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European Commission

Annual Activity Report 2024

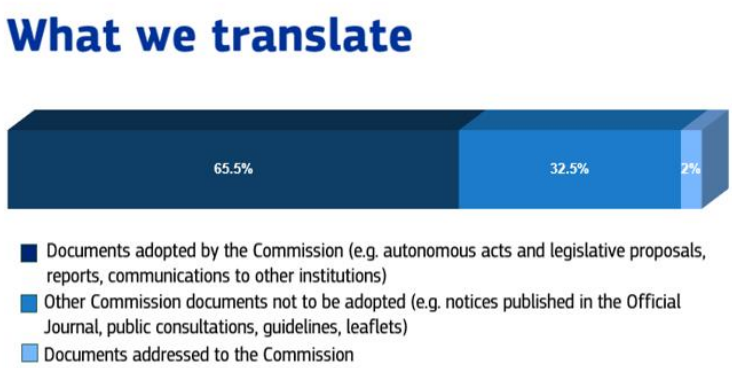
DG TRANSLATION

Contents

DG TRANSLATION IN BRIEF

DG Translation (DGT) is a ‘trans-Ardennes’ Directorate-General, with staff distributed evenly between Brussels and Luxembourg. It also has field officers in all the Member States except Belgium and Luxembourg.

DGT’s overarching goal is to provide the European Commission with **high-quality translations and other language services** in the EU’s 24 official languages and in other languages as needed. DGT also provides an **editing** service during the drafting process to make texts clear, correct, and concise. These activities are mostly demand-driven and supported by terminology work, quality management, outsourcing and administrative functions.



By making legislation and information available in a language they understand, DGT enables the Commission to communicate better with EU citizens and support their engagement in EU policymaking. This helps to build **trust** in the EU and supports the **EU’s democratic processes**.

In its daily work to pursue its mission, DGT aims to be a partner in the legislative and communication processes, and the hub for all translation-related activities in the Commission. As a reference in the world of translation and the largest institutional employer of translators, DGT also promotes multilingualism and the development and attractiveness of the translation profession.

In addition, **DGT is closely involved in the Commission’s work on artificial intelligence (AI)**. In collaboration with the Directorate-General for Communications Networks, Content and Technology (DG CNECT) under the Digital Europe programme, DGT provides an expanding range of secure and reliable **AI-based multilingual services**, including its in-house machine translation system, **eTranslation**.

All these services are available to the EU institutions and to public administrations, academia, small and medium-sized enterprises, non-governmental organisations and Digital Europe projects throughout the EU and beyond. They help to break through language barriers and have the potential to enhance **operational efficiency** when it comes to working with language and text, thus contributing to the **modernisation of working methods** across the Commission and beyond.

EXECUTIVE SUMMARY

This annual activity report is a management report of the Director-General of Translation to the College of Commissioners. Annual activity reports are the main instrument of management accountability within the Commission and constitute the basis on which the College takes political responsibility for the decisions it takes as well as for the coordinating, executive and management functions it exercises, as laid down in the Treaties ([1]).

([1]) Article 17(1) of the Treaty on European Union.

A. Key results and progress towards achieving the Commission’s general objectives and department's specific objectives

Contribution to the Commission’s objectives

DGT contributed to the Commission’s general objective of **‘a modern, high-performing and sustainable European Commission’** by providing a high-quality **translation** service in the EU’s 24 official languages and in others as needed and an **editing** service as part of the drafting process, to make texts clear, correct and concise. With the end of the legislative term, translation demand was slightly less intense, as is traditionally the case in election years. There were however peaks of activity for politically urgent, important and voluminous packages, such as the European Semester, the Defence package, the files for the Parliamentary hearings of Commissioners-designate and actions taken in response to **Russia’s war of aggression against Ukraine** and the conflict in the Middle East.

DGT also contributed to the general objective of making **‘Europe fit for the digital age’** by providing secure and reliable **AI-based multilingual services** under the Digital Europe programme, including its neural machine translation system, **eTranslation**. DGT continued to lead the **AI@EC Network**, a community dedicated to new AI use cases and needs across the Commission. As the first concrete results from the network’s explorations, DGT launched **eBriefing**, using AI to generate the first drafts of briefings, and **eReply**, which helps prepare replies to correspondence and queries. Furthermore, DGT started to work with the **Leonardo supercomputer** to enhance the performance of large language models in the EU’s 24 official languages, to in turn improve AI services for the EU institutions and other stakeholders.

Challenges given the context

Two significant challenges in 2024 were **DGT’s reconfiguration** and the **office moves** of DGT’s Brussels-based staff and part of the Luxembourg-based staff.

The reconfiguration aimed to **bring planning of translation demand and outsourcing of translations closer to the core business**, to streamline the structure for DGT’s work on language data and technology for translation and for the Commission in general, taking into account DGT’s growing role in providing AI-based multilingual services, and to **align DGT’s management structure** with the reduced staff in translation directorates, following redeployments under the previous and current multiannual financial framework.

The office moves, which concerned approximately 1 300 staff members, were prepared and accompanied by careful logistic planning and targeted communication to staff and managers. As part of the corporate efforts of **greening the Commission**, the moves entailed a transition to more **flexible and collaborative workspaces**.

In dealing with these challenges, DGT relied on a **change management approach**, to support staff as they adapted to the new reality and to ensure that change was embraced and implemented effectively.

Highlights for 2024

DGT ENABLED THE COMMISSION TO DELIVER ON ITS POLITICAL PRIORITIES AND RESPOND PROMPTLY TO NEW CHALLENGES

DGT produced **2 344 324 pages**. Because of the institutional transition, translation demand was slightly less intense, albeit with some peaks for **politically urgent, important and voluminous packages** such as the files for the hearings of the Commissioners-designate or the sanction packages related to **Russia's war of aggression against Ukraine** and the conflict in the Middle East.
The first ever Customer Relations Management Framework was adopted. DGT began to implement the new contracts for the outsourcing of translation (TRAD23) and outsourced **30.2% of its production**, amounting to **706 891 pages**.

DGT UNDERWENT A RECONFIGURATION AND MOVED OFFICES

DGT underwent a **reconfiguration** to bring planning and outsourcing closer to the core business of translation, to streamline the structure for DGT's work on language data and technology for translation and for the Commission in general, and to align DGT's management structure with the reduced staff in translation directorates. It **moved offices** of its Brussels-based and some of its Luxembourg-based staff, entailing a shift to **flexible workspaces** in line with the corporate efforts of **greening the Commission**.

DGT FURTHER CAPITALISED ON ITS DATA MANAGEMENT AND DEVELOPED ITS IT TOOLS

DGT progressed with the **eDGT programme**. It defined the technical architecture of eDGT, completed the core business process review and began preparations for eDGT's implementation phase. DGT also advanced on its Next Generation Computer-Assisted Translation Environment (**CATE NG**) and prepared all its language applications and workflow systems for the deployment of EdiT, the Commission's new legislative drafting tool.

DGT FURTHER DEVELOPED AI-BASED MULTILINGUAL SERVICES AND LED AI EXPLORATIONS IN THE COMMISSION

eTranslation saw record levels of use, with over **760 million pages** produced. DGT officially launched two new AI-based services, **eBriefing** and **eReply**, and continued to organise AI explorations across the Commission by leading the **AI@EC Network**, which has now over 4 000 members.
DGT gained access to the **Leonardo supercomputer** for the development of an **institutional large language model.**

DGT HELPED THE COMMISSION COMMUNICATE CLEARLY

DGT edited 43.5% of the Commission's **politically sensitive and important initiatives** and worked on a new strategic plan to gradually expand its editing offer and increase the number of Commission documents that are edited. Delivering high-quality training on clear writing remained a priority, with **37 clear writing training sessions** organised for Commission staff.

DGT BROUGHT LANGUAGE STAKEHOLDERS TOGETHER

DGT selected the new members of the **European Master's in Translation network** for 2024-2029 and continued to promote multilingualism and the translation profession by organising:

- the yearly Translating Europe Forum
- the 18th edition of the Juvenes Translatores contest
- 75 events to celebrate the European Day of Languages
- 50 Translating Europe workshops

B. Key performance indicators

All key performance indicators show that DGT performed well in 2024, achieving the objectives set in its strategic plan for 2020-2024.

Customer satisfaction rate:

91.5%

(Target for 2024: >80%)

Deadline compliance rate:

99.4%

(Target for 2024: 99.5%)

Use of linguistic data assets:

92.9%

(Target for 2024: >84%)

Productivity index:

122.8

(Target for 2024: >100)

See Annex 2 for further details on key performance indicators, including the baselines, interim milestones and the methodology used.

C. Key conclusions on internal control and financial management

In line with the Commission's Internal Control Framework DGT has assessed its internal control system during the reporting year and has concluded that it is effective and the components and principles are present and functioning well overall, but some improvements are needed as minor deficiencies were identified related to IT security risk management.

DGT has systematically examined the available control results and indicators, as well as the observations and recommendations issued by the internal auditor and the European Court of Auditors. These elements have been assessed to determine their impact on management's assurance about the achievement of the control objectives. Please refer to Section 2 for further details.

In conclusion, management has reasonable assurance that, overall, suitable controls are in place and working as intended; risks are being appropriately monitored and mitigated. The Director-General, in his capacity as Authorising Officer by Delegation, has signed the Declaration of Assurance**.**

D. Provision of information to the Commissioner(s)

In the context of the regular meetings during the year between DGT and the Commissioner on management matters, the main elements of this report and assurance declaration have been brought to the attention of Commissioner Hahn, responsible for Budget and Administration, and then of Commissioner Serafin, responsible for Budget, Anti-Fraud and Public Administration.

1. KEY RESULTS AND PROGRESS TOWARDS ACHIEVING THE COMMISSION'S GENERAL OBJECTIVES AND SPECIFIC OBJECTIVES OF THE DEPARTMENT

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

DGT contributed to this general objective by providing **translation** and other linguistic services in the EU's 24 official languages and in other languages as needed and by providing an **editing** service during the drafting process to make texts clear, correct and concise.

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

In 2024, DGT produced **2 344 324 pages**.

DGT produced **2 344 324** pages.

With the end of the legislative term and the institutional transition period, translation demand slowed down compared to 2023, showing a similar trend to 2019 (the previous election year). There were however periods of peak activity, when DGT had to translate **politically urgent, highly technical and voluminous packages**, in particular in the fields of economics, finance, defence, supply chain resilience, energy, education ([2]), and a number of trade and association agreements ([3]).

One major achievement was the extensive work carried out to deliver 1 350 pages for the European Parliament **hearings of the Commissioners-designate** to very tight deadlines. Two significant challenges in 2024 were **DGT's reconfiguration** and the **office moves** of DGT's Brussels-based staff and part of the Luxembourg-based staff (see Section 3.1 and Annex 10). Measures were taken to minimise any operational risks for the delivery of translations during these periods.

DGT continued to provide translations (including into Ukrainian and Russian) of documents related to the Commission's initiatives in response to **Russia's war of aggression**

([2]) For example: the European Semester packages, the Defence package, the Draghi report, the Economic Security package, the Higher Education package, and the State of the Energy Union package.
([3]) For example: the Association Agreement with Andorra and San Marino, the Agreement on economic partnership with Uzbekistan and the trade agreement with Vanuatu.

against Ukraine ([4]). DGT also translated documents supporting the Commission's action in response to the conflict in the Middle East.

DGT achieved a **deadline compliance rate of 99.4%**, substantially in line with the target of 99.5% set in DGT's strategic plan for 2020--2024.

In line with the slightly less intense demand, outsourcing went down (from 39.5% in 2023 to 30.2%) while the in-house workload saw a marginal increase, showing an efficient use of DGT's resources (see specific objective 7.3). DGT continued to apply **sound workflow management** to address the workload and handle voluminous high-priority files and tight deadlines, relying on the usual high degree of flexibility and dedication of its staff.

DGT reviewed its approach to managing relationships with requesting Commission departments and adopted its very first **Customer Relations Management framework**, which centralises responsibility within its demand management unit as the first point of entry for requests for translation, editing and other language products and services. It continued to implement and – where necessary – renegotiate its **service-level agreements** with Commission departments to help anticipate demand and strengthen cooperation. Currently, DGT has service-level agreements with around **90%** of Commission departments. At the same time, DGT continued to implement its set of **measures to manage translation demand** and workload and to **improve corporate discipline**.

In 2024, DGT edited **34 281 pages**. The proportion of politically sensitive and important initiatives that were edited was 43.5% (compared to 66% in 2023). This decrease was mainly due to the urgency of the files: around 40% of the politically sensitive and important initiatives were simultaneously sent for translation, thus providing a very limited time for editing. DGT worked on a new strategic plan to gradually expand its editing offer and increase the number of Commission documents edited. To this end, it outlined a number of pilot projects to be launched in 2025 with various Commission departments.

Through the **Clear Writing for Europe initiative**, DGT continued to provide colleagues across the Commission with drafting support and other resources, such as weekly clear writing tips that reach over 18 000 subscribers. Delivering high quality training on clear writing remained a priority, with 37 training sessions delivered to 3 568 Commission staff, in particular during the Clear Writing Week.

DGT continued to provide **eTranslation** as a service to meet the demand for machine translation in the Commission and beyond, together with other AI-based multilingual services (see specific

([4]) For example, the 13th, 14th and 15th sanction packages. For more information, see https://finance.ec.europa.eu/eu-and-world/sanctions-restrictive-measures/sanctions-adopted-following-russias-military-aggression-against-ukraine_en.

objective 2.1). The **DGT AI Language Services Advisory** pursued its promotional work to make these services known to and used by Commission departments.

As part of its work on **quality management**, DGT conducted an ***ex post* evaluation** of the quality of its 2023 production. The evaluation showed that the quality of DGT translations remains stable and lies in the interval of 86.84% ± 2.08%, confirming that DGT's translation quality management system is robust and works as intended.

On **terminology work**, DGT focused on leveraging technology and data-driven strategies to streamline terminology data management in support of the translation process. It continued to work on the **TermiteOne project**, using AI to extract terminology from documents, with a view to transferring it from its prototype status to a fully-fledged tool to be integrated into the DGT workflow.

DGT proposed, chaired and organised the first **Interinstitutional Terminology Forum** as a platform to exchange knowledge and expertise among EU institutions and bodies. DGT actively contributed to several interinstitutional working groups in the field of terminology and **IATE, the interinstitutional terminology management system**. Notably, it played a key role in the task force working towards creating a new clean-up module to simplify the management of outdated data.

In its role as partner DG, DGT procured a study by an external consultant to serve as the basis for the **first evaluation of the Translation Centre for the Bodies of the European Union**, in line with the requirements of the Common Approach on decentralised agencies and the Better Regulation guidelines.

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

DGT progressed with the finalisation of the planning phase for the **eDGT programme**, which will create an end-to-end workflow platform covering all the steps and tasks of DGT's core business. During the reporting period, DGT completed the review of its core business processes (17 in total), identified the technical platform for eDGT, and approved the medium-level planning for the implementation of the programme (see also Sections 3.2 and 3.4). There was some initial progress on **TRèFLe Next Generation**, the first project under eDGT, which supports DGT's outsourcing workflow. DGT received the requested gap analysis from the Directorate-General for Digital Services (DG DIGIT), comparing DGT outsourcing requirements to the features available in the Commission's eProcurement suite, and started preparing the blueprint for the IT solution.

DGT continued its work to provide a complete, stable and well-functioning computer-assisted working environment that supports automation and collaborative working methods. This includes the CATE Next Generation and Euramis Next Generation projects.

CATE Next Generation provides a server-based working environment for DGT translators. This facilitates real-time data sharing and collaboration, the automation of preparatory work and the harmonisation and re-engineering of processes. During the reporting period, work focused on developing and deploying an integrated solution to create and manage shared translation memories for sensitive non-classified content in GroupShare (5) and on exploring automation opportunities in an 'Automation Lab'.

DGT continued to work on migrating functionalities from Euramis (6) to the **Euramis Next Generation** platform and took the initial steps to implement Euramis re-usability metadata. The **re-usability rate** of Euramis segments was 41.5%. The **use of linguistic data assets** (7) rose to 92.9%. The **number of segments** (8) available in Euramis was 1.9 billion (up 5.5% from 2023).

DGT further enhanced its re-use of linguistic data.

A key priority in 2024 was the **DGT4EdiT** project, which aimed to adapt DGT's operations and prepare all of its language applications and workflow systems for the deployment of EdiT, the new Commission tool for drafting legislative texts. DGT worked in close cooperation with the Secretariat-General and DG DIGIT to ensure that the machine-readable structured format (called AKN4EU) produced by EdiT can be handled efficiently by DGT's workflow and computer-assisted translation systems. Another key priority was the integration of DGT's current IT system for outsourcing, TRèFLe, with the Commission's new accounting system SUMMA.

318 eTranslation engines built and released

In 2024, DGT continued to improve the linguistic quality of the eTranslation output. In total, DGT built and released **318 eTranslation engines**. The General Text engines were fully rebuilt with significant improvements, drawing on the lessons learned in 2023 from the experiments carried out using the **MeluXina** supercomputer in Luxembourg. The Finance and EU Formal Language domains were updated, and a glossary enforcement feature was added to the EU Formal Language domain, allowing users to attach bilingual glossaries to eTranslation requests to improve terminological accuracy and consistency.

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(5) GroupShare is a server-based platform for translators, reviewers and terminology professionals, enabling easy sharing of translation projects, translation memories and terminology in real-time.

(6) Euramis is a large-scale linguistic data asset in the form of a translation memory database built up and curated by DGT staff since the mid-1990s. It is a key resource for DGT and an important component of the workflow of all the EU institutions' translation services.

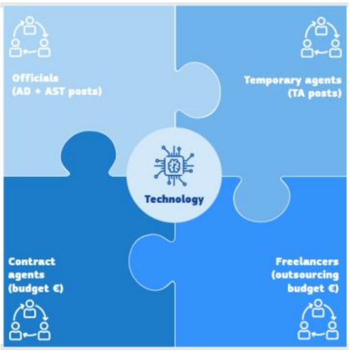
(7) Defined as the degree to which linguistic data in the form of previous translations and machine translation output is used to produce new translations.

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

DGT continued to work closely with other EU translation services on **managing shared interinstitutional tools** (eTranslation, Euramis, Quest, DocFinder and Elise) and as a partner in the IATE terminology management system. It started and made good progress in the development of **ELI2E**, a tool for interinstitutional communication on translation files.

DGT's network of **language technology coordinators** continued to contribute to the advancement of DGT's digital environment, guiding and supporting progress on digital skills, language technology and tools in the language departments and beyond. They contributed to the preparations for a **DGT-wide digital skills survey**, which was carried out in November and December 2024 (see Section 3.2).

Specific objective 7.3: Fluctuating demand is managed through a flexible resources mix



To meet the Commission's demand for translation and other language services, DGT continued to manage its flexible and modular **resources mix**, combining **in-house staff** (officials, temporary agents and contract agents), **outsourcing** and **language technology** in the context of ongoing redeployment of posts. In 2024, DGT returned 57 posts to Commission's central pool, adding to the 180 returned in the first three years of the multiannual financial framework 2021-2027.

In-house staff form the backbone of DGT's capacity and are key to ensuring the timely delivery of the most sensitive (highly political and/or confidential), difficult or urgent files. Facing the challenges of generational change, DGT welcomed the publication of **EPSO competitions for translators** for Danish, Dutch, English, French, Greek, Italian, Maltese and Spanish in December 2024. DGT continued to offer its staff a wide range of **learning and development** opportunities, available through EU Learn, the European School of Administration and internally organised initiatives with a special focus on training in the newest AI-based technologies and digital skills (see Section 3.1).

Outsourcing remained a vital component of DGT's resources mix, despite its lower share over the reporting period. The slightly less intense translation demand was accompanied by a reduction in the outsourcing rate (30.2% as compared to 39.5% in 2023), resulting in a stable internal workload for DGT. This confirmed the validity of DGT's approach to using its resources efficiently through its flexible resources mix.

As of 1 March 2024, DGT started implementing the **new framework contracts for the outsourcing of translations (TRAD23)** with 55 contractors, covering 47 language combinations. The **freelance quality rate** remained high, with 96.4% of outsourced assignments achieving a quality rating of ≥ 70%.

In parallel, DGT continued to invest in cutting-edge **technology** and tools (see specific objective 7.2 for details).

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

DGT launched the 2024-2029 cycle of the **European Master's in Translation network (EMT)**, which now consists of 81 programmes from 79 universities (9), including one in a non-EU country. This increase in membership reflects the interest in and value for universities of receiving the EMT label. The **Language Industry Expert Group (LIND)**, which provides DGT with industry foresight and supports its outreach projects, assisted DGT in the selection of programmes by assessing the employability strand of applications.

DGT's flagship annual conference, the **Translating Europe Forum** (TEF), brought together all sides of the translation profession. This year's TEF, entitled 'Words matter', attracted around 3 000 participants from 98 countries, virtually or in person, focusing on translators at the forefront of AI-driven data, terminology and technology (10). The Forum featured a wide variety of formats, such as two 'ask the expert' sessions, an online newcomers' fair; a number of 'TEF talks' and some hands-on sessions on how to use AI. DGT also held 50 **Translating Europe workshops**, mostly at national level, on topics such as clear language, generative AI, the impact of the digital transformation on the translation industry, soft skills, quality, and language careers.

In the spring, DGT held the awards ceremony of the 17th edition of its **Juvenes Translatores** translation contest (11). The 18th edition took place in the autumn, with the participation of 3 070 students from 713 schools.

To mark the **European Day of Languages**, DGT cooperated with the Directorate-General for Education, Youth, Sport and Culture (DG EAC) on a virtual conference on the results of the 2024 Eurobarometer on languages. DGT also cooperated,with the Directorate-General for Interpretation (DG SCIC) on a virtual conference on the **20th anniversary of the 2004 EU enlargement**. In addition, DGT organised 75 events through its **field officers** posted in the Commission Representations in 25 EU countries, and a social media campaign focusing on one language every day.

(9) The full list is available at https://commission.europa.eu/education/skills-and-qualifications/develop-your-language-skills/european-masters-translation-emt/list-emt-members-2024-2029_en.
(10) The recordings are available at https://www.youtube.com/@TranslatingforEurope.
(11) This annual contest is open to 17-year-olds in schools across the EU and aims to promote translation and the use of foreign languages. For more information: https://europa.eu/!fd96cv. The recordings of the award ceremony are available at https://www.youtube.com/watch?v=X8cJbw6D9-E.

DGT's outreach work included the organisation of a successful **virtual visit** for 2 000 students and lecturers from universities across the EU and beyond, featuring a plenary session and breakout rooms in the 24 EU official languages and Ukrainian, and 11 missions to 10 countries under the **Visiting Translator Scheme** ([12]).

DGT promoted all its outreach activities via its network of field officers, the Europa web pages and its **social media**. In a continuing trend, all of DGT's accounts gained new followers. Instagram was the fastest growing channel (+26% compared to 2023).

Recognising the common interest in promoting language professions, and building on the existing Knowledge Centre on Interpretation, DGT collaborated with DG SCIC to develop a **joint Knowledge Centre on Translation and Interpretation** as a central hub for resources, events and networking opportunities for language professionals.

DGT continued to contribute to the work of the **interinstitutional committees for cooperation among translation and interpretation services**, under the presidency of the European Parliament. The focus was on the organisation of joint EPSO competitions for translators and initiatives to increase the attractiveness of Luxembourg.

DGT was involved in several **international cooperation** activities.

- As chair of the Liaison Committee, DGT had a leading role in organising the International Annual Meeting on Computer-Assisted Translation and Terminology (**JIAMCATT**), whose theme was '(R)evolution: AI's place within the language professions'. DGT's presentation revolved around AI and green computing, sharing insights on the environmental impact of supercomputers.
- DGT gave the two keynote addresses at the International Annual Meeting on Language Arrangements, Documentation and Publications (**IAMLADP**), focusing on its experience as a trailblazer in the implementation of AI-based language services, including from the perspective of change management. It also increased its presence in a number of permanent IAMLADP working groups and task forces.
- DGT continued its **translation capacity-building** activities for candidate and potential candidate countries. It organised a **Brussels masterclass** in cooperation with DG NEAR and the Regional School of Public Administration of the Western Balkans ([13]), focusing on quality management, terminology and computer-assisted translation tools. In addition, it held five training sessions with Ukraine's Government Office for Coordination on European and Euro-Atlantic Integration to **support the establishment of a Translation Coordination Unit in Ukraine**.

([12]) For more details on the Visiting Translator Scheme, see https://commission.europa.eu/about-european-commission/departments-and-executive-agencies/translation/visiting-translator-scheme-vts_en.

([13]) https://www.respaweb.eu/

General objective 2: A Europe fit for the digital age

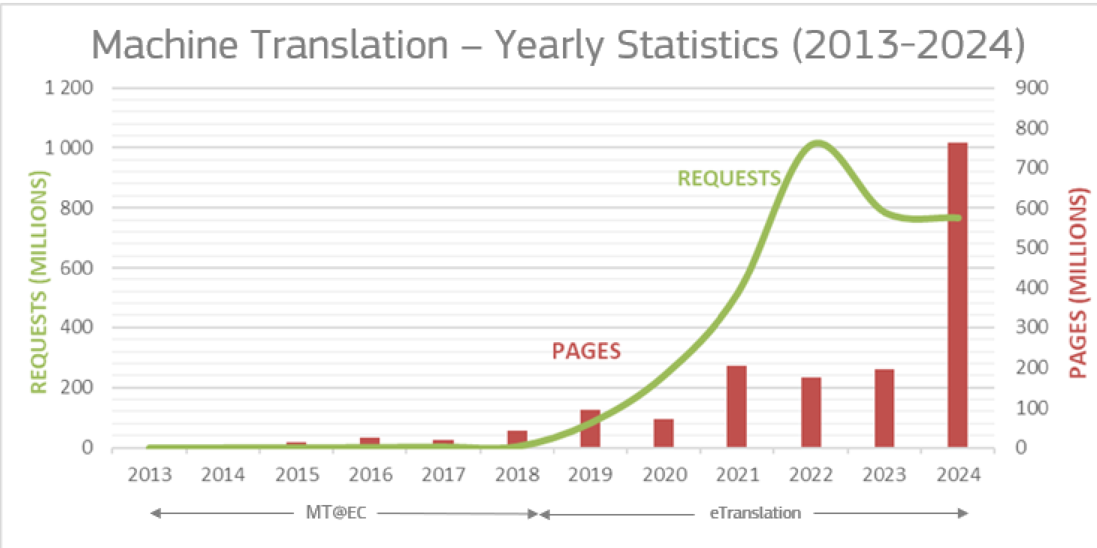
Specific objective 2.1: eTranslation and other AI-powered language services are used in Member States' public administrations, EU institutions and on EU platforms to overcome language barriers

'Europe must (...) be part of what one of the great creators of artificial intelligence, Mustafa Suleyman, calls the 'Coming Wave', technologies that will change our world.'

Piotr Serafin, Commissioner for Budget, Anti-Fraud and Public Administration

DGT continued to support **digital multilingualism** by further developing its well-integrated machine translation system **eTranslation**, which it runs in collaboration with DG CNECT and DG DIGIT under the **Digital Europe programme**. eTranslation provides large-scale translation when human translation is not feasible and can provide a solution for translating dynamic, frequently updated content, especially on websites. As an EU-proprietary data-driven application, eTranslation ensures that the processing of data by the system meets data confidentiality and data management requirements, thereby helping to protect the **EU's digital sovereignty**.

In 2024, eTranslation saw record levels of use, with over **760 million pages** translated, against 196 million pages in 2023 [14].



(14) This was mainly due to the Publications Office's processing of a backlog of tenders. If this single web service connection is excluded, the remaining users generated 213 464 696 pages, on pace with 2023, in itself exceeding the earlier 2021 record.

The use of eTranslation on EU platforms continued to expand: the number of Europa websites using the **eTranslation widget** increased to 180. At the same time, DGT made it easier for eligible users ([15]) to create their own credentials to integrate eTranslation into their websites or IT applications. The DGT **AI Language Services Advisory** continued to offer expert guidance to EU institutions and eligible users across EU Member States.

In addition, DGT further expanded the range of **AI-based multilingual services** made available under the Digital Europe programme. It officially launched **eBriefing**, using AI to generate first drafts of briefings based on a series of input documents, and **eReply**, supporting the preparation of replies to correspondence and queries. In the context of the DGT-led **AI@EC Network** (see Section 3.2), DGT developed two AI-assisted editing services to be deployed in 2025: one generates text for publication on the web, while the other (**Accessible Text**) helps to rewrite documents to make them more easily understandable for individuals with a cognitive impairment and is the result of a collaboration with DG CNECT. DGT also started to explore an **eReporting service**, intended to provide support to stakeholders for the identification and fulfilment of **reporting obligations** stemming from EU legislation, so as to reduce their reporting burden.

'We will make available massive amounts of data in all EU languages, because AI should work also for non-English speakers. This is the new frontier of competitiveness.'

Ursula von der Leyen, President of the European Commission

Towards an institutional large language model

Following the 2023 development access to the MeluXina supercomputer in Luxembourg, DGT was granted one-year access to the even more powerful **Leonardo supercomputer** in Bologna to further explore the use of the technology and work towards building an institutional multilingual **large language model**, i.e. the component that has enabled recent progress in generative AI. The aim is to use the model to promote the availability of data also for low-resource languages, tapping into DGT's vast multilingual data corpora. DGT will make available both the corpora and the institutional large language model through the **European Language Data Space** ([16]) so that they can be used by researchers and start-ups from across the EU.

([15]) Besides the EU institutions, eTranslation is available to public administrations, academia, EU freelance translators, small and medium-sized businesses, non-governmental organisations and projects funded by the Digital Europe programme, located in an EU Member State, or in countries associated to the programme.

([16]) The European Language Data Space initiative under the Digital Europe programme aims to build a trustworthy and effective data market for the exchange of language resources in the public and private sectors. For more details: https://language-data-space.ec.europa.eu/index_en.

2. INTERNAL CONTROL AND FINANCIAL MANAGEMENT

Management monitors the functioning of the internal control systems on a continuous basis and carries out an objective assessment of their efficiency and effectiveness. In annex 7, there is a list and details of the reports that have been considered. The results of the above assessment are explicitly documented and reported to the Director-General.

This section covers the control results and other relevant elements that support management's assurance. It consists of the following subsections: 2.1. Control results, 2.2. Audit observations and recommendations, 2.3. Assessment of the effectiveness of internal control systems, 2.4. Conclusions on the assurance, 2.5 Declaration of assurance.

2.1. Control results

Management uses control results to support its assurance and reach a conclusion about the cost-effectiveness of those controls, meaning whether the right balance between the following elements is achieved:

- Effectiveness The level of error found, based on the controls carried out.
- Efficiency The average time taken to inform or pay.
- Economy The proportionality between the costs of controls and the funds managed.

2.1.1. Overview of the budget and relevant control systems (RCS)

Expenditure (in commitments)

DGT manages **administrative expenditure** only under the **direct centralised management mode**. In 2024, DGT managed EUR 37.5 million of expenditure ([17]) with direct responsibility for ca EUR 24.8 million (the rest being appropriations for external personnel and credits delegated to other DGs). Credits delegated by other DGs to DGT amounted to EUR 6.2 million and mainly covered external translation costs (EUR 2.38 million committed), external communication activities on multilingualism, and IT/machine translation costs. In particular, DGT committed: EUR 0.7 million delegated by DG EAC for the organisation of external communication activities under Key Action 3 on multilingualism ([18]); EUR 3 million delegated by DG CNECT under the Digital Europe work programme for eTranslation and other AI-based multilingual services; EUR 0.144 million delegated by DG DIGIT to implement the 'Interoperable Europe' chapter of the Digital Europe programme.

DGT applies adequate internal control principles and adapts them to the low-risk environment of the DG. It applies the same level of control, irrespective of the origin of the budget managed (credits received in delegation or own budget).

Legal commitments by procurement type	Budget (€ 000)	% of total budget	Number of transactions	% of total transactions
Type 1: **DGT FWC & NP - external translation including credits delegated by other DGs**	15.213	61.3%	18.001	88.3%
Type 2: DIGIT FWC (IT) + other IT expenditure (incl. credits delegated by CNECT)	7.509	30.3%	65	0.3%
Type 3: **Other activities - Low-value NP, AMI, FWC (from other DGs) (conferences and events inc. credits delegated by EAC, library expenditure, terminology)**	1.623	6.5%	488	2.4%
Type 4: **Missions**	474	1.9%	1 827	9%
Total	24.819**	100%	20.381	100%

*** Figures including delegated credits received from other DGs, excluding external staff*
Source: DGT Budget Execution Report and internal statistics

([17]) Amount of legal commitments made during the year, including delegated credits from other DGs.
([18]) 2024 annual work programme – Erasmus+, Commission Implementing Decision of 18/09/2023 [C(2023) 6157] and amendments thereof [C(2024) 1750].

DGT has partially decentralised financial circuits for commitments and a fully centralised financial circuit for payments (i.e. the financial unit authorises all payments). The level of controls in both circuits depends on the estimated risk of the transactions, which is linked to the procurement type. If the estimated value of the procurement is above EUR 15 000, or for complex files involving e.g. intellectual property rights, DGT legal team is involved in the verification process before the budgetary or legal commitment to ensure its legality and regularity. DGT has increasingly introduced automated checks on invoices for outsourced translations: most transactions are subject to batch verification and authorisation. The main indicators to measure compliance with legality and regularity include the number of irregularities and the number and amount of late interests' payments by DGT. DGT set its quantitative materiality threshold at 2%. Further details on materiality criteria are provided in Annex 5, and on relevant control systems for budget implementation including cost-effectiveness indicators in Annex 6.

DGT does not manage programmes and grants and has a control strategy based on **comprehensive *ex ante* controls**. Therefore, *ex post* controls only involve accounting controls. Any errors identified are corrected before contracts are signed or payments authorised.

Management of outsourced translations (ca. 61.3% of DGT's 2024 budget in commitments): DGT performed *ex ante* controls by reviewing the framework contracts for translations procured under the open call for tenders TRAD23. DGT launches an open call for tenders every four years, leading to the conclusion of framework contracts with around 50 lots for selected language combinations. If a language combination is not covered by a lot in the framework contract or if no contractor responds to the call, the contract is awarded by a very low value negotiated procedure which is clearly documented and regularly updated.

Effectiveness indicators – procurement	
Number of framework contracts terminated by DGT in 2024	
• ***For lack of use***	0
• ***For poor performance of contractor***	0

Source: DGT internal statistics

For this control system, 5 exceptions were recorded ([19]). They related to procurement *procedural* errors which are not *payment* errors and therefore have no impact on the budget. The used exceptions related to 3 cases of negotiated procedures above the threshold of very low value but below the threshold of low value and 2 cases for business continuity needs.

Management of outsourced translations is closely monitored under the relevant control system by the finance unit in cooperation with the demand management unit. Exceptions

([19]) 3 different language combinations were under exception. However, 1 exception was not used, so this control system concerned only 2 language combinations in the end.

for exceeding the threshold for very low value negotiated procedures (per year and per language combination) are visaed by Director for Risk Management and Internal Control and approved by Director General. They clearly specify the relevant justification. In addition, all senior management as well as the middle management of language departments receives bi-monthly information on the budget committed under negotiated procedures per language combination, to be able to make an informed decision on outsourcing.

Contractors submit invoices via a dedicated portal. All translations are quality controlled by DGT staff before the contractor is authorised to issue an invoice which is automated, further reducing the risk.

Effectiveness indicators – financial transactions	
% error rate prevented	99.5%
Amount of liquidated damages (for bad quality)	€63 788
Amount of liquidated damages (for late delivery)	€273.35
Percentage of outsourced assignments with a quality rating of ≥ 70%	96.4%

Management of IT contracts (ca. 30.3% of DGT's 2024 budget in commitments): Since 2019 DGT has had an 8-year framework contract in place for the computer-assisted translation tool, while it uses framework contracts provided by DG DIGIT for all other operations. Final contracts, timesheets, and invoices are checked before the finance unit authorises the payments.

For this control system, there were 2 non-compliances, both concerning external service providers.

Effectiveness indicators – financial transactions	
% error rate prevented	99.5%
Number of control failures	0
Amount of liquidated damages	0

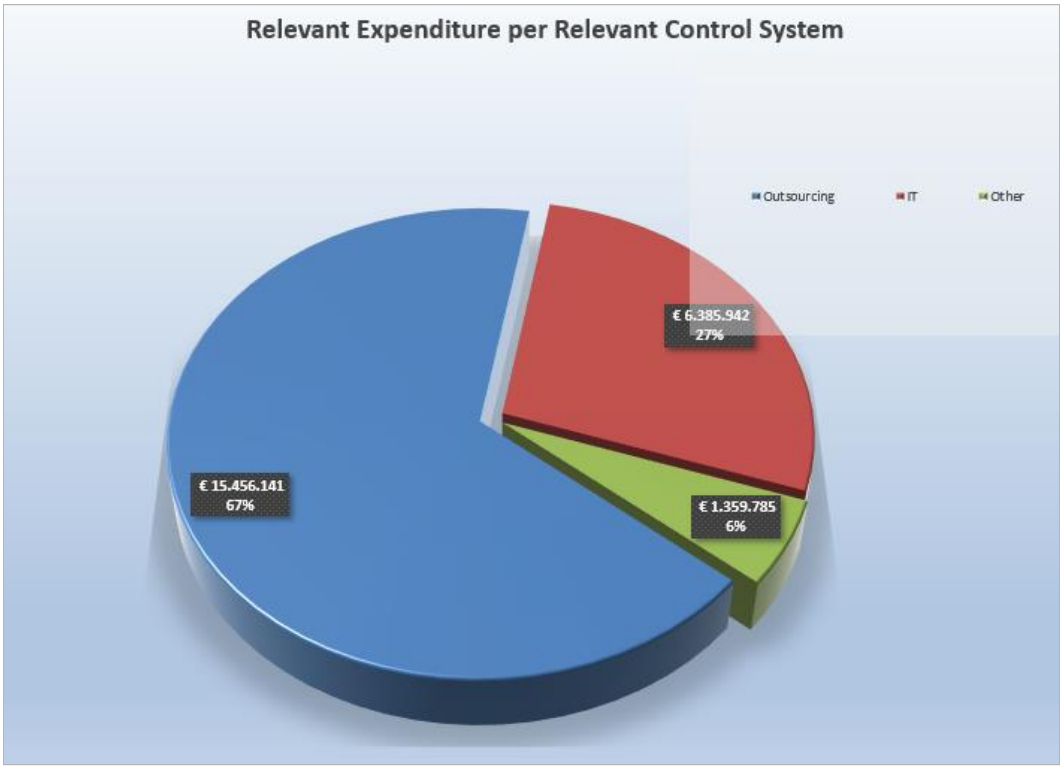
Management of other activities (ca. 6.5% of DGT's 2024 budget in commitments): This concerns mostly very low and low value negotiated procedures and, to a lesser degree, calls for expression of interest and specific contracts under framework contracts of other DGs (e.g. Directorate-General for Communication, DG SCIC). DGT's finance unit reviews all tender documents before the contract is signed. For contracts over EUR 15 000 or for complex files involving e.g. intellectual property rights, also DGT legal team reviews the documents. The finance unit checks the final contracts, delivery reports, and invoices.

For this control system, there were 21 non-compliances. The most frequent ones concerned purchase orders countersigned after the date of delivery, including cases when contractors had used regular mail services to send blue ink signed contracts which took longer to deliver than expected. Altogether they had no significant impact on the budget. To prevent these occurrences, DGT decided to implement stricter instructions in 2025.

Management of mission orders and cost declarations (ca. 1.9% of DGT's 2024 budget in commitments): 1 827 missions were budgeted (up from 1569 in 2023). There were no errors that involved a financial impact.

Expenditure (in payments)

The table below shows all 2024 expenditure in payments, broken down by the relevant control systems managed by DGT.



Source: DGT Budget Execution Report and internal statistics

Revenue

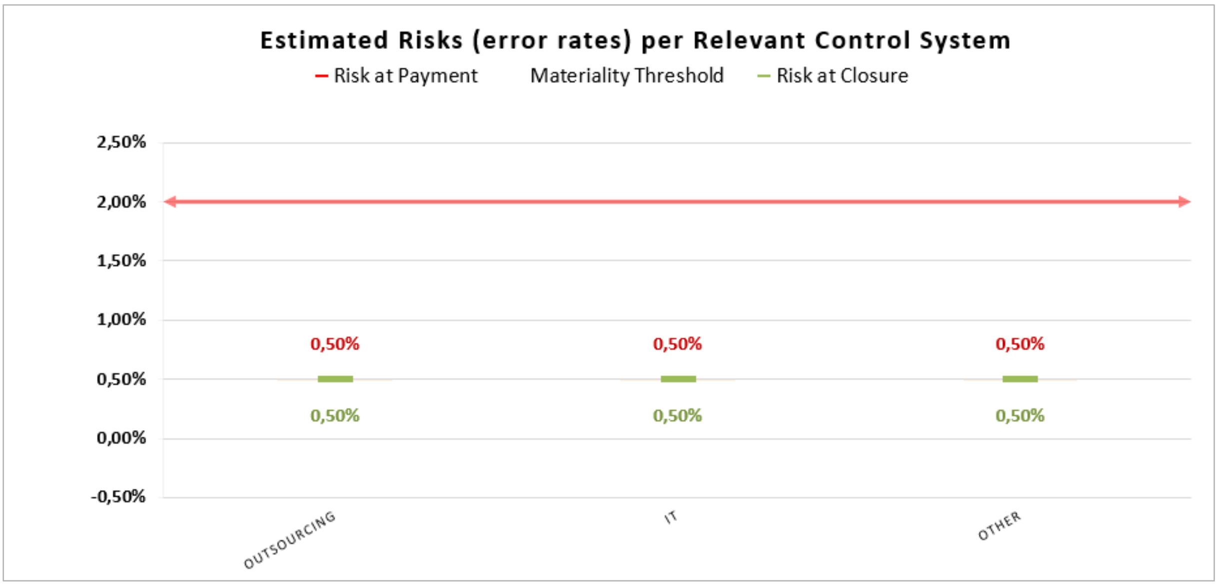
In terms of **revenue**, in 2024 DGT issued:

- debit notes for EUR 2 707 698.60 to EU and partner institutions for the use of shared IT translation tools within the interinstitutional Annual Financing Agreement;
- debit notes for EUR 20 000 to the Translation Centre for the Bodies of the European Union (the 'Translation Centre') for the local installation of eTranslation under the memorandum of understanding between DGT and the Translation Centre;
- debit notes for EUR 61 216.54 stemming from performance penalties under the framework contracts linked to external translation;
- debit notes for EUR 421 to the European Parliament for catering reimbursement.

This represents altogether 2 789 336.14 EUR. For all types of revenue, financial procedures are in place and updated.

2.1.2. Effectiveness of controls

a) Assessment of control results per RCS for expenditure



DGT's control results proved to be robust and adequate for the management of DGT files during 2024: measures applied by DGT management effectively mitigated risks; same *ex ante* controls on managed budget irrespective of its owner ensured coherent checks of commitments and payments, and automated checks on invoices for outsourced translations significantly reduced the risk of human error.

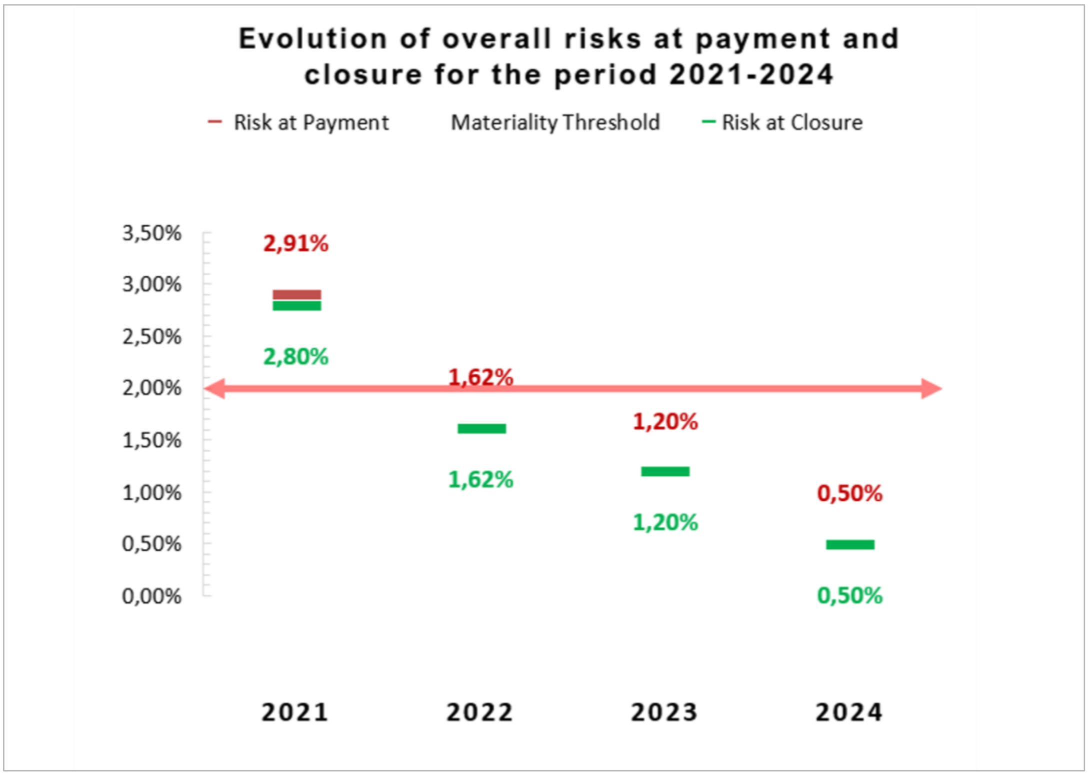
Historically, DGT's portfolio consists of control systems with a low error rate (the estimated error rate has remained close to zero for years). This is both thanks to the inherent low-risk profile of DGT's expenditure (administrative expenditure implemented in direct management) and the performance of the related control systems. The error rate is therefore usually set at 0.5% for all control systems, a percentage based on historical levels of error rates for the type of expenditure managed by DGT at Commission level and used as a prudent figure by DGT.

In 2024, procurement procedural errors occurred for the control system 'external translation'. The full amount paid under these procurement procedural errors, representing 0.05% of the overall payments here, is considered to be at risk even if there is no financial impact. However, also for this control system, a conservative estimate of 0.5% is used. The error rate is in any case down from 1.39% in 2023, *inter alia* thanks to mitigating measures such as a close monitoring of spending levels by the responsible units.

DGT is partner DG to one decentralised agency, the **Translation Centre for the Bodies of the European Union** (the 'Translation Centre'). However, it did not entrust any funds nor budget implementation tasks to this agency.

Strong internal controls ensure that DGT's resources are used for their intended purposes, limiting to a big extent the risk of resource misuse. In conclusion, **controls are effective, and weaknesses detected are addressed**.

b) Estimation of the overall risk at payment and risk at closure



The estimated overall risk at payment for 2024 expenditure, 0.5%, is the AOD's best conservative estimate of the amount of relevant expenditure during the year, not in conformity with the contractual and regulatory provisions applicable at the time the payment was made. As DGT carries out only *ex ante* controls, no further corrections are expected so the estimated future corrections are set at 0%. For risk at payment, DGT is using the Commission's flat rate of 0.5% as a conservative estimate for low risk type of expenditure for all three main control systems. As a result, the estimated overall risk at closure corresponds to the estimated overall risk at payment, i.e. 0.5%.

For an overview at Commission level, the departments' estimated overall risk at payment, estimated future corrections and risk at closure are consolidated in the AMPR.

c) Quantitative benefits of controls: Preventive and corrective measures

With its *ex ante* controls, DGT has an effective mechanism in place for detecting and correcting errors. Annex 3 table 8 is empty, as last year. This is because the financial impact of *ex ante* controls is non-quantifiable, and *ex post* controls are used only for accounting purposes. There is a negligible amount of pre-financing payments at DGT, and recovery orders are carried out not based on errors in payments but on a monthly system of performance penalties under the framework contracts for outsourced translations. Also, thanks to the automated system for processing transactions for outsourced translations, there are basically no non-eligible cost claims in this largest control system. Therefore, due to the robustness of preventive and control measures, the financial impact in this context is non-applicable.

d) Assessment of control results for non-expenditure items (if applicable)

Not applicable.

e) Fraud: prevention, detection, and correction

DGT has developed and implemented its own anti-fraud strategy since 2014, based on the methodology provided by OLAF. It was last updated in 2020 following a fraud risk assessment. Its implementation is being monitored and reported to the management twice a year in internal control reports. All necessary actions have been implemented. The output results achieved in 2024 included: updating the procedures and templates linked with DGT's reconfiguration and the introduction of the new corporate accounting system; providing training to all the newly appointed field officers in their capacity of operational initiating agents; analysing non-compliance and exception registers twice a year within the internal control report; verifying accounting system access rights and sensitive functions.

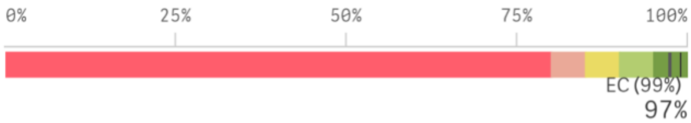
Due to a combination of multiple reasons (reconfiguration, new workflows linked with the new corporate accounting system, recommendations from IAS), DGT did not update its anti-fraud strategy in 2024. The revision shall take place in the first half of 2025.

DGT received zero OLAF financial recommendations during the period 2020-2024. On the basis of the available information, DGT has reasonable assurance that the anti-fraud measures in place are effective overall.

2.1.3. Efficiency of controls

The time-to-pay indicator (Article 116.6 of the Financial Regulation) for 2024 is 98% of payments made within the deadline as concerns the number of payments, and 97% of payments made within the deadline as concerns the amount paid ([20]). The relevant number of payment requests implemented in 2024 was 3 901. Indicators for time-to-inform and time-to-grant (Article 197.2 FR) are not applicable to DGT, since it does not manage any calls for proposals (i.e. grants).

([20]) A one-off technical issue between the central system ABAC and the local system Trèfle halted a number of invoices for many weeks and its resolution took longer than expected. This undermined the excellent performance and explains why 97% of payments were paid on time in terms of amount and 98% in terms of number.

Timely Payments	DGT Score	EC Score
	**97%**	**99%**

(Source: Financial Dashboard – Annex 4)

	2022	2023	2024
Time-to-pay			
Number of payments within time limit	99.3%	99%	98%
Amount paid within time limit	99.4%	98%	97%
Average payment times			
Average net/gross payment time*	8.3/8.6 days	9.5/9.3 days	10.6/9.8 days

Source: SAP.

*Net is without suspension delays/gross includes suspension delays.

DGT has a fully centralised financial circuit for payments and handles a high volume of very low value transactions. Some controls are automated by the local IT system (e.g. payments on the external translation budget line). Reports monitoring the invoice workflow are extracted twice a week from the Commission's finance database, enabling DGT to react rapidly in the event of any delays in the payment workflow. DGT maintained an excellent efficiency in average payment time – see Annex 4 and table above.

In 2024, DGT continued to use and promote the qualified electronic signature (QES) where possible, thus shortening its commitment workflow. Whenever contractors do not have QES certificates, DGT uses a 'hybrid' workflow for commitments, where the contractor signs in 'blue ink', and the Commission uses QES.

Other efficiency indicators are available in Annex 4. Based on the good results obtained, DGT concludes positively on the efficiency of the controls.

2.1.4. Economy of controls

The estimated cost of controls concerns the management of outsourced translations and IT budget lines (i.e. around 91.6% of DGT's commitment appropriations). It is independent from the type of funds used (delegated or own funds), as the controls are identical.

DGT applies the Commission-wide methodology for estimating, assessing and reporting on the cost-effectiveness of controls ([21]).

For **outsourced translations**, controls account for 7.74% (slightly up from 6.09% in 2023) i.e. ca EUR 1.2 million. Even with very efficient procurement procedures in place, a

([21]) As from 2021 the costs are calculated against the total amount of payments, whereas in previous years they were calculated against the total amount of legal commitments.

minimum number of controls have to be carried out for each transaction, regardless of the amount, in order to comply with the Financial Regulation. There were no changes in the control strategy compared to 2023.

The controls carried out encompass:

i) the legality and regularity of the transactions;

ii) operational agent verifications before documents to be translated are sent to the contractors (correct alignments, format of translation memories, reference documents, page counting, etc.);

iii) cost of the development and maintenance of the in-house IT system that processes the bulk of financial transactions. The number of controls integrated in the IT tool enabled better targeted financial verification and payment generation.

For the **management of the IT budget**, the overall cost of control in DGT is estimated at 1.56% (down from 2.3% in 2023) i.e. ca EUR 0.1 million, including legality and regularity checks.

For the **management of other activities**, the cost of controls is not calculated because their budget share in overall activities is negligible.

The **total cost of control** for DGT in 2024 is estimated at 5.59% (comparable with 5.17% in 2023) i.e. ca EUR 1.3 million. See Table Y in Annex 7 for details.

2.1.5. Conclusion on the cost-effectiveness of controls

Based on the most relevant key indicators and control results reported above, DGT has assessed the effectiveness, efficiency and economy of its control system and reached a positive conclusion on the cost-effectiveness of the controls for which it is responsible.

As explained in previous sections, DGT manages a very high number of transactions, both very low value procedures and purchase orders under framework contracts (18 001 alone for the external translation budget line), in relation to the size of its legally committed budget (EUR 24.8 million for all budget lines). Although the procurement rules are simplified for low and very low value procurement procedures, a standardised number of controls must be carried out for each transaction to comply with the Financial Regulation. Where possible (mainly for IT, events, and knowledge acquisition), DGT uses framework contracts from other DGs. For the management of the external translation budget, most financial transactions are automated via an IT system developed and maintained in-house.

DGT’s financial activities and subsequently DGT’s control environment and control strategy have remained stable for years. The indicators for DGT constantly confirm low error rates and fast payments, the legality and regularity of procedures, and that all goods and services procured meet the needs they are designed to cover. No new financial or control issues were identified in 2024.

2.2. Audit observations and recommendations

This section sets out briefly the state of play for all audit observations and recommendations reported by auditors related to internal control and financial management – including the limited conclusion of the Internal Auditor on the state of internal control. Further details for IAS and ECA audits can be found in Annex 8.

Where an audit has detected weaknesses affecting any internal control principle or the department's assurance, a detailed analysis is provided further below in section 2.3 and 2.4, accordingly.

An internal audit on procurement in DGT as lead department took place in 2024. The final report was issued by IAS on 24 February 2025.

The Internal Audit Service (IAS) also carried out an audit on IT security risk management at the Commission, with a specific section on DGT. There were two very important recommendations which were accepted by DGT management. The first recommendation concerns 'IT security risk management methodologies and tools', while the second concerns 'risk appetite and acceptance criteria'. Given that the final report was received only in January 2025, in line with relevant timelines, the action plan in question has not yet been submitted to and approved by IAS.

Internal Audit Service

In its contribution to the 2024 Annual Activity Report process, the Internal Audit Service concluded that the internal control systems in place for the audited processes are effective, except for the observations giving rise to the two 'very important' recommendations as in the table below (see annex 8 for details).

Reported	Audit Title	Accepted Recommendation	State of play in 2024	Impact on the assurance for 2024
2024	Audit on IT security risk management at the Commission	Very important : 1, 2	📝	✅

✅ Action plan implemented and closed by IAS or ECA / No impact on the assurance

⌛ Action plan implementation is ongoing or awaiting review from IAS or ECA

📝 Preparation of the action plan

🚩 Impact on the assurance

European Court of Auditors

There were no audits by European Court of Auditors (ECA) in 2024, nor any pending recommendations.

2.3. Assessment of the effectiveness of internal control systems

The Commission has adopted an Internal Control Framework based on the highest international standards ([22]).

DGT has adapted the Internal Control Framework to its specific characteristics and organisational structure. The internal control systems are suited to achieving its policy and internal control objectives in accordance with the internal control principles, having due regard to the risks associated with the environment in which it operates.

DGT assessed the effectiveness of its internal control systems in line with the methodology established in the Commission's Implementation Guide to the Internal Control Framework. The sources to assess the strengths and deficiencies of the internal control systems are:

i) the year-end assessment of the internal control monitoring criteria, including baseline and target values, established in DGT's 2024 Management Plan (see Annexes 2 and 7);

ii) management assessment of daily operations and results of key controls;

iii) results of corporate indicators reported in Annex 4;

iv) follow-up to staff surveys and customer survey;

v) analysis of the register of non-compliances and exceptions;

vi) ongoing monitoring of the anti-fraud strategy;

vii) regular risk assessments, as per DGT guidelines on risk management;

viii) relevant audit results.

A working group made of representatives of all directorates assessed the above sources on the basis of DG BUDG guidelines and templates. The conclusions, presented below, were approved by the director in charge of risk management and internal control.

DGT has assessed its **internal control system** during the reporting year and has concluded that it is **effective** and the **components and principles are present and functioning well overall,** but some improvements are needed as minor deficiencies were identified in control principle 11 related to IT security risk management **.**

([22]) The Committee of Sponsoring Organizations of the Treadway Commission Internal Control Integrated Framework, the golden standard for internal control systems.

2.4. Conclusions on the assurance

This section summarises the assessment of the elements reported above (in sections 2.1, 2.2 and 2.3), and the sub-conclusions. It draws an overall conclusion to support the Declaration of Assurance and whether it should be qualified with reservations.

DGT only manages direct centralised expenditure (low inherent risk) and has consistently had a close to zero error rate for years ([23]). For 2024, DGT was positively assessed with regard to 11 standard financial indicators at corporate level (see Annex 4).

Processes, systems and workflows for all sectors of DGT activity are documented and updated on a regular basis. A mid-term review of DGT's management plan summarises DGT's mid-year progress towards achieving the Commission's and DGT's policy objectives. Financial objectives are covered in the reports submitted by the authorising officers by sub-delegation once a year to the authorising officer by delegation. In addition, a high level of assurance regarding internal control is ensured by biannual internal control reports addressed to the Director-General.

Implementation of DGT's anti-fraud strategy action plan is monitored twice a year, and the risk register is reviewed at least once a year. Risks are appropriately managed and mitigating actions are put in place where needed.

All elements reported in Section 2.1 allowed senior management to conclude positively on the effectiveness, efficiency, and economy of controls in place in DGT.

Section 2.2 reports the results of management and auditor monitoring. Two very important recommendations were identified by IAS in its final report of January 2025 regarding an audit on IT security risk management at the Commission. Therefore, DGT's management has assessed that the internal control system is effective and functioning well overall (section 2.3).

A systematic analysis of the evidence available provides sufficient guarantees as to the completeness and reliability of the information reported and results in a comprehensive coverage of the budget delegated to the Director-General of Translation.

No weaknesses justifying a reservation were identified in the reporting period.

DGT did not entrust funds nor budget implementation tasks to the Translation Centre (decentralised agency). The Translation Centre's Management Board, chaired by the Director-General of Translation, will assess the Centre's 2024 annual consolidated activity report by mid-June 2025.

In conclusion, based on the elements reported above, management has reasonable assurance that, overall, suitable controls are in place and working as intended; risks are

([23]) An exceptionally higher error rate for one control system (outsourced translation) of 3.6% in 2021 fell to 1.94% in 2022, 1.39% in 2023 and finally 0.05% in 2024, inter alia thanks to mitigating measures such as a close monitoring of spending levels by the responsible units. However, as DGT applies a prudent error rate of 0.5% on all the control systems, this is reported as 0.5% for 2024.

being appropriately monitored and mitigated; and necessary improvements and reinforcements are being implemented. The Director-General, in his capacity as Authorising Officer by Delegation, has signed the Declaration of Assurance.

2.5. Declaration of Assurance

Declaration of Assurance

I, the undersigned,

Director-General of the Directorate-General for Translation

In my capacity as authorising officer by delegation

Declare that the information contained in this report gives a true and fair view ([24]).

State that I have reasonable assurance that the resources assigned to the activities described in this report have been used for their intended purpose and 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.

This reasonable assurance is based on my own judgement and on the information at my disposal, such as the results of the self-assessment, ex ante controls, and the work of the Internal Audit Service for years prior to the year of this declaration.

Confirm that I am not aware of anything not reported here which could harm the interests of the institution.

Brussels, 28 March 2025

(e-signed)

Christos ELLINIDES

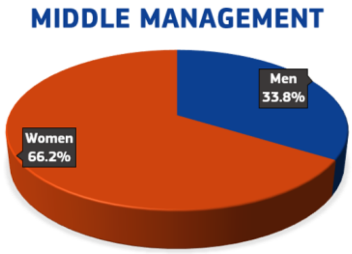
([24]) True and fair in this context means a reliable, complete and correct view on the state of affairs in the DG/Executive Agency.

3. MODERNISING THE ADMINISTRATION

3.1. Human resource management

In 2024, DGT underwent a **reconfiguration** to bring planning of translation demand and outsourcing of translations closer to the core business of translation, to streamline the structure for DGT's work on language data and technology for translation and for the Commission in general, and to align DGT's management structure with the decreased number of staff in translation directorates. In parallel, DGT **moved the offices** of its Brussels-based staff (around 900 people) and part of its Luxembourg-based staff (around 400 people). These moves were not just about new premises, but also entailed a shift to **flexible workspaces**. Alongside these changes, **DGT's intranet** was completely overhauled and was moved to SharePoint Online.

Facing the challenges of generational change, DGT welcomed the publication of **EPSO competitions for translators** for Danish, Dutch, English, French, Greek, Italian, Maltese and Spanish. It completed temporary agent selection procedures for Croatian and Portuguese translators and carried out an internal competition for Irish linguistic assistants.



In line with the Commission's objectives on **gender equality**, DGT appointed eight new female middle managers under the scheme to promote first female appointments, out of the target of nine for 2023-2024. On 31 December 2024, there was **66.2% female representation** in middle management.

The results of the **2023 HR staff survey** showed **DGT's very high staff engagement rate of 80%**, one of the highest in the Commission –, and other positive developments, including much improved satisfaction with senior management, new working arrangements, collaboration and communication. The results also highlighted areas for improvement, mainly the professional future of DGT staff and their physical working environment. DGT adopted an action plan to address these issues.

DGT kept implementing its **work plan for equality coordination and mainstreaming for 2023-2024**. It mapped and considered the special needs of staff with disabilities when allocating office space in the new buildings and ran a survey to assess staff views on their working conditions from a diversity, equality and inclusion perspective. The aim was to use the results to plan relevant internal training sessions, campaigns or workshops.

As a learning organisation, DGT continued to value **learning and development** for all staff categories (managers, translating and non-translating staff) in all areas, as a key factor in the continuous development of the skillsets needed in the workplace.

See Annex 10 for more information on human resources management.

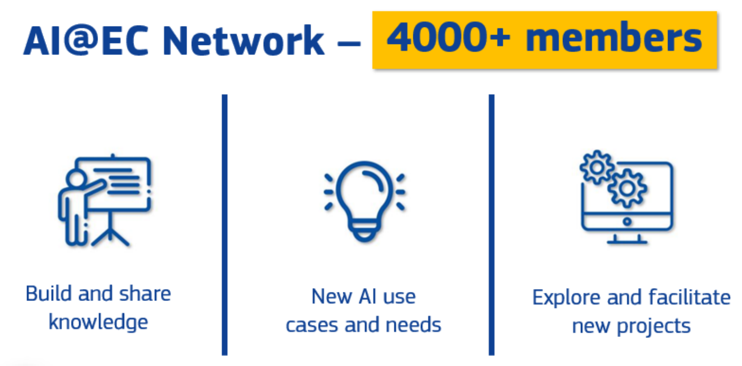
3.2. Digital transformation and information management

Digital transformation

In line with its digital master plan for 2021-2024, DGT made progress on its key **digital transformation projects** – its multiannual flagship eDGT programme, eTranslation and other AI-based multilingual services, CATE Next Generation, and Euramis Next Generation. This is fully in line with the objectives of the Commission's digital strategy. DGT's activities contributed to the objectives of fostering a digital culture, empowering a business-driven digital transformation and ensuring a seamless digital landscape.

As for the **eDGT programme** (see also specific objective 7.2 and Section 2F), DGT completed the **core business process review**, with the objective of streamlining, simplifying and harmonising processes and working methods. It approved the **technical architecture of eDGT**, opting to use the corporate offering (Compass Corporate) as its core platform, and started to work on the first step in the eDGT planning – the preparation of the development environment.

The Communication on Artificial Intelligence in the Commission ([25]) confirmed and formalised DGT's mandate to lead explorations and practical implementation of AI across the Commission via the **AI@EC Network**, which has reached over 4 000 members ([26]).



In this context, DGT made available an **eDrafting Lab**, an experimental environment focusing on prompting, i.e. designing specialised extensive instructions for specific complex use cases or tasks. Some of the Network's explorations turned into fully-fledged services: DGT launched **eBriefing** and **eReply** (see also specific objective 2.1 and Section 3.4) and worked closely with other departments to ensure that these services are seamlessly integrated in the Commission's digital environment, e.g. by integrating eBriefing in the Commission's workflow application for briefings. It also developed two AI-assisted editing services, to be launched in 2025. Building on the eDrafting Lab, DGT worked on a **prompt engineering consultancy service** to support Commission departments in designing prompts for AI models. The Network continued to act as a forum to build and share AI-

([25]) C(2024) 380 final of 24 January 2024. See https://commission.europa.eu/publications/artificial-intelligence-european-commission-aiec-communication_en.
([26]) The AI@EC Network is open to staff from the Commission, agencies and other EU institutions and bodies.

related business knowledge. Its mandate was expanded to cover change management aspects, to respond to people's needs in the AI transformation.

DGT continued to follow the Commission-wide efforts to move IT applications to the **cloud**, namely by considering cloudification in the definition architecture for eDGT. Furthermore, reflections started on hosting the server components of the CAT environment in the cloud. DGT prepared its IT environment for the roll-out of EdiT, the Commission's new legislative drafting tool, and on integrating DGT's local IT system for the outsourcing of translation work with the Commission's new accounting system SUMMA (see specific objective 7.2).

Information and IT security rules

In line with the Commission's IT security strategy for 2023-2024, DGT focused on updating or drafting the **IT security plans** for its applications, and on the compliance of DGT's applications with centrally defined security criteria. The overall coverage in 2024 was 88% for all IT systems and 100% for all systems handling sensitive non-confidential data. Up-to-date IT security plans are available for all applications handling sensitive non-confidential data. By December 2024, 100% of the 825 priority controls applicable to DGT IT systems had been attested.

Being highly dependent on IT, DGT continued to invest in raising staff awareness of **cybersecurity**. DGT cyber ambassadors (staff who had taken part in the Commission-wide cybersecurity training programme) organised sessions on security threats that colleagues should be aware of in their everyday work and private lives.

Data, information and knowledge management

DGT manages its key data assets - in particular translation data stored in the Euramis data base and terminology managed in IATE – **fully in line with the corporate principles for data governance** and exploits them for DGT's core business. The importance of data management in DGT was reflected in 2024 in the creation of a dedicated Data Management Unit in the context of DGT's reconfiguration

DGT's **knowledge management** activities focused on digital culture and AI literacy, connecting people and their knowledge, and AI for knowledge capture. In this context, DGT carried out its first-ever **DGT-wide digital skills survey**, with questions on IT tools, cybersecurity, and communication. The survey, which had a participation rate of 82%, was meant to comprehensively address DGT's digital skills landscape, driving targeted skills development. This is fully in line with the strategic objective of the Commission's digital strategy to foster a digital culture and the continuous development of staff's digital skills.

In 2024, DGT organised a record number of **166 knowledge-sharing events**, including **39 digital or IT-related sessions**. Topics ranged from AI to eDGT, terminology, M365, the use of computer-assisted translation tools and specific IT-related needs identified in language departments. DGT also prepared 15 e-learning modules, e.g. on translation of legal acts, eBriefing, TRAD23, and DGT workflow.

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Knowledge-sharing events

Data protection

DGT's data protection coordinator held ad hoc meetings with operational controllers and record editors on updating the Data Protection Records Management System. She continued to raise awareness among DGT staff by publishing articles on DGT's intranet and giving presentations on the legal framework and the key principles of personal data processing as well as on the role and responsibilities of data controllers.

3.3. Sound environmental management

DGT continued to support initiatives to increase **staff awareness of and engagement in environmentally friendly practices at the workplace** to contribute to the Commission's aim of reaching climate neutrality by 2030. It continued to implement the 'Greening the Commission' action plan ([27]) and organised local actions based on the Commission-wide Eco-Management and Audit Scheme (EMAS) action plan.

In this context, DGT continued to raise staff awareness of the carbon footprint of business travel and commuting and of **sustainable mobility** options. It took part in the EMAS energy-saving initiative by **closing buildings** in Brussels over the winter holiday period. It organised **Meet&Green** gatherings for staff to discuss initiatives to make DGT offices greener and two clothes swap events (in Brussels and Luxembourg) around Christmas, with remaining clothes donated to charities. DGT's online **Green DGTips** newsletter continued to mainstream EMAS information and offer ECO-tips to DGT staff.

DGT paid particular attention to ensuring an **environmentally friendly approach to its office moves**, taking part in the Give Objects Another Life initiative coordinated by the Office for Infrastructure and Logistics for the disposal of office waste. DGT encouraged staff in Brussels and Luxembourg to make use of the 'sorting corners' available, and the deposited items were, if in good condition, either returned to the central stock or donated to charities. Damaged supplies, or those which could not be reused, were sent to subcontractors for recycling.

DGT undertook eco-friendly office moves

All DGT internal and external events in 2024 continued to incorporate **sustainable events practices**, in line with the guidelines on organising sustainable meetings and events at the Commission. At the annual corporate competition on sustainable conferences and events, DGT won a **special award for 'Best Innovative Idea' for its virtual visits** for students and professors in translation programmes in EU universities. Not only do virtual visits reduce the carbon footprint of visits, they also make visits to DGT more accessible for people from the most remote corners of Europe and for people with disabilities.

([27]) For more information see https://commission.europa.eu/about/service-standards-and-principles/modernising-european-commission/greening-european-commission_en.

3.4. Examples of economy and efficiency

In 2024, DGT **further automated its outsourcing workflow**. It worked on adapting its systems with a view to extending the automated creation of packages for outsourcing to cover sensitive non-classified documents. Around 92.3% of outsourcing requests are now automated, up from around 81% in 2023. This reduces the administrative burden for translators and assistants in language departments and for staff in DGT's demand management unit.

DGT made good progress on the **eDGT programme** (see specific objective 7.2 and Section 3.2). Once fully operational, eDGT will reduce the complexity of the current workflow applications landscape, support the AI-powered automation of routine tasks and workflow steps wherever possible, and **reduce administrative overheads** per accepted translation request, thus **increasing DGT's overall efficiency**.

DGT continued to invest in **eTranslation** and to provide this service to other EU institutions and bodies for an annual fee. This generates economies of scale by avoiding costly local development or procurement. As a component of both the Commission's reusable solutions platform and the Digital Europe programme, eTranslation is designed to process high and growing volumes. Being an in-house solution to meet all machine translation needs, eTranslation helps streamline IT solutions and protect EU intellectual property rights and data ownership. In close cooperation with the Directorate-General for Communication and DG DIGIT, DGT further expanded the language coverage on Europa and other EU platforms through eTranslation, at minimum marginal costs for the EU budget (see specific objective 2.1).

As part of the grassroots initiatives on AI carried out in the context of the AI@EC Network, DGT continued to advance on tools and prototypes that can contribute to a smoother and **more efficient translation workflow**. They include TermiteOne, leveraging AI to extract terminology from documents, an AI Evaluation Sampler, which shows potential tangible time gains in the sampling of documents for the purpose of evaluating outsourced translations, or a prototype for detecting semantic similarity at document or segment level. Other tools, such as **eBriefing** or **eReply**, go beyond the translation workflow and have the capacity to **enhance operational efficiency across the Commission**. For instance, eBriefing was integrated in the Commission's workflow application for briefings, thus relieving staff of repetitive tasks so that they can focus on more complex tasks.