
Description	Indicator	Target	Latest known results
Outreach actions towards students and other communities to promote interpretation and multilingualism	• Awareness-raising campaigns carried out (eg. Danish students, in collaboration with the other EU Institutions for the training of interpreters in Denmark) • Participation (stands and/or booth and/or presentation as appropriate) in exhibitions and language/careers fairs (eg. Drongo, Utrecht; Gradireland, Dublin)	End 2018 Estimated target audience in number of persons reached, all media together: not applicable, (as many as possible)	Danish outreach campaign (March 2018) Open doors Day (5 May 2018) DevDays (5-6 June 2018) London Language Show (9-11 Nov 2018) Drongo (9-10 Nov 2018).
Revision of SCIC's presence on the Europa site and launching of content in all the official languages	Delivery	June 2018	Done in Autumn 2018
Keep the high level of SCIC's presence on social media	Regular monitoring	100% or more (compared to the 2017 data i.e. 200.000 visits or impressions/month	The number of followers has increased to record numbers across all

		incl. 100.000 on Twitter and 70.000 on Facebook)	social media channels, including a doubling on Instagram and a growing number of interactions on Twitter and YouTube, whereas interactions on Facebook have decreased in line with global trends.

The Strategic Communication and Outreach Unit produced the following videos, which served both internal and external communication and have been published on different platforms (including the DG's intranet site and social media) and presented at different events:

- EU Presidency (both videos were also published on MyIntracomm and were among the most popular videos on the Commission's intranet):

    - Bulgarian Presidency: a video presenting Bulgaria for interpreters in view of the Bulgarian presidency

    - Austrian Presidency: based on same idea as the previous video

Annual communication spending (based on estimated commitments):			
Baseline (2017):	Target (2018):	Total amount spent	Total of FTEs working on external communication
€10000	€10000	2377.76	External and internal communication were merged on 1st January 2017. Head of Unit+1 AD+ 6 AST

ANNEX 3:   Draft annual accounts and financial reports

See Annex 3 which attached separately.

ANNEX 4: Materiality criteria

The threshold of 2% was taken as reference for determining materiality for the following reasons:

Quantitative criteria

- Over 77% of the 2018 executed budget were related to the remuneration of freelance interpreters, a large part of these transactions being processed through automated procedures;
- For payments of ACI contracts, the detected error rate as reported by ex post was 0. 073% and the residual error rate is 0;
- Following the recommendation given by DG Budg, DG Interpretation has used a conservative estimate for the error rate of 0.5% for transactions that are not subject to ex post controls. A separate calculation is displayed taking into account the above-mentioned error rate known on ACIs expenditure ;
- The reimbursement of ACIs' sickness and accident insurance claims is the responsibility of an external insurance company, thereby transferring the risk. Contributions to pension schemes of recruited ACIs are transferred to private insurance companies chosen by the ACIs or to the default pension fund managed by a private insurance company selected following a call for tender.
- Procurement and grant management account for a limited budget where standard ex ante controls are implemented in order to ensure the necessary control environment is in place and all errors are fully reported. Since those transactions are not subject to systemic ex-post controls, SCIC used the same conservative error rate of 0.5% recommended by DG Budg to assess the error rate.
- Results of accounting controls only report non-systemic and immaterial errors.
-

Qualitative criteria

- No significant control system weakness or critical issue has been reported by the AOSDs or the IAS, the Court of Auditors or by the RMIC Director. In particular, the errors detected are not repetitive and corrective actions are taken without delay, in particular regarding ACIs remuneration. Mitigating controls are in place, in particular a single information system for managing interpretation activities (with a single database) ensuring a high level of data integrity combined with random ex-post controls. The same source of information is used for ensuring the collection of revenue from interpretation services to fee-paying users;
- DG Interpretation's management and reporting tool (SCICView) provides adequate information to management regarding the operations, the collected revenues, the availability and the use of resources.

ANNEX 5: Relevant Control System(s) for budget implementation (RCSs)

Stage 1: Ex-ante

ACI (freelance interpreters) process

Main internal control objectives: to ensure the legality and regularity with regards to the contracting and payment of freelance interpreters. Additionally, the aim is to optimise the allocation of resources: budgetary coverage of all contracts signed including the reimbursement of costs made by the ACI, at the same time minimizing budgetary commitments not consumed for payments and minimizing contracts not executed.

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The contracts signed with ACI are not covered by a provisional budgetary commitment.	"Engagements financiers", a dedicated application ensures budgetary coverage for contracts, while consumption is additionally monitored by the operational units.	Through the dedicated application, the monitoring of consumption is continuous. Additionally, calculations are made by staff with special focus at the end of the year with the purpose of optimization of resources.	2018 contracts were fully covered by the provisional commitment. There were no cases noted where no ACI could be contracted and/or paid due to the lack of available funds.
The recruitment or planning offices of the Institutions introduce the wrong information about the ACI contract into DG Interpretation's internal payment system. An ACI contract is modified after the "conforme aux faits" was sent and the contract paid	In DG Interpretation, the system which allows the booking of meetings, allocation of interpreters, monitoring of meeting attendance, recruitment and payment of ACI is fully integrated, caters for strict segregation of duties and therefore it is not possible to create fictitious entries at different levels.	For DG Interpretation, all interpreter bookings are entered into the Meetings and Interpretation Management system, which is a single database for the whole of the DG. For the other Institutions, all information related to contracts is covered as from the moment they are injected in DG Interpretation database	These controls are built into the applications.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
Due to the unpredictability of demand, the DG may have recruited too many ACIs in the long or medium term exercise	Constant monitoring of demand and review of procedures regarding the long, medium and short-term recruitment exercises	Meeting the demand for interpretation, whilst ensuring standby rates are kept within the targets in the MP are key objectives for DG Interpretation to achieve its mission Therefore, the monitoring of demand is an ongoing task for the management within the Unit and Directorate	The overall standby rate in 2018 remained stable at a level similar to the previous two years (16,8%) and very close to the level that the DG considers necessary for its proper functioning, considering also constraints resulting from demand patterns from clients.
DG Interpretation performs the role of inter-institutional payment office for ACI. Due to differing procedures between the Institutions, there is a risk of error when handling payment requests.	Payment officers are grouped by Institution and therefore understand the payment rules linked to their specific recruiting institution.	Coverage: 100% of all payment requests are filtered in this way	This is an organisational matter, therefore no additional costs are associated.
ACI presents a forged supporting document in order to claim higher or non-existent expenses	Payment officers are trained to spot possible forged documents. Online access to the ticket booking system Amadeus can be used to confirm the authenticity of the airline ticket presented by the ACI. Access to travel tickets prepaid by the Institutions further reduce the possibility to forge supporting documents	Coverage: 100% of non-local contracts with supporting documents are subject to ex-ante control according to the 4-eyes principle. Training and further guidance is given to ensure controls are sufficient and up to date.	No false documents were confirmed/proven in 2018. Where payment managers considered it necessary, additional supporting documents were requested (proof of payments, bank statements, etc.). There were also documents not accepted because of not complying with the rules, and the related reimbursement was not completed.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The amount paid is incorrect or paid to the wrong ACI.	Payment officers have access to statistical data and reference tables to verify respect of the various ceilings. The paid amount per each category of expenses is determined by the initiating agent according to a clear procedure and set of rules. The flat rate character of allowances paid reduces the risk of error Risk to pay to the wrong ACI is limited via the general Commission methodology to pay only to validated binomes LEF/BAF, univocally associated to each ACI by DG BUDG and reflected into the SCIC payment system.	Coverage: 100% of non-local contracts with supporting documents are subject to ex-ante control according to the 4-eyes principle.	There were no complaints noted in 2018 with regards to payment to the wrong ACI. There have been cases of complaints where the amounts reimbursed to ACI were adjusted to reasons of: - Request of a derogation from the AOSD, which was accepted - Additional supporting documents provided - Additional information with regards to the interpretation of rules
The amount of expenses reimbursed is incorrect for the organisation of inter-institutional accreditation tests for ACI.	The reimbursable amount per each category of expenses is calculated by the initiating agent according to the clear procedure and help of the checklist. The ceilings for the reimbursement of travel expenses and flat rate	100% of reimbursement requests received are subject to ex-ante control according to the 4-eyes principle. The use of checklists ensures that all steps and controls are followed.	In 2018 there were no non-eligible claims refused In 2018 there were no complaints received linked to incorrect payment of expenses.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	character of allowances paid, to cover subsistence expenses, reduce the risk of error		Ex-ante controls resulted in 4 cases where the verifying agent's checks resulted in a considerable correction: in one case the bank account, in three cases the amount was adjusted. In two further cases the user reference had to be updated.

Procurement process

Main internal control objectives: Ensuring that the Commission selects the tenders that contribute the most towards the achievement of the policy or programme objectives (effectiveness); Prevention of fraud (anti-fraud strategy); Ensuring that the actions and funds allocation is optimal (best value for money; effectiveness, economy, efficiency); Ensuring that the operation results (deliverables) from the projects are of good value and meet the objectives and conditions (effectiveness & efficiency); ensuring that the related financial operations comply with regulatory and contractual provisions (legality & regularity); Ensuring appropriate accounting of the operations (reliability of reporting, safeguarding of assets and information).

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
Selection phase The needs are not well defined (operationally and economically). Therefore the decision to procure is inappropriate to meet the operational objectives. Poor planning and organisation of the procurement process, including the planning of supervision and monitoring, resulting in waste of resources. Inappropriate choice of procurement procedure and calculation of threshold, resulting in non-compliance case. The best offer/s are not submitted due to the poor definition of the tender specifications.	In order to optimize the tendering process, DG Interpretation has concluded framework contracts in the areas of technical equipment and services and conference management. Additionally, SCIC also utilizes framework contracts concluded by other DGs. Irrespective of the estimated amount of the procurement, the AOSD is responsible for the approval of the tender specifications and their compliance with the regulatory framework. This approval is documented in the legal and budgetary commitment file in form of an "outcome of procedure" document. The finance unit – due to their specific expertise – is at the disposal of operational units for	The "outcome of procedure" document constitutes a compulsory component of each legal commitment file. Before the signature of the contract the finance unit reviews these files according to the 4-eyes principle and provides advice to the AOSD with regards to legality and regularity of the process. Operational units regularly turn to the finance unit in the planning phase of procurement in order to ensure compliance with necessary regulations.	To demonstrate the effectiveness of controls, it can be concluded that in 2018 there were no projected tenders cancelled or not awarded due to the unsatisfactory definition of the tender specifications. For open tenders, SCIC received a number of tenders commensurate to normal practise for similar procurement procedures.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	the full review of tender specifications to ensure that these are clear and that the proposed evaluation and award criteria allow the best possible evaluation compared to the contract subject. Publication of tender specifications are done centrally by the finance unit as an additional means to guarantee that it reviews them.		
Selection phase: For conferences managed under co-delegated procedures only: The operational needs are not well defined, as DG Interpretation is rarely in a position to know well in advance which conferences will be organised under the co-delegation management mechanism. This leads to a difficult planning of the whole procurement processes and an overload of work for operational and financial units	The creation of a registry of conferences as part of the action plan for the implementation of the Synergies and Efficiency Review: DGs should introduce their planned conferences as soon as possible after the project is decided.	Information can be added to the registry at any time by all DGs. As of 2019, the registry shall have a status similar to the one of GOVIS for IT systems.	The creation of the registry contributed to the better planning of the procurement processes as opposite to high demand during peak periods. More even distribution of workloads for both the financial and operational units
Selection phase: The most economically advantageous offer is not selected, due to a biased, inaccurate or "unfair"' evaluation	Opening committee and Evaluation committee for procedures above 144,000€ with representatives of at least 2 administrative entities (including	100% of procedures above 144,000€ is awarded via an opening and evaluation committee. Before the signature of the legal	In 2018 there were no complaints submitted by non-selected or not awarded tenderers to DG Interpretation, which indicates the maturity of the procurement

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
process. Opening and evaluation of offers is not in line with the Financial Regulation, with the defined selection and award criteria or if applicable with the corresponding Framework contract.	the finance unit), complemented where appropriate with representatives from other DGs as experts or services users and in case of need, external experts. Members of such committees provide a declaration of absence of conflict of interest. The standstill period after communication of the award decision offers an opportunity for unsuccessful tenderers to put forward their concerns on the award decision.	commitment 100% of files is reviewed by the finance unit according to the 4-eyes principle. As part of the checks, legality and regularity of the procurement process is verified.	procedures put in place. There was one exception recorded for a very low value contract for the accidental opening of one of the offers before the deadline but it did not alter the chances of all tenderers. Ex-ante controls on commitments identified 3 cases where the cascade procedure was not respected, however, due to time constraints for contract implementation exceptions were registered and the contracts were signed. Awareness raising in this area by the finance unit contributed to the fact that in the second semester of 2018 no further such cases were noted.
Contracting phase: The proposed contract does not respect the Financial Regulation or terms of the related tendering specifications or framework contract. The legal commitment is not covered by a corresponding budgetary commitment. The budgetary and/or legal commitment is made à posteriori.	Budgetary and legal commitments are examined for the legality and regularity of the transaction, including: - Respect of the Financial Regulation - Complying with terms of the related framework contract, call for tenders - The existence of the budgetary commitment before the signature of the legal commitment	100% of budgetary and legal commitments are subject to ex-ante validation according to the 4-eyes principle, both at the operational and financial unit. The use of checklists facilitates the work of the agents ensuring that all necessary controls are executed. For the specific cases of last minute needs emerging at conferences a specific procedure is put in place creating a margin	During 2018 there was only one case of a negative visa by a verifying agent, before signing the low value contract, the AOSD provided additional explanations that solved the raised issues. There was one non-compliance note issued after that the OIA noted that the AOSD failed to sign the contract, but in the meantime the calendar year had ended. There were 10 cases where the

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	- Confirmation that all features of the commitment are encoded correctly in ABAC	in the budgetary commitment and empowering certain officials for adjusting the ordered services covered by the contracts based on the needs defined on the spot. Such changes are reported to the responsible AOSD so that (s)he can ensure that his/her authorization is not misused.	FVA gave a refusal visa for correction in order to make sure that C5 credits are used in case they are available at the beginning of the year. There was one case where the legal entity had to be corrected, but further ex-ante controls on the creation of budgetary commitments only revealed isolated cases of smaller discrepancies like an incorrect FDI or responsible organisation.
Execution/Payment phase: The products/ services/ works ordered are not, totally or partially, provided in accordance with the technical description and requirements foreseen in the contract. The amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions. The details of the invoice and/or payment are entered incorrectly into ABAC.	Certified correct qualification is given by a formally endorsed official trained, technically competent and informed of the details of the contract and subsequent invoice under supervision of AOSD for payments. Operational and financial checks are carried out in accordance with the financial circuits and checklists, encompassing the comparison between the certified correct endorsement and the contract provisions. ABAC security prevents from paying more than the corresponding budgetary	All invoices are endorsed "certified correct". Existence of this endorsement is confirmed as part of the ex-ante verification at the finance unit, according to the 4-eyes principle. The use of checklists facilitates the work of the agents ensuring that all necessary controls are executed. 100% of the invoices are controlled against the contract. ABAC security applies to 100% of the transactions. Sub-delegations are granted so that an AOSD for commitments will never be AOSD for payments.	There were 2 cases noted by ex-ante controls for payments where the last-minute changes to the contract were either not formalized or only formalized after provision of the services. In both cases non- compliant events were registered. Further ex-ante controls resulted in 3 cases in the modification of the amount to be paid, there was one case of an incorrect bank account, in one case a credit note had to be requested, 4 cases where the policy area had to be adjusted, and 8 further cases of minor corrections with regards to responsible organisation, supporting documents or

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	commitment. Financial circuits are conceived so that a payment is never authorised by the AOSD having signed the contract to ensure objectivity.		indication of intra-community purchase.

Grants process

Main internal control objectives: Ensuring that the Commission selects the proposals that contribute the most towards the achievement of the policy or programme objectives (effectiveness); Prevention of fraud (anti-fraud strategy); Ensuring that the actions and funds allocation is optimal (best value for money; effectiveness, economy, efficiency); Ensuring that the operation results (deliverables) from the projects are of good value and meet the objectives and conditions (effectiveness & efficiency); ensuring that the related financial operations comply with regulatory and contractual provisions (legality & regularity); Ensuring appropriate accounting of the operations (reliability of reporting, safeguarding of assets and information)

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The evaluation, ranking and selection of proposals is not carried out in accordance with the established procedures, the policy objectives, priorities and the essential eligibility, or with the selection and award criteria defined in the annual work programme and subsequent calls for proposals .	The call for proposals and the procedures are established in close cooperation with the finance unit and in consultation with the AOSD. Assessment of proposals is done by an evaluation committee appointed by the AOSD. The committee contains at least members from 2 different Units or sectors. In the case of grants, members of DG INTE in the EP are present as observers, to ensure an inter-institutional approach and to avoid double financing. When evaluating the applications, the Committee members use a standard evaluation grid which contains the eligibility, selection and award criteria (with weighted scoring method) as published in the call for proposals	100% of proposals from Universities and students are evaluated by the evaluation committee on the basis of the proposals themselves and an analysis grid covering all non-exclusion, selection and award criteria. Clarifications are requested in writing when necessary with a view to enable the evaluation committee to be fully informed before drafting its report. If the AOSD does not want to follow the recommendations of the evaluation committee, (s)he must document the reasons for the decision in the award decision.	There were no complaints received from applicants for the university grants. For the bursaries to students there was one complaint received (as opposed to 61 bursaries awarded), but no fault of the Commission was noted, the applicant was simply non-eligible.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	The programme officer, who is also a member of the evaluation committee, pre-checks the exclusion criteria and eligible costs Non-conflict of interest declarations are signed by all evaluation committee members		
The description of the action in the grant agreement includes tasks which do not contribute to the achievement of the programme objectives and/or that the budget foreseen overestimates the costs necessary to carry out the action. The rules for implementing the action are unclear, resulting in litigations and incomplete action implementation. Anti-fraud issues are not well covered	The application form is drafted in a way that the applicant/beneficiary is asked to provide a detailed project description (with expected results and objectives) and realistic budget needs. SCIC systematically uses the standard DG BUDG templates for grant agreements to complement the other elements that are displayed in the applicant's guide and other documents related to the call for proposals. The templates include a number of provisions related to audit and antifraud actions to protect EU financial interests.	100% of subsidised projects are subject to ex ante controls. As 90% of the grants awarded are low value grants, additional ex-post controls and on-the-spot audit missions are only performed when strictly needed in order to keep a correct balance between cost and benefit of such controls	In 2018 there were no claims received from applications for university grants. For the bursaries to students there was one complaint received (as opposed to 61 bursaries awarded), but no fault of the Commission was noted, the applicant was simply non-eligible. There were no exceptions or non-compliance events recorded in this area.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The actions foreseen are not totally or partially carried out in accordance with the technical description and requirements foreseen in the grant agreement and/or the amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions	The template of final reports annexed to the grant agreement requires a high degree of accuracy concerning the action and the budget. During the action implementation period, pedagogical assistants' reports provide SCIC with information on the implementation of the co-financed action and information about the interim and final examinations of the students All final reports are reviewed by the programme officer and a random sample of expenses is verified against supporting documents, especially for the staff costs, in cooperation with the Financial Unit. Final grant payments are only made after having received all the necessary documentation and all the requested explanations	When submitting the Final Report, the examination of staff costs is given the highest priority (it accounts for 80% of the projects costs). All projects are examined through sampling.	There were no exceptions or non-compliance events recorded in this area.

Staff expenditure process

Main internal control objectives: Ensuring that the Commission selects the proposals that contribute the most towards the achievement of the policy or programme objectives (effectiveness); Prevention of fraud (anti-fraud strategy); Ensuring that the actions and funds allocation is optimal (best value for money; effectiveness, economy, efficiency); Ensuring that the operation results (deliverables) from the projects are of good value and meet the objectives and conditions (effectiveness & efficiency); ensuring that the related financial operations comply with regulatory and contractual provisions (legality & regularity); Ensuring appropriate accounting of the operations (reliability of reporting, safeguarding of assets and information)

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The decision for language training priorities does not sufficiently reflect the needs of the DG at the time of the language addition due to unpredictable structural/cyclical valuations in demand and the length of the language acquisition.	For officials: Unit B3 applies language training priorities defined in consultation with Directorate A and unit B2 on the basis of objective criteria such as current language knowledge of staff interpreters, known and expected changes to the language combinations resulting from departures, and gaps identified when assigning interpreters to meetings and the level of satisfaction of interpretation demand per language. For ACIs: SCIC offers financial support for ACIs language learning	Extensive consultation is conducted once a year.	In 2018 38 staff interpreters and 15 ACI added a new language after a language stay with the support of DG Interpretation.
An interpreter follows a full training cycle without adding the language at the end of their learning path (courses/training	Monitoring of language training process	Coverage: limited sample	In 2018, no cases were noted where an interpreter failed to add a language after following the entire learning path.

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
vouchers + immersion periods).			
Lack of or insufficient supporting documents, absence of legal and/or budgetary commitment for the reimbursement of expenses. The invoice and/or payment is not registered correctly into ABAC.	Standard ex ante control procedure with operational initiation and verification in Unit B3 and the financial initiation and verification in Unit C2	Coverage: 100% of all files are controlled at operational and at financial units according to the 4-eyes principle.	There were no exceptions noted in this area by ex-ante controls. There was one non-compliance event, where an interpreter received reimbursement for unforeseen expenses, but this could not have been prevented at the time the commitment was made and budgetary commitment was already in place to cover the increase in expenditure. Therefore, ex-ante controls can still be considered effective. There were also some cases of incorrect payment deadlines and/or late interest rules noted by the FVA, however, as the payments were in time and in order not to unnecessarily delay the process, the necessary visas were given without introducing changes.

Income process

Main internal control objectives: Safeguarding of assets of the DG, Effectiveness, efficiency and economy; Compliance (legality and regularity); Sound financial management

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
An amount due is not billed to SCIC's interpretation clients.	The MIM (Meeting and Interpretation Management) database holds the data on all bookings of interpretation. This entry is the prerequisite for allocating interpreters to an assignment. This provides a basis which is in the form of ex-ante controls verified by the finance unit.	100% of all meetings and interpretation requirements are entered into MIM. After verification, amounts to be compensated are sent to users under the form of an automated pre-information. They have 15 days to accept the amounts to be compensated on an interface or introduce a claim. 100% of all debit notes are controlled against pre-information before being sent to clients.	In the finance unit all initiating agents have specific clients assigned to them. This means that they can ensure timely follow-up of interpretation services to be billed. However, MIM offers an additional opportunity for business continuity, in 2018 in two cases this system was used to trace interpretation services to be verified and to be billed.
An amount due is not billed to other clients of SCIC.	Conference organisation and meetings room management are billed based on agreements with SCIC's clients.	Relevant agreements are provided to the responsible initiating agent who shall proceed with the billing as soon as they are signed.	The availability of funds is a prerequisite for the conclusion of contracts in the areas of conference organisation and meetings room management. If the amount has not been billed to the client and it has not been cashed, the action cannot be started.

The amount billed is not correct.	The data with regards to billing is subject to extensive ex-ante verification by the finance unit.	All recoveries are preceded by ex-ante verification which is followed by sending of a pre-information notice or based on the signed contract. In the first case, this provides the client with additional 15 days to signal any potential errors or inconsistencies.	In 2018 out of the 181 recovery orders established, only in 1 case there was need for the partial cancellation of the amount. This was also out of DG Interpretation's control: the DG requesting conference organisation support noted after issuing the debit note that less funds were needed. This resulted in a smoother compensation process ensuring that funds are rapidly reconstituted and allowing for the continuity of DG Interpretation activities.
Recovery (compensation) delays	Introduction of SLAs and ACAs introducing clear rules and guidelines on payments. Reporting tools to ensure respect of the compensation rules.	SLAs and ACAs are created as and when needed with the external users of DG Interpretation. They contribute to sound financial management and reduce discussions on their implementation. SCIC has concluded so far 18 such agreements for interpretation services with other Institutions and Agencies, and 13 with Presidencies.	Average recovery delay for SCIC's 3 biggest clients for debit notes issued and cashed in 2018 was 28, 15 and 27 days respectively, while for Presidencies the total average figure was 13 days (against 30 days for payment deadline). As the creation of SLAs and ACAs is a continuous exercise, it is not possible to isolate the control factor of these costs.

Stage 2: Ex-post

Ex-post controls on payments to freelance interpreters

Main internal control objectives: Measuring the effectiveness of ex ante controls by ex post monitoring; addressing systemic weaknesses in the ex-ante controls, based on the analysis of the findings (sound financial management).

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The amounts reimbursed to freelance interpreters are not correct: the amounts are not justified sufficiently supporting documents, or they are not in line with the legal bases (Agreement on working conditions with ACI and additional rules for implementing certain provisions), contract concluded with the ACI.	MIM concentrates all information related to the conclusion by all 3 institutions of contracts with ACIs, ensuring a fair share of joint costs for each institution and data consistency. A system of ex-post controls has been set up examining correctness of the amounts paid.	The controls are executed on a sample basis selected according to the MUS method. In 2018 only transactions with supporting documents were selected for control. Findings are collected per month and are presented twice a year in a report.	As a result of the 2018 controls an error rate of 0,073% was noted applying to the total population of payments to ACI. The controls are based on the population of all payments made to ACI regardless whether they were contracted by the Commission, the Parliament or the Court of Justice. Most of the errors noted were related to small amounts in connection with transportation and hotel bills. There were 2 cases noted where currency was not converted (however this did not result in major differences). In total there was 1 case of double reimbursement, one case of failure to reimburse a component and one case where a certain component should not have been reimbursed. All errors above EUR 5 were corrected without any delays.

Ex-post accounting controls

Main internal control objectives: Reliability if reporting: providing the Authorising Officer with reasonable assurance with regards to the quality of DG Interpretation's accounts.

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
For expenditure: Expenses are registered on the incorrect G/L account, invoices are not entered into SCIC's accounts or the information entered for invoices or credit notes is incorrect. Invoices remain unpaid for no valid reason, VAT reimbursement files and returned payments are not treated.	Various accounting controls as well as automated reports sent to the operational units trace invoices that remain untreated, other controls aim at identifying transactions which apply an incorrect G/L account.	Monthly controls are executed at transaction level to trace untreated invoices. G/L account controls are also conducted monthly at transaction level. Other controls are executed on a quarterly basis in order to detect incorrect application of recovery context in credit notes, untreated returned payments and VAT files, observe on an aggregated level the correct application of G/L accounts for the different budget lines, and examine in detail a sample of invoices.	In 2018 in 13 the recovery context in credit notes was corrected, in 8 invoices the expense account was corrected, in 11 cases the initiating agents were asked to change the incorrect status of the invoice, while they were reminded on a monthly basis to treat long outstanding transactions.
For batch payments (for ACI): Batch payments are entered incorrectly for regularisation payments. Insufficient funds are put at SCIC's disposal for the payment of ACI working for the EP and CoJ.	Ensure that batch payments are booked on the correct accounts and in line with data entered into SCIC's local system, Grif. Follow up that recovery orders are established in time in order to feed the hors budget accounts of the EP and CoJ to avoid a negative balance.	These two accounting controls are performed on a monthly basis at aggregated transaction level.	No errors were found in connection with the registration of batch payments. In 2018 in 4 cases the controls lead to the timely establishment of recovery orders on the hors balance account and therefore negative balance could be prevented.

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
Pre-financing: Pre-financing transactions are registered on an incorrect account or they remain uncleared even after final settlement has been made for the grant/procurement contract.	Accounting controls follow up new entries on pre-financing accounts and ensure that their clearance is registered correctly.	Quarterly controls examine new entries at transaction level and a sample of transactions is reviewed for various aspects of correct registration and clearing.	In 2018 no errors have been noted in this area.
Assets Assets are booked as expenditure or incorrect entries are made on asset or depreciation accounts.	Accounting controls follow up irregular entries and cases where asset purchases are expensed.	Monthly controls review uncleared entries on the asset suspense account, while additional quarterly controls are conducted at transaction level to trace irregular entries.	In 2018 7 cases were noted where the assets were booked as expenditure. All cases were related to the IT domain, therefore asset values appear in DIGIT's account. Further no irregular entries were registered.
Guarantees: No guarantee is requested/received while the contract/grant agreement stipulates this, the guarantee is incorrectly registered or is in an incorrect state.	Accounting controls review new contracts above EUR 60,000 for eventual need for a guarantee and confirm correct registration and state of guarantees in SCIC's accounts.	Quarterly controls are performed at transaction level.	In 2018 there were no irregularities noted in this area.
Income: Recovery Orders are registered incorrectly in SCIC's account (G/L account, budget line, policy area, related commitment, NoR and SNoR codes, amount, LEF, "Late Interest Rule ID", Recovery Context). Establishment of a pre-information notice is not followed by a recovery order. Recovery Order remains unpaid.	Various accounting controls confirm whether different features for recovery orders are established correctly, ensure follow-up of unpaid debit notes and pre-information notices that have not led to a recovery order yet.	The follow-up of unsettled debit notes and the examination of main features of new recovery orders is conducted at transaction level on a monthly basis. The follow-up of pre-information notices is performed quarterly.	In 2018 there was one recovery order that had to be corrected due to the application of an incorrect G/L account. Further there was an unpaid debit note that was finally settled due to regular follow-up, finally controls also identified a partially cashed debit note, that (due to factors outside of SCIC's control) had to be partially cancelled.

Main risks It may happen (again) that…	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
Commitments: As DG Interpretation is a non-large DG, DG Budget is in charge of the booking of cut-off entries. Budgetary and legal commitments are used for the calculation of cut-off figure, therefore the data quality in this area is important for accounting purposes as well. If unnecessary RAL is not de-committed and legal commitments are not registered or entered with incorrect data, this can result in erroneous cut-off bookings.	Various accounting controls follow up outstanding commitments, and commitments that remain in the workflow and review the registration of legal commitments.	Quarterly controls at transaction level identify budgetary de-commitments that should be made and cases where the legal commitment is not registered. Twice a year commitment in the workflow are reviewed and a quarterly control of correct registration of legal commitments is performed on a sample basis.	In 2018 controls identified 2 incorrect legal commitment registrations and two cases where the legal commitment had not yet received a visa. Furthermore, controls proved to be an efficient tool to remind initiating agents to proceed with de-commitments before year-end.

ANNEX 6: Implementation through national or international public-sector bodies and bodies governed by private law with a public sector mission (if applicable)

n/a

ANNEX 7: EAMR of the Union Delegations (if applicable)

n/a

ANNEX 8: Decentralised agencies (if applicable)

n/a

ANNEX 9: Evaluations and other studies finalised or cancelled during the year

n/a

Annex 10: Specific annexes related to "Financial Management"

Table Y Overview of the estimated cost of controls <u>at Commission (EC) level</u>:

ACI (freelance interpreters) process							
Ex ante controls			**Ex post controls**			**Total****	
EC total costs (in EUR)	funds managed (in EUR)*	Ratio (%)*: *Total ex ante control cost in EUR ÷ funds managed in EUR*	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%): *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	Ratio (%)*: *Total cost of controls ÷ funds managed*
308,854.38	50,925,782.27	0.61%				308,854.38	0.61%

Procurement process							
Ex ante controls			**Ex post controls**			**Total****	
EC total cost (in EUR)	funds managed (in EUR)*	Ratio (%)*: *Total ex ante control cost in EUR ÷ funds managed in EUR*	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%): *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	Ratio (%)*: *Total cost of controls ÷ funds managed*

| | | | | | | 1,108,166.00 | 7.82% |
| 1,108,166.00 | 14,178,269.36 | 7.82% | | | | 1,108,166.00 | 7.82% |

Grants process							
Ex ante controls			**Ex post controls**			**Total****	
EC total costs (in EUR)	**funds managed (in EUR)***	**Ratio (%)*:** *Total ex ante control cost in EUR ÷ funds managed in EUR*	**EC total costs (in EUR)**	**total value verified and/or audited (in EUR)**	**Ratio (%):** *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	**Ratio (%)*:** *Total cost of controls ÷ funds managed*
70,027.00	448,809.21	15.60%				70,027.00	15.60%

Staff expenditure process							
Ex ante controls			**Ex post controls**			**Total****	
EC total cost (in EUR)	**funds managed (in EUR)***	**Ratio (%)*:** *Total ex ante control cost in EUR ÷ funds managed in EUR*	**EC total costs (in EUR)**	**total value verified and/or audited (in EUR)**	**Ratio (%):** *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	**Ratio (%)*:** *Total cost of controls ÷ funds managed*
87,350.00	321,975.10	27.13%				87,350.00	27.13%

Income process							

Ex ante controls			Ex post controls			Total**	
EC total costs (in EUR)	**funds managed (in EUR)***	**Ratio (%)*:** *Total ex ante control cost in EUR ÷ funds managed in EUR*	**EC total costs (in EUR)**	**total value verified and/or audited (in EUR)**	**Ratio (%):** *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	**Ratio (%)*:** *Total cost of controls ÷ funds managed*
151,845	80,397,808.23	0.19%				151,845	0.19%

Ex-post controls on payments to freelance interpreters

Ex ante controls			Ex post controls			Total**	
EC total cost (in EUR)	**funds managed (in EUR)***	**Ratio (%)*:** *Total ex ante control cost in EUR ÷ funds managed in EUR*	**EC total costs (in EUR)**	**total value verified and/or audited (in EUR)**	**Ratio (%):** *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	**Ratio (%)*:** *Total cost of controls ÷ funds managed*
			59,105.00	102,446,702.30[2]	0.06%	59,105.00	0.06%

Ex-post accounting controls

---

[2] This expenditure includes contracts concluded by the European Commission, the European Parliament and the Court of Justice.

Ex ante controls			Ex post controls			Total**	
EC total costs (in EUR)	**funds managed (in EUR)***	**Ratio (%)*:** *Total ex ante control cost in EUR ÷ funds managed in EUR*	**EC total costs (in EUR)**	**total value verified and/or audited (in EUR)**	**Ratio (%):** *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	**Ratio (%)*:** *Total cost of controls ÷ funds managed*
			123,295.00	146,272,644.17[3]	0.08%	123,295.00	0.08%

Reporting							
Ex ante controls			Ex post controls			Total**	
EC total cost (in EUR)	**funds managed (in EUR)***	**Ratio (%)*:** *Total ex ante control cost in EUR ÷ funds managed in EUR*	**EC total costs (in EUR)**	**total value verified and/or audited (in EUR)**	**Ratio (%):** *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	**EC total estimated cost of controls (in EUR)**	**Ratio (%)*:** *Total cost of controls ÷ funds managed*
			504,620.00	146,272,644.17[4]	0.34%	504,620.00	0.34%

---

[3] This total figure includes all payments made and all revenue cashed in 2018, according to Annex 3.

[4] This total figure includes all payments made and all revenue cashed in 2018, according to Annex 3.

Inventory management							
Ex ante controls			Ex post controls			Total**	
EC total costs (in EUR)	funds managed (in EUR)*	Ratio (%)*: *Total ex ante control cost in EUR ÷ funds managed in EUR*	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%): *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	EC total estimated cost of controls (in EUR)	Ratio (%)*: *Total cost of controls ÷ funds managed*
			141,737.00		N/A	141,737.00	N/A

Missions							
Ex ante controls			Ex post controls			Total**	
EC total cost (in EUR)	funds managed (in EUR)*	Ratio (%)*: *Total ex ante control cost in EUR ÷ funds managed in EUR*	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%): *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	EC total estimated cost of controls (in EUR)	Ratio (%)*: *Total cost of controls ÷ funds managed*
143,266.00	3,034,360.90[5]	4.72%				143,266.00	4.72%

---

[5] Payments for this expenditure are executed by PMO, therefore they are not included into Annex 3.

OVERALL estimated cost of control at EC level							
Ex ante controls			Ex post controls			Total**	
EC total cost (in EUR)	funds managed (in EUR)*	Ratio (%)*: *Total ex ante control cost in EUR ÷ funds managed in EUR*	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%): *Total ex post control cost in EUR ÷ total value verified and/or audited in EUR*	EC total estimated cost of controls (in EUR)	Ratio (%)*: *Total cost of controls ÷ funds managed*
1,869,508.38	146,272,644.17[6]	1.28%	828,393,00	146,272,644.17	0.57%	2,697,901.38	1.84%

* ratio possibly "*Not Applicable (N/A)*" if a RCS specifically covers an Internal Control Objective such as safeguarding sensitive information, reliable accounting/reporting, etc

** any 'holistic' control elements (e.g. with 'combined' ex-ante & ex-post characteristics) can be mentioned in the total column (without being in either one of the ex-ante or ex-post columns), provided that a footnote clarifies this (their nature + their cost). *Example: MS system audits in shared management.*

---

[6] This total figure includes all payments made and all revenue cashed in 2018, according to Annex 3.

ANNEX 11: Specific annexes related to "Assessment of the effectiveness of the internal control systems"

N/A

ANNEX 12:   Performance tables

General objective: **To help achieve the overall political objectives, the Commission will effectively and efficiently manage and safeguard assets and resources, and attract and develop the best talents**		
Impact indicator 1: Trust in the European Commission		
Source of data: Eurobarometer on Public Opinion in the European Union		
Baseline (2014)	**Target** (2020)	**Latest known results** (2018)
40% tend to trust	Increase	43% tend to trust
Impact indicator 2: Staff engagement index in the Commission		
Source of the data: European Commission		
Baseline (2014)	**Target** (2020)	**Latest known results** (2018)
65.3%%	Increase	69%

Specific Objective 1: Interpreting services meet our clients' demand and are cost effective.	Not related to a spending programme	
Result indicator 1: Coverage of i-slot costs by i-slot price (in %) The i-slot is calculated by dividing the expenses related to the provision of interpretation and linked activities (staff, ACIs, parts of training, IT, missions) by the expected amount of interpretation to be provided. **Source of data:** SCIC Budget and Finance Unit		
Baseline (2015)	**Target** (2020)	**Latest known results** (2018)
92.3% (i-slot price: 446€, i-slot cost: 483€)	Between 98% and 102%	90.9%
Result indicator 2: Standby rate and reserve of staff interpreters and ACIs, excluding periods of low interpretation activity (% of available working time) Monitoring the amount of standby which goes beyond a certain reserve necessary to provide the flexibility to meet operational needs enables DG Interpretation to check whether DG Interpretation manages its resources efficiently. **Source of data: SCICView**		

Baseline (2015)	Target (2020) *The target of 15 % can only be met for the 5 biggest languages (FR/DE/EN/IT/ES)[7]*	Latest known results (2018)
18.5%	15%	16.8% (all language units); 14.6% for the 5 biggest language units (FR 12.8% DE 15.2% EN 12.7% IT 15.4% ES 16.8%)

Result indicator 3: Percentage of external client requests DG Interpretation was able to satisfy

This indicator measures the share of active languages requested by the Council and the Committees DG Interpretation is able to grant on the basis of available interpreters (staff and ACIs). For the most used languages (EN, FR, DE, IT, ES) this indicator is close to 100%, for less-used languages demand may be more difficult to meet.

Source of data: SCICView

Baseline (2015)	Target (2020) *This target is considered in line with available resources. A marginal increase of the satisfaction could entail a far bigger increase in costs (i.e. hiring of expensive ACIs not living in Brussels). This is the reason why the target is set below the baseline.*	Latest known results (2018)
96%	≥95%	96%

Result indicator 4: Number of Commission meetings refused at arbitrage and percentage of 1st priority meetings DG Interpretation is able to satisfy

As DG Interpretation's ability to satisfy Commission DGs' meeting requests is limited by the number of available meeting facilities, the indicator DG Interpretation uses for external clients' satisfaction is not applicable for the Commission. For the Commission DG Interpretation therefore measures the number of meetings refused at arbitrage and the percentage of 1st priority meetings satisfied.

Source of data: Planning and Programming Unit

---

[7] This is due to the unpredictability of demand for lesser-used languages

Baseline (2015)	Target (2020)	Latest known results (2018)
Number of meetings refused at arbitrage: 529	≤ to 2015 number	639
Percentage of 1st priority meetings satisfied	>99%	99%

As from April 2018

DG Interpretation has been able to maintain a high level of satisfaction of demand, i.e. 96%, just above the target set for the Council, the European Economic and Social Committee and the Committee of the Regions. When coming to individual languages, the service was able to satisfy demand for these institutions at a level of 95% or higher for 16 of the 23 official languages.

Another important issue for DG Interpretation was the number of meeting requests from the Commission, which it was not able to fulfil. The number of requests rejected during the first evaluation phase (at -8 weeks) was carefully monitored. In 2018, as activity grew, this figure has seen a considerable rise, of almost 50%. In the overwhelming majority of cases though, the refusal was due to a lack of meeting room space, and not related to the DG's ability to provide interpretation. At the request of the organising DG, DG Interpretation regularly reassessed meeting requests and reassigned them to pending requests when meeting rooms became available due to cancellations.

At a time when the Commission services were requesting more meetings in general, including meetings with interpretation, the already limited available meeting facilities came under increasing pressure. This further confirms the importance of DG Interpretation's efforts to contribute to the building of the new Conference Centre, in close cooperation with OIB, as well as to actively pool meeting room capacity at corporate level, through its gradual centralisation of meeting room management in Brussels (rollout by zone).

Main outputs in 2018:			
Policy–related outputs			
Output description	Indicator	Target	Latest known results (situation on 31/12/2018)
Streamlined approach for ACI recruitment to better cope with periods of high demand	Adoption of the streamlined approach	Q1	Done. Earlier recruitment took place for the periods where the highest levels of demand were expected.
Adequate succession	Number of staff	25	21

planning	interpreters recruited in the internal competitions for 6 languages, including English		
Review of the financing arrangements for interpretation in the Council	Contribution to the reflections about changes to the current system	Q4	Done. DG interpretation provided Council with a detailed study on the role of relay languages as multipliers in conference interpretation as well as a statistical analysis, which was the basis for the COREPER decision adopted in December 2018, on new arrangements for financing interpretation, taking into account the post-Brexit situation.
Launch of the review of the interinstitutional accreditation process	Agreement with the interpretation services of the EP and the ECJ on the optimisation measures	Q4	Done. Under the ECI chairmanship of DG Interpretation, the inter-institutional accreditation process was successfully reviewed, together with EP and ECJ. In particular the following items were approved and implemented: ▪ agreement on biennial test calendar and profiles, ▪ revamping of communication to candidates, ▪ review of evaluation sheets and information material for the web, ▪ feed-back to candidates, ▪ introduction of preparation time before the first simultaneous interpretation test.

Specific objective 2: The quality of interpretation meets our clients' needs	Not related to a spending programme

Result indicator 1: Percentage of satisfaction with the quality of interpretation expressed by our users
The results of the Customer Satisfaction Survey which DG Interpretation carries out every 2 years enable us to measure whether the quality of our service meets our users' expectations and to detect areas which can be improved.
Source of data: DG Interpretation's Customer Satisfaction Survey

Baseline (2015)	Target (2020) *This target is considered in line with available resources. A marginal increase of the satisfaction could entail a far bigger increase in costs (i.e. hiring of expensive ACIs not living in Brussels). This is the reason why the target is set below the baseline.*	Latest known results (2018)
88.7%	>85%	90%

Result indicator 2: Percentage of recruitment of ACIs with a quality rating ≥ 2
Based on regular quality reports, ACIs are assigned a quality rating by their head of unit which together with a certain number of points for the professional domicile and the number of languages offered by the ACI is part of the recruitment coefficient which enables DG Interpretation to recruit interpreters with the best possible qualifications.
Source of data: SCICView

Baseline (2015)	Target (2020) *Based on past experience, this percentage is considered achievable but ambitious. Each extra percentage point in recruitment of ACIs with a quality rating ≥ 2 costs money, if it means that DG Interpretation has to recruit ACIs from outside Brussels to meet the quality criteria.*	Latest known results (2017)
87.7%	>85%	93.5

Main outputs in 2018:			
Policy–related outputs			
Output description	Indicator	Target	Latest known results (situation on 31/12/2018)
Launch of the Knowledge Centre on Interpretation 1.0	The prototype is made available to the community for testing	April 2018 (*SCIC universities conference*)	The prototype was made available to a restricted number of users at the SCIC-Universities Conference on 19-20/04/2018. The Knowledge Centre on Interpretation 1.0 was launched on 15/11/2018.
Streamlined quality management procedures	Adoption of the streamlined procedures	Q4	A procedure for handling of complaints was adopted.
Maintain quality of professional support to interpreters in line with service priorities	Implementation of the annual learning & development work plan for interpreters.	Q4	The number of professional support actions in 2018 has risen in terms of both days and participants in

			comparison with 2017. In addition to the planned thematic courses, topical presentations were organised regularly (representing over 50% of the total thematic offer) to cater for needs emerging during the year.
Capacity development through cooperation with Universities in the EU and candidate countries	Adoption of the annual work programme.	Q1	Adopted on 20/02/2018
Customer satisfaction survey follow-up	Adoption of the action plan.	Q2	Topical courses for interpreters have been created in order to improve background knowledge in particularly technical areas. Interpretation units organised internal training about the use of tablets in the booth. Interpretation units also contacted delegates to informally or formally exchange information about terminology. Terminology work was pursued in cooperation with unit B3. The service, via the Digital Transformation task force, has identified areas where the tools for interpreters' meeting preparation can be improved.

Meeting room management

Specific Objective 3: Services provided in meetings meet Commission needs.	Not related to a spending programme
Result indicator 1: Satisfaction of meeting <u>organisers</u> with the services related to meetings and conference rooms After each meeting, meeting organisers are requested to fill in a short questionnaire on their satisfaction with the request procedure, interpretation and technical equipment and support. The result indicator is the global satisfaction rate with the services provided by DG Interpretation.	

Source of data: WebDOR Feedback		
Baseline (2015)	**Target (2020)** *Standard satisfaction rate which is considered satisfactory and in line with DG Interpretation's ability to meet demand from Commission services (e.g. available facilities, quality of existing meeting rooms, etc.). A marginal increase of the satisfaction could entail a far bigger increase in costs. This is the reason why the target is set below the baseline.*	**Latest known results (2018)**
96.9%	>85%	95.1

Result indicator 2: Satisfaction of meeting <u>participants</u> with the services related to meetings and conference rooms

DG Interpretation organised its 1st survey on the satisfaction of meeting participants in 2015 and will carry out a similar survey every two years to make sure that our services are in line with our customers' needs and to improve service where necessary.

Source of data: Results of the 2017 Customer Satisfaction Survey on Conference services

Baseline (2015)	**Target (2020)** *Standard satisfaction rate which is considered satisfactory. A marginal increase of the satisfaction could entail a far bigger increase in costs. This is the reason why the target is set below the baseline.*	**Latest known results (2017)**
91.6%	>85%	90%

Result indicator 3: Percentage of multilingual streaming services without incidents

DG Interpretation provides web-streaming services (both multilingual and monolingual) for meetings in Commission meeting rooms managed by DG Interpretation. Streaming transmissions are both live and on-demand (recorded). The indicator shows the reliability of this service, by calculating the aggregate amount of minutes without incidents that affected user satisfaction in the live transmissions.

Source of data: number of hours from SCICView; Incidents registered in log file maintained by SCIC Streaming

Baseline (2015)	**Target (2020)** This target is considered satisfactory and in line with available resources	**Latest known results (2018)**
98%	98%	98%

Main outputs in 2018:			
Policy–related outputs			
Output description	Indicator	Target	Latest known results (situation on 31/1/2019)
Contribution to the competitive	Participation in the competitive dialogue with	December 2018	Done. The competitive dialogue with the

dialogue managed by OIB regarding the Commission's Conference Centre 2.0	OIB		suppliers is expected to be completed in the 1st quarter 2019.
Coordination of the development of the ISO standard on conference systems (ISO 22259)	Publication of DIS (*draft international standard*) open to public scrutiny	September 2018	Done. The draft international standard was published in February 2018
Extend proximity and maintenance services to new corporate and local meeting rooms	Three extra corporate meeting rooms to be fully managed by SCIC. Propose extra maintenance and proximity services to non-corporate meeting rooms in line with SCIC AV standards.	Implemented by December 2018	Done. Eight extra corporate meeting rooms have been added to the corporate pool managed by SCIC. Two Cooperation Agreements with DG EAC and DG ENV have been signed in 2018 to provide support and maintenance services for non-corporate meeting rooms.
Streamline the support processes and increase the responsiveness of the help desk service	Commission standard incident management system used by all services involved in meeting room management	June 2018	Done. SMT is now used by all units providing meeting room services. Links with the DIGIT central helpdesk have been set up.
Catalogue of meeting room services	Publication of the catalogue of meeting room services on IntraComm	April 2018	Done. The catalogue of services has been published in May 2018.
Enhanced webstreaming capacity for Commission events	Webstreaming capacity can accommodate the audience of the #SOTEU	End of 2018	During SOTEU: 11295 connections (5597 unique visitors). For internal connections via multicast, there is no limit for the capacity for concurrent connections. For external connections, up to 20000 concurrent connections can be accommodated.
Provide Commission users with an enhanced booking experience	Propose to the IT Management Board, in cooperation with DIGIT and OIB, to launch a project aiming at:	1st quarter 2018	Done. The IT Board has agreed on a limited interaction between Webdor and Outlook (making available in

	- synchronising a central inventory of meeting rooms between WebDOR and Outlook - making available in Outlook the calendar of SCIC-managed meeting rooms		Outlook the calendar of SCIC-managed meeting rooms). The room inventory will be completed in 2019 with the OIL rooms (the synchronisation project still needs to be defined)

As domain leader for meeting room management, DG Interpretation **increased the responsiveness of its support services**. In particular, DG Interpretation **introduced** the Commission **standard incident management system** (already used by OIB and DIGIT) to ensure more transparent and better support of the meeting rooms. Furthermore, DG Interpretation **extended its meeting room services** to eight new corporate meeting rooms but also to local (non-corporate) meeting rooms thanks to the two Cooperation Agreements signed in 2018 with DG EAC and DG ENV.

Conferences and events

Specific Objective 4: DG Interpretation's conference organisation services meet Commission needs.		Not related to a spending programme
Result indicator 1: Satisfaction of Commission DGs with the services related to conference organisation services This indicator is related to services delivered by DG Interpretation. It reflects the average scores obtained from the DGs for whom conference organisation services were provided. The scores rate the satisfaction levels on services provided before and during the event, including DG Interpretation's staff and financial management. **Source of data:** Conference organisers' ongoing satisfaction surveys		
Baseline (2015)	**Target** (2017) *A 90% satisfaction rate is considered by DG Interpretation's management as an ambitious and reachable target. A marginal increase of the satisfaction could entail a far bigger increase in costs. This is the reason why the target is set below the baseline.*	**Latest known results** (2018)
90.4%	90%	n/a[8]
Result indicator 2: Conferences are registered in DG Interpretation **Source of data:** n/a		
Baseline (2015)	**Target** (2017)	**Latest known results** (2018)

---

[8] The system of customer satisfaction surveys was reviewed in the course of 2018 and is now targeted at conference participants as end users, and accompanied by systematic de-briefings with client DGs. The new system was put into place end 2018; relevant figures will therefore only be available at the beginning of 2020.

n/a	To be set by the Steering Board on Conference and Meeting room management	Number of conferences registered in 2018:133

Main outputs in 2018:			
Policy–related outputs			
Output description	Indicator	Target	Latest known results (situation on 31/12/2018)
Satisfaction rate of conference organisation client DGs in post-conference survey	Satisfaction rate	90%	Post conference survey was revamped to better reflect new delivery model, no figures available yet.
Corporate Events register	Prompt reaction (within 5 working days) to the requests and actual registration	100%	100% on track (automatic e-mail upon registration)
Engagement of Conference Correspondent Community	2 meetings a year followed by a newsletter, 2 dedicated working groups on specific topics	100%	100%. 5 meetings in 2018, which included a total of 4 working groups
Broadening of the web based catalogue of conference services offered by DG Interpretation	Level of satisfaction among the conference correspondents	85%	In the course of the year, it has become apparent that this output is less relevant to the conference community. Therefore, it was decided not to measure satisfaction levels.
Elaboration, dissemination and application of a Green Events Checklist	Production of a checklist, obtaining approval from EMAS steering board	2018	Checklist produced and disseminated. Presented on invitation by EMAS during sustainable@work week. Approval of EMAS steering board not found suitable for this type of document.
New framework contracts in the field of conference or event organisation	Launching of at least one Framework Contract call for tender, covering at least two of the services regularly needed for	2018	FWC for Conference Assistants signed in Autumn 2018. Call for tender for Event Management Services launched in December 2018.

	conferences		
Achieve the level of resources necessary to fulfil the entire spectrum of domain leader responsibilities	Adding resources, if necessary by putting in place a financial mechanism	5 FTE by end 2018	2 CA recruited 1 AD: recruitment in final stage 2 CA: recruitment ongoing
Focusing on conferences with a theme linked to Commission priorities	Percentage of conferences organised with a theme that links directly to Commission priorities	60%	100%. Link with Commission priorities is a prerequisite for registration in database and support.
Updated SLAs signed with Commission DGs for co-delegation of conference organisation	Screening all existing SLAs for necessary updates	December 2018	Screening of existing SLAs done. Has shown need to not just update, but also completely revamp SLAs to better reflect both parties rights and duties. The DG's senior advisor for protocol matters leads this project. Outline of new method presented to and agreed by Directors in Autumn 2018. Work ongoing.

Financial Management: Internal control and Risk management

Overarching objective: The Authorising Officer by Delegation should have reasonable assurance that resources have been used in accordance with the principles of sound financial management, and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions including prevention, detection, correction and follow-up of fraud and irregularities.

Objective 1: Effective and reliable internal control system giving the necessary guarantees concerning the legality and the regularity of the underlying transactions

Main outputs in 2018:

Indicator 1: Estimated residual error rate

Based on a risk analysis, ex-post controls are performed on a sampling basis on non-local ACIs expenditure (which accounted for 77% of DG Interpretation's executed budget in 2018). Since the control procedures apply indinstinctly to them as well, ex-post controls are also performed on ACI payments made on behalf of the European Parliament and the Court of Justice. All errors detected in the course of these ex-post controls are corrected immediately.

Given the limited number of expenditure transactions (grants, procurement), DG Interpretation's financial circuits are based on systemic ex-ante controls rather than ex-post controls.

Source of data: Ex-post control report on ACIs transactions(Budget and Finance Unit)		
Baseline (2015)	Target	Latest known results
0.048%	<1%	0.073%

Objective 2: Effective and reliable internal control system in line with **sound financial management.**		
Indicator 1: Conclusion reached on cost-effectiveness of controls (*Positive conclusion = Yes*) **Source of data:** SCICView (on the basis of DG BUDG guidelines for the 2014 AARs)		
Baseline (2015)	Target	Latest known result
Yes	Yes	Yes

Main outputs in 2018:			
Description	Indicator	Target	Latest known results
Timely execution of payments	Delivery Percentage of payments on the budget made within the applicable time limits Average target for processing payments	>95% <20 calendar days including suspension periods	96.26% of payments were made in time The average payment processing time including suspensions was 15.8 days.
Review of the Exception Reporting procedure	Report published with guidelines and procedure	1st quarter 2018	Completed
Implementation of the new Internal Control Framework (ICF)	ICF validated by senior management team	Reporting in 2018 AAR on the ICF in line with the IC indicators given in the MP 2018	Completed

Objective 3: Minimisation of the risk of fraud through application of effective anti-fraud measures, integrated in all activities of the DG, based on the DG's anti-fraud strategy (AFS) aimed at the prevention, detection and reparation of fraud.			
Main outputs in 2018:			
Description	Indicator	Target	Latest known results

Compulsory training for specific functions as identified in the DG's AFS.	Training followed by this population within 6 months from entry in service	100%	Completed

Heads of Units were instructed to ensure that new members of their team attend this training, therefore it can be considered that the target is achieved.