

Management Plan 2026

Directorate-General
for Interpretation

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PART 1. Introduction

Strategic planning and programming are the cornerstone of the **Commission’s performance management framework**. The [Commission’s strategic plan for 2025-2029](#) translates the [political priorities](#) set in the [Political Guidelines of President von der Leyen](#) into general objectives. This process ensures institutional coherence, enhances accountability, and aligns the actions of all Commission services with the strategic vision of the mandate.

Within this framework, each Commission service has developed a **strategic outlook for 2025-2029** in [Management plan 2025](#). This outlook defines a set of multiannual objectives and indicators to measure progress towards their achievement. These will be used for planning and reporting on performance throughout the period.

The **2026 management plan** sets out what the Directorate-General for Interpretation (DG SCIC) intends to deliver this year to contribute to these multiannual objectives (part 2). It also describes how DG SCIC will contribute to the common objective of building a modern and sustainable public administration (part 3). The main outputs with their indicators and targets are presented in Annexes 1 and 2.

The chart below illustrates the performance framework for DG SCIC.

General Objective 8: A modern, high-performing and sustainable Commission	
Specific Objective 8.1	KPI 8.1.1
Modern and sustainable interpretation services are provided for the EU institutions, bodies and agencies	Percentage of customers’ requests for interpretation that DG SCIC is able to satisfy
Specific Objective 8.2	KPI 8.2.1
High quality interpretation is provided to satisfy our customers’ needs	Satisfaction with the quality of interpretation expressed by our users
Specific Objective 8.3	KPI 8.3.1
Modern and sustainable meeting services are provided for the European Commission	Customer satisfaction with meeting services offered in corporate meeting spaces
Specific Objective 8.4	KPI 8.4.1
Modern and sustainable conference organisation services are provided for the European Commission	Satisfaction of customer DGs, agencies and services
Specific Objective 8.5	KPI 8.5.1
Increased use of speech technologies in the European Commission	Number of DGs using multilingual speech services powered by DG SCIC

PART 2. Delivering on the Commission's priorities in 2026

Specific objective 1: Modern and sustainable interpretation services are provided to the EU institutions, bodies and agencies

The recommendations from the ongoing **business model analysis** will be the basis for adapting interpretation services and the way they are delivered, aiming to provide modern and sustainable interpretation services.

The outcomes of the pilot on updated programming arrangements for **interpretation at meetings on platforms** should drive the implementation, with the necessary adjustments, of a more sustainable solution, which reflects contemporary needs and customer expectations. At the same time, we will continue to observe our duty of care for **interpreters' health and safety**, with the support of the Medical Service.

Through a client-account management approach, we will continue raising awareness among meeting organisers and end users of the importance of **sound quality and online meeting etiquette**. We will also continue improving the technical conditions and support for virtual and hybrid meetings.

Through the ongoing recast of the 1987 Agreement on **Interpreters' Working Conditions**, we will bring our services closer to today's needs by taking account of technological developments, modern work and travel patterns, sustainability and greening. The reviewed framework will enable us to offer a seamless use of remote interpretation for political-level meetings, foster multilingualism and support modular use of meeting rooms.

DG SCIC will review the **organisation of the provision of interpretation services** for all its customers. We will also aim to integrate further our service offer to ensure seamless synergy between the various services we offer.

As a first step in this review, we will extend the current system for early confirmation of rooms for some types of meetings to include also the **confirmation of interpretation**. We will also work on a more comprehensive improvement of our interpretation ordering process taking into account our customers' feedback.

The **Service Level Agreements** (SLAs) with external customer institutions will need to be updated to allow DG SCIC to continue playing its public service role while meeting customers' needs in a sustainable manner.

For DG SCIC to be able to provide its services and satisfy the demand for interpretation, a sufficient number of interpreters with the required skills and language combinations needs to be available. To this end, we will continue to support interpreters to broaden their language combinations for a more efficient use of resources.

In the context of the multi-annual **Digital Transformation Programme**, further testing of several Proof-of-Concepts, which include AI-powered solutions, will show if these tools are fit

for purpose.

We will continue making Commission events more accessible by providing interpretation in **International Sign** in a more flexible way and in line with users' needs and expectations, and by further developing speech services, such as automated subtitling of videos and meeting participants' interventions.

We will maintain provision of **Ukrainian interpretation** at the highest political and operational levels, and pursue capacity-building efforts, including accreditation tests, for Ukrainian and other enlargement languages.

For the relevant performance table with details of the outputs, see Annex 1 on page 15.

Specific objective 2: High quality interpretation is provided to satisfy our customers' needs

One of our key missions is to provide quality interpretation to support **multilingual communication** within the EU Institutions, and thereby facilitate transparent, efficient, and democratic EU decision-making, and to ensure proximity to European citizens.

Meetings held by EU Institutions are complex and require quality interpretation, in all languages provided, by skilled conference interpreters, with high professional standards, excellent analytical and communication skills and language combinations that meet the needs of meeting participants.

We will maintain our system of **continuous quality monitoring** for both staff and freelancers, ensuring that any complaints received are promptly followed up. In addition, we will take measures to implement the findings of the 2025 Customer Satisfaction Survey to guarantee the highest level of quality for our clients.

The **Interpreter's Digital Toolbox** plays a key part in ensuring the quality of interpretation. It facilitates interpreters' preparation and work in the booth, access to documents, terminology, exchange of information and cooperation in the team. Additional functionalities are planned for 2026 such as completing the eSummary and eBriefing integration; automatic tagging of documents (integration with GPT@EC); reinforced security measures; improved communication module (integrating the Meeting Blog) and considerable improvements of user experience for both document managers and interpreters.

Language and thematic learning play an important role in maintaining the quality of interpretation. DG SCIC continuously supports interpreters by offering opportunities to develop further professional skills. Particular attention will be given to **digital upskilling**. The e-Learning concept and course catalogue, which help interpreters enhance specific skills and knowledge, will be enriched with new content.

We will continue to invest in **succession** planning. The training offer to universities will remain hybrid. The Interpreter Training Tool (ITT), a high-quality digital solution for **remote simultaneous training**, will be fully rolled out to allow students to practice in an environment close to that of the interinstitutional accreditation tests. Supporting the training of future

interpreters allows us to create a pool for future recruitment and for EU and candidate country languages.

We will simplify the various sets of **interpreters' working conditions**. We will continue our close cooperation with the Medical Service, the Office for Infrastructure and Logistics in Brussels (OIB) and staff representatives to **protect interpreters' auditory health and overall well-being** in the changing working environment, including through implementing the recommendations of the Risk Analysis carried out in 2025. In addition, we aim to further professionalise the role of the Head of Interpretation Team to provide the requisite level of service to our customers.

For the relevant performance table with details of the outputs, see Annex 1 on page 16.

Specific objective 3: Modern and sustainable meeting services are provided for the European Commission

As the domain leader for meeting room management, DG SCIC offers corporate meeting services in Brussels, including meeting room installation and maintenance, a helpdesk service, room booking, technical support during meetings, web streaming and logistics services for meetings and events.

In line with the latest meeting services strategy, we will be advancing our transition from meeting room and space management to a more comprehensive approach envisioned as **integrated meeting services**. The focus is on a user-centric and seamless approach in close collaboration with other services like the Directorate-General for Digital Services (DG DIGIT), the Offices for Infrastructure and Logistics in Brussels (OIB) and Luxembourg (OIL).

In an effort to further **enhance user experience**, we will continue to offer a single point of entry (MACS ⁽¹⁾) as well as guidance on meeting organisation, sound quality tests for hybrid meetings with interpretation and dedicated support to VIP rooms and VVIP meetings. Our catalogue of services will be continuously updated and communication actions will showcase our services throughout the year.

DG SCIC will also continue to work in close cooperation with OIB and OIL for a seamless integration of meeting room logistics into meeting and event preparation.

We will further facilitate advanced hybrid meeting capabilities at the Commission. In addition, we will work with other central services to offer **integrated technical support** across the Commission, enhancing meeting efficiency and effectiveness. This includes using a robust protocol for the corporate ticketing tool and having a single support telephone number for meeting room issues in Brussels and Luxembourg. In addition, more support services will be accessible via the Staff Centre, the Commission corporate support centre.

We will also continue to focus on achieving the **efficient management of meeting spaces**. This involves close follow-up of the rollout of the Commission buildings policy, aiming to optimise the use of meeting spaces. Thanks to the recent extension of our services to

⁽¹⁾ Meeting and Conference Support

Luxembourg, we will gradually upgrade audio-visual equipment and provide support to meetings and events there. We will also focus on working closely with OIB and OIL on preparations for the future Conference Centre in Brussels and for the Jean Monet II building in Luxembourg.

DG SCIC, as a lead contracting authority, will also sign, promote and manage an **interinstitutional framework contract** for audio visual and meeting spaces services used by more than 40 EU institutions, including the European Council.

For the relevant performance table with details of the outputs, see Annex 1 on page 17.

Specific objective 4: Modern and sustainable conference organisation services are provided for the European Commission

DG SCIC contributes to the Commission's priorities by supporting the organisation of conferences with a clear political or external communications dimension.

All well-established fundamentals of our domain leadership will continue to be adapted and expanded to **respond to evolving needs**, such as the Events Database, the corporate framework contract, the conference wiki, the conference helpline, conference management services, the participant registration tool, and community development.

We will continue overseeing the correct implementation of the corporate **framework contract** for conference services, promoting it and providing assistance and training for users.

DG SCIC launched a 2-year pilot phase for a corporate **virtual conference platform** in 2024. The selected platform is being used to organise a series of virtual events to test the uptake by client DGs, adapt to the needs and define the further cost-model of the platform.

We will continue to ensure that a substantial number of flagship Commission conferences benefit from **modern and professional conference management services** through our in-house team of conference managers and specialists in participant registration, striving to ensure the best quality of service for colleagues.

DG SCIC's objective is also to ensure that conference and meeting services reflect the objectives of the 'Greening the Commission Communication' by supporting the adoption of environmentally friendly practices, thereby contributing to a reduction in the carbon footprint of events. DG SCIC will further promote **sustainable events** and continue to support the conference organisers' community in their **shift towards virtual and hybrid conferences**. We will continue to enhance the **corporate registration tool** and provide the necessary training and support to DGs, enabling more DGs to use it independently. A new **carbon footprint calculator module**, which enables conference organisers to calculate travel emissions of conference participants, will be further deployed.

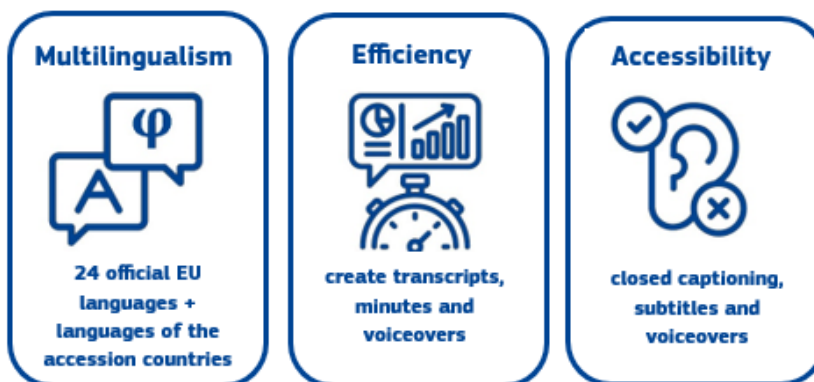
For the relevant performance table with details of the outputs, see Annex 1 on page 17.

Specific objective 5: Increased use of speech technologies in the European Commission

DG SCIC is at the forefront of developing speech technologies, acknowledging their role in fostering **multilingualism** and **accessibility** and **enhancing the efficiency** of Commission services.

We develop language technology tools across the

European Commission and the EU at large, with a focus on **tools using the voice**, and **supporting meeting participants and organisers**.



Transcription and closed captioning are vital to ensure that meetings, conferences and audio-visual content are fully accessible and inclusive for all audiences. We will continue to pilot the eMeeting tool, which offers real-time multilingual transcriptions during meetings and conferences (i.e. speech-to-text combined with translation). The eMeeting tool leverages generative AI, for instance, to create draft meeting minutes.

We will also further explore new AI-based technologies such as speech-to-speech translation.

Additionally, in collaboration with the DGs concerned, we will continue to develop eLoqui, an AI-powered portal equipped with high-quality synthetic voices to produce voiceovers. This application can be expanded to podcasting and read-outs of web pages or publications. It improves efficiency in creating content, helps reduce costs and promotes multilingualism and accessibility.

For the relevant performance table with details of the outputs, see Annex 1 on page 17.

PART 3. A modern and sustainable public administration: outputs in 2026

The internal control framework supports sound management and decision-making. In particular, it ensures that risks to the achievement of objectives are addressed and reduced to acceptable levels through cost-effective controls.

DG SCIC has established an internal control system tailored to its particular characteristics and circumstances. The effective functioning of this internal control system will be assessed on an ongoing basis throughout the year and will be subject to an annual assessment covering all internal control principles.

A. Human resource management

DG SCIC strives to nurture its workforce and attract competent staff in its key domains, where resources are particularly scarce. To enhance the availability of interpreters and ensure efficient and balanced use of both permanent and freelance resources, DG SCIC aims at completing the **internal competitions** for the Danish, English, French and Italian language units. This will reinforce stability and ensure service delivery. Efforts to accredit freelance interpreters and to increase the success rate in the accreditation tests are also ongoing.

DG SCIC is also reinforcing **cybersecurity awareness and digital skills** by continuously promoting learning opportunities in this field. In line with constant efforts to ensure a safe and sound workplace, DG SCIC will organise **psycho-social risk prevention workshops** for managers.

DG SCIC will further **promote equality in staff policies**. We already boast an excellent track record in gender balance for management positions. The goal is to maintain a high level of female representation within the management team and contribute to the Commission's objectives in line with Commission Decision SEC (2023) 200. Moreover, we will implement the geographical balance policy, which is applicable in the Commission, promote a healthy work-life balance and, when necessary, organise reasonable accommodation for colleagues.

We will establish a follow-up plan to the 2025 **Commission Staff Survey** with a clear set of actions. The plan will complement the conclusions drawn from the 2025 participatory process which contributed to the identification of new strategic priorities for the service.

For the relevant performance table with details of the outputs, see Annex 2 on page 19.

B. Digital transformation and data management

Digital transformation

A detailed roadmap, for 2023–2028, aligned with the broader EC Digital Strategy, with more than 100 projects split over six streams (processes, technology, communication and user experience,

statistics, digital skills, maintenance) has been developed and is regularly updated to steer and monitor efforts.

Digital Culture: To foster a strong digital culture, DG SCIC will continue to **enhance digital skills** among staff by promoting participation in IT training courses, mainly those dealing with the use of new technologies, and will regularly communicate on the topic and promote selected training courses. **Promotion of mobile-ready EC applications**, such as On the Go and EUWARN, will be intensified. To support the **embracing of the digital transformation**, DG SCIC will continue to promote meetings with the digital transformation ambassadors (selected users representing all the DG) communicating on the advancing of the digital transformation programme, as well as presenting the next deliveries of the digital transformation roadmap. **Cybersecurity awareness** will continue to be strengthened through promoting participation in cybersecurity training courses and awareness campaigns.

Business-driven Digital Transformation: DG SCIC is focused on **improving business-process modelling** to help business users and analysts identify new opportunities for automation and process streamlining. Efforts to promote **data openness and interoperability** include strengthening synergies with other departments, promoting the use of EC data catalogues, and ensuring interoperability through dataset testing and steward per dataset. **Innovation** is driven by collaboration, user feedback, integration, reuse, new technologies, and is supported by the allocation of adequate resources to enable the changes. DG SCIC focuses on corporate **AI solutions**, developing innovative prototypes and systems in accordance with corporate AI Governance and guidelines, and training staff to use them effectively. AI is regarded as a strategic priority and adopted not as a trend, but where it demonstrates the strongest efficiency and effectiveness compared to existing ‘standard’ tools.

Seamless Digital Environment: DG SCIC is committed to **enhancing its digital ecosystem** by addressing both the technical and strategic fitness of its IT systems. DG SCIC follows the **Reuse–Buy–Build approach** to replace outdated systems and integrate modern technologies, thereby expanding and evolving its digital solutions. This includes migrating existing systems to newer technologies and collaborating with other departments to identify gaps through the Digital Innovation Dashboard, as well as systematically considering cloud adoption from the design phase of all new systems. In order to strengthen the Department’s IT sovereignty and resilience, we will be mapping third-party dependencies and the supply chain and gaining and maintaining control of critical assets, data, and operations. We will also implement robust measures to prevent, detect, and respond to disruptions or threats, in full compliance with applicable EU laws and regulations and in line with the European Commission's IT security and resilience standards.

Green, Secure and Resilient Infrastructure: DG SCIC will **enhance the digital workplace** by promoting the Digital Workplace Portal, which provides access to IT tools, services, working and training resources, as well as integrating the new roadmap deliveries affecting interpreters (ACI Payment Request, Rapport de Séance ⁽²⁾, etc.) into the IDT (Interpreters Digital Toolbox). **Cybersecurity** efforts will focus on revising the security plans, improving maturity levels, and reducing risks. We will be also further implementing the actions outlined in the EC Cybersecurity Strategy for 2025-2026, such as raising the cybersecurity awareness within the DG or continuing

⁽²⁾ ACI Payment Request (APR) – an application used by freelance interpreters (ACIs) to submit and manage their expense requests
Rapport de Séance (RDS) – a report used for meeting feedback

efforts to lower the risk from IT security incidents. **Greening initiatives** will promote paperless practices, develop new digital features that support paperless, encourage switching off laptops at night, and implement Green Public Procurement Criteria to ensure the acquisition of sustainable IT equipment and solutions.

Data management

We recognise that high-quality data is essential to support our mission. We will continue actions to support our level in implementing corporate data policies, which is currently classified as 'developing'. We will implement targeted actions to reach an 'established' level by 2027.

Building on the 2024 AS-IS and TO-BE data landscape reports, we will **strengthen data management practices** by actively participating in the central data acquisition policy and ensuring consistent reporting of our data assets in the EC Data Catalogue. This includes updating existing entries and documenting new assets as they emerge.

We will further clarify and formalise the **roles and responsibilities of data owners** and data stewards across DG SCIC. The internal network of data stewards will continue to ensure the quality and timeliness of key data assets, support corporate data governance activities, and act as a reference point for business units on data-related questions.

To **improve data quality and apply FAIR principles** (Findable, Accessible, Interoperable, Reusable), we will reinforce the use of corporate reference data, promote harmonised data standards, and ensure interoperable and reusable datasets for reporting and analytics. Ongoing initiatives, such as the statistical dashboards for Senior and Middle Management, the development of integrated data provision services, and enhancements to predictive and trend-analysis capabilities will directly support this effort.

Finally, DG SCIC will continue **developing data skills** within the DG by encouraging participation in corporate training programmes and organising local capacity-building initiatives through the steward network. These actions will help raise awareness of the value of high-quality data and strengthen our overall data governance culture.

Data Protection

DG SCIC will continue to ensure that all records are updated on a biannual basis. General **awareness-raising activities** on data protection training and the provision of clear information on the intranet will also be maintained. Particular attention will be given to the **management of data subjects' requests and data breaches**, as well as reinforcing compliance with data protection rules, in particular in conference organisation and meeting room management.

For the relevant performance table with details of the outputs, see Annex 2 on page 19.

C. Sound financial management

DG SCIC's actions regarding sound financial management aim to provide the authorising officer by delegation with reasonable assurance as regards the legality and regularity of transactions to ensure that:

1. controls in place are effective: *ex ante* controls result in a low risk at payment, *ex post* controls ensure the risk at closure is kept at low level, and the physical inventory exercise confirms the effective safeguarding of assets;
2. controls are cost-efficient, as measured by the cost of controls;
3. DG SCIC collects revenue in a timely manner, thereby supporting the financing of planned activities and continuity of operations; and
4. timely execution of payments is guaranteed, thereby complying with the Commission's corporate commitment.

The **progressive rollout of eProcurement tools** will be continued, which will have an effect on the processing of financial files. The financial and operational units will be in continuous cooperation aiming at optimal use of the new systems. We will further explore the expanding array of corporate tools to establish DG-specific customised reporting and monitoring on SUMMA data in the most efficient way.

For the relevant performance table with details of the outputs, see Annex 2 on page 21.

D. Fraud risk management

DG SCIC is classified as a relatively low fraud risk DG as its spending typology does not entail particular risks, either in quantity or quality terms. The issue of anti-fraud measures is therefore dealt with in the wider setting of ethical behaviour in a professional context.

DG SCIC has been developing and implementing its own Anti-Fraud Strategy (AFS) since 2016, based on the methodology provided by the European Anti-Fraud Office (OLAF). It was last updated in April 2024. The updated AFS and its Action Plan include measures aiming to contribute to the revised Commission Anti-Fraud Strategy Action Plan of July 2023.

In 2026, fraud awareness will be further improved by organising **awarenessraising activities** on fraud risks tailored to our activities. In addition, we will maintain our cooperation with OLAF, in particular via participation in the Commission Fraud Prevention and Detection Network. We will also continue operating DG SCIC Financial Correspondents Network and will include at least one topic on anti-fraud and ethics on the agenda of the meeting of this network.

For the relevant performance table with details of the outputs, see Annex 2 on page 21.

E. Sound environmental management

DG SCIC is committed to the 'greening' of its daily operations by reviewing its working methods and fostering individual awareness, thereby contributing to the European Commission's goal of being climate neutral by 2030. We will remain a significant **promoter and enabler of**

environmental sustainability in the Commission. We will maintain our contribution to implementing the *Greening the Commission Communication* ⁽³⁾ and *Action Plan on Greening the Commission* ⁽⁴⁾. In February 2026, the *Global EMAS Action Plan* is to be submitted to the EMAS Steering Committee, of which DG SCIC is a part. Throughout the year, we will pursue concrete actions from this plan.

The **Green SCIC Committee** plays a key role in ensuring the **awareness and involvement of staff**. The monthly *Green Digest* newsletter will continue to inform staff about local and corporate environmental actions and encourage them to get involved.

In 2019, DG SCIC's **emissions from staff professional travel** were 1 073 t CO₂. We have already achieved a reduction of over 50% in each of the following years. Our goal is to maintain these good results.

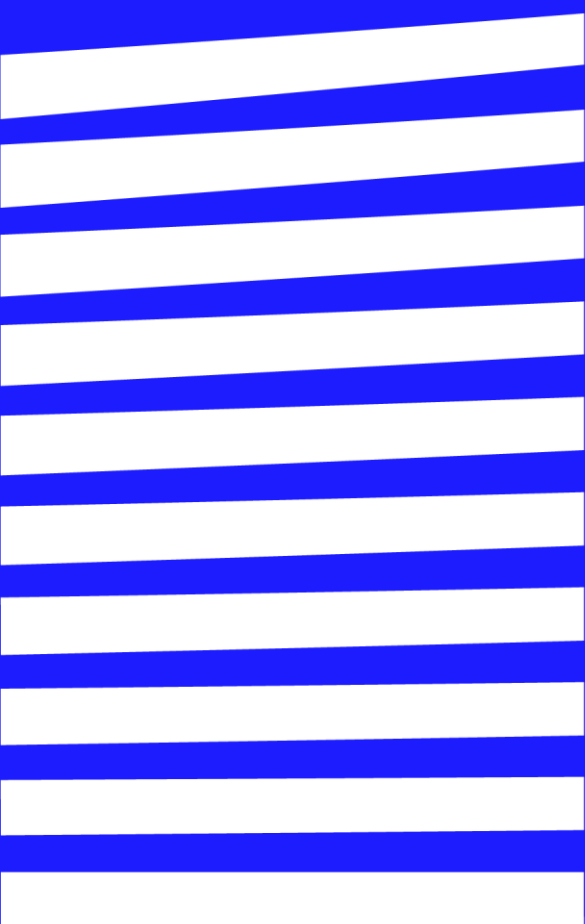
For the relevant performance table with details of the outputs, see Annex 2 on page 22.

⁽³⁾ [Communication COM\(2022\) 2230: Greening the Commission](#)

⁽⁴⁾ [Annexes to the Communication to the Commission. Greening the Commission.](#)



ANNEXES



ANNEX 1: Performance tables – delivering on Commission priorities in 2026

General objective 8: A modern, high-performing and sustainable European Commission

Specific Objective 8.1: Modern and sustainable interpretation services are provided to the EU institutions, bodies and agencies

Not related to a spending programme

Main outputs in 2026:

Output	Indicator	Target
Business model analysis	Recommendations are drawn	June 2026
Updated Arrangements for Meetings on Platforms	Adjustments implemented	July 2026
Recast of the 1987 Agreement on Interpreters' Working Conditions	Recast completed	July 2026
Revision of the interpretation ordering system	Early confirmation of interpretation for meetings with 'Agreement in Principle' implemented.	Q1 2026
Service Level Agreement (SLA) with the Council	Negotiation approach and timeline are defined	July 2026
Senior Management Dashboard	Users' feedback consolidated	Q1 2026
Staff interpreters' activities other than assignment to meetings are organised in a fair and transparent manner	Mapping of activities completed Priorities defined and workflows streamlined	Q1 2026 End 2026
Automation of freelance interpreters' expenses	Tool effectively used by freelancers and the Joint Payment Office	Q1 2026
Extension of direct language coverage of meetings	Number of active and/or passive languages added by staff and freelance interpreters in line with DG SCIC priority needs	35
New content in the e-learning programme for staff interpreters	2 new e-learning courses created and added to the course catalogue (as a pilot project) At least 10 new courses from other institutions added to the course catalogue	End 2026
Full integration of the Interpreter Training Tool (ITT) in SCIC's pedagogical activities	At least 20 sessions of online pedagogical assistance and virtual classes held with ITT	End 2026
Adapted technical specifications of the setup for the provision of International Sign interpretation	Technical standards are adapted to clients' needs and to the new ISO-standard	End 2026

Output	Indicator	Target
First online interinstitutional freelance accreditation test for Ukrainian	Testing completed, with fully digitised workflows	Q1
Specific Objective 8.2: High quality interpretation is provided to satisfy our customers' needs <i>Not related to a spending programme</i>		
Main outputs in 2026:		
Output	Indicator	Target
Follow-up of quality issues at meetings served by DG SCIC interpreters	Percentage of complaints about interpretation followed up	100%
Enhancement of the Interpreter's Digital Toolbox	<ul style="list-style-type: none"> • eSummary and eBriefing integration • automatic tagging of documents (integration with GPT@EC) • reinforced security measures • improved communication module (integrating the Meeting Blog) • improvements of user experience 	End 2026
Organisation of language, thematic and digital upskilling courses	Number of participations ⁽⁵⁾ in courses	1 500
Pedagogical support to universities and students (pedagogical assistance, virtual classes, study visits, mock conferences, Academy of Trainers, Training for Trainers)	Pedagogical assistance: at least 320 days; Virtual classes: at least 30; Study visits: at least 30 visits; Mock conference: at least 1; Academy of Trainers: 1; Training-for-trainers: 1 to 2	End 2026
Financial support to universities and students (grants and bursaries)	Execution percentage of the combined budget received for grants and bursaries	Combined budget execution for grants and bursaries exceeds 90%
Further enhancement of the Speech Repository	Number of new speeches added for EU languages	At least 275
	Number of new speeches added for enlargement languages	At least 25
Protecting interpreters' auditory health and overall well-being	Implementing the results of the risk analysis	End 2026
Training for Heads of Interpretation Teams	Number of staff participating in relevant training	30

⁽⁵⁾ We refer to participations and not participants as it is possible for one participant to enrol in multiple training sessions.

Specific Objective 8.3: Modern and sustainable meeting services are provided for the European Commission

Not related to a spending programme

Main outputs in 2026:

Output	Indicator	Target
SCIC catalogue of services	Current catalogue of services is updated	End 2026
Single contact number for meeting and conference support	The phone number 79000 is also used for meeting rooms in Luxembourg	End 2026
Sound quality tests for hybrid meetings with interpretation	All meeting organisers are invited to sound quality tests	End 2026
Streamline logistic services for meeting rooms in Brussels	Refined workflows between DG SCIC and OIB	June 2026
Meeting services in MIRA	Meeting services module in MIRA is rolled out to all DGs	June 2026
EU-wide framework contract for audio-visual services	New inter-institutional framework contract signed	Q1 2026

Specific Objective 8.4: Modern and sustainable conference organisation services are provided for the European Commission

Not related to a spending programme

Main outputs in 2026:

Output	Indicator	Target
Conference services to DGs for the organisation of their conferences	Conference services to DGs for the organisation of +/- 100 conferences provided	End 2026
Information sessions for Commission services and Executive Agencies about the FWC for conference services	Number of information sessions provided	2
Pilot project for a corporate virtual conference platform	Number of conferences organised using the corporate platform	5
Targeted training offers for specific groups/on specific topics	Number of Event-Works training sessions	2 cycles, comprising overall 8 sessions for different levels of users
Carbon Footprint Calculator	Uptake by at least 50% of events organised using the corporate participants registration tool	End 2026

Specific Objective 8.5: Increased use of speech technologies in the European Commission

Not related to a spending programme

Main outputs in 2026:

Output	Indicator	Target
Additional features for the eMeeting application	<ul style="list-style-type: none"> Sensitive Data Handling 	End 2026

Output	Indicator	Target
	<ul style="list-style-type: none"> • Connection of eMeeting with GPT@EC • Possibility for the user to choose a prompt for automatic minutes from a list and to define his/her own prompt • Integration enabling eMeeting sessions to be linked to Teams meetings via ID or URL • Usage Statistics Dashboard 	
Update of custom models in EN and FR	Models updated and maintained	End 2026
eMeeting service	eMeeting is used in meetings and conferences in BERL, CHAR or CCAB	Q2 2026
Additional features for the eLoqui application	<ul style="list-style-type: none"> • Integration with eTranslation (Machine translation) • Expanded voice selection with OpenAI voices • Improvement of administration workflow • Workspace usage analytics and quota management • Customisable audio output format selection 	End 2026
Roll-out of eLoqui	eLoqui is used in other DGs in the Commission	Q2 2026

ANNEX 2: Performance tables – A modern and sustainable public administration

A. Human resource management

Objective: DG SCIC employs a skilled, diverse and motivated workforce to deliver on the Commission's priorities.		
Main outputs in 2026:		
Output	Indicator	Target
Female appointments to middle management positions	Percentage of female middle managers	Maintain the female representation in middle management at minimum 50%
Follow-up plan to the 2025 Commission Staff Survey	Follow-up plan for DG SCIC is established	Q2 2026

B. Digital transformation and data management

Objective: DG SCIC is using innovative, trusted digital solutions for better policymaking, data management and administrative processes to create a digitally transformed, user-focused and data-driven Commission.		
Main outputs in 2026:		
Digital Transformation		
Output	Indicator	Target
Enhancement of the Interpreter's Digital Toolbox	<ul style="list-style-type: none"> eSummary and eBriefing integration automatic tagging of documents (integration with GPT@EC) reinforced security measures improved communication module (integrating the Meeting Blog) improvements of user experience 	End 2026
Automation of ACI (freelancers) expenses management (using AI tools)	Go live	March 2026

Output	Indicator	Target
DG SCIC's Information System's Security Plans are updated	Updated Security Plans: Conference Management Software, MIM, MIRA, Online Interpreter Selection Tool, 2 MERASE modules, VCP - Virtual Conference Platform, Corporate Speech-to-Text, Interpreter Training Tool, eLoqui, Simultaneous Interpretation Delivery Platform (Service)	2026
Enhanced programming of interpretation	Solution developed/ready for integration into the modernised MIM (as an advanced Pearl feature)	October 2026
Digitalisation of interpretation requests of the Council	Medium-term solution developed (data injection app) while waiting for a long-term solution (API)	End 2026
Digital communication with interpreters on urgent changes for meetings in Brussels and elsewhere	New features in 'Interpreter Alerts' app developed	June 2026
Interinstitutional Chatbot for ACI interpreters	Efficient search features, improvement of user experience	April 2026
Operate the Digital Transformation Ambassadors Network	Number of coordination meetings organised	3

Data Management

Output	Indicator	Target
Dashboard for business units	Better quality statistics available for business units	End 2026

Data Protection

Output	Indicator	Target
Awareness-raising activities	Percentage of newcomers who received an email with relevant EUDPR information and reminding them to undergo Data Protection training	100%
	Data protection page on SCICnet is improved	100%
Compliance with the EUDPR	Records of processing operations reviewed within the last two years	100%

C. Sound financial management

Objective: The authorising officer by delegation has reasonable assurance that resources have been used in accordance with the principles of sound financial management and that cost-effective controls are in place which give the necessary guarantees concerning the legality and regularity of underlying transactions.

Main outputs in 2026

Output	Indicator	Target
Effective controls: legal and regular transactions	Estimated risk at payment	Remains < 2% of relevant expenditure
	Estimated risk at closure	Remains < 2% of relevant expenditure
Effective controls: Safeguarded assets	Share of missing items, detected via periodic verifications (every three years) of the existence of goods listed in the inventory of audio-visual equipment	Remains < 6% of the number of non-located items from the audio-visual inventory
Efficient controls	Percentage of payments (in value) made within the applicable time limits	Remains > 95% of payments (in value) made on time
Economy of controls	Overall estimated cost of controls	Remains < 3% of funds managed

D. Fraud risk management

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission anti-fraud strategy ⁽⁶⁾ aimed at the prevention, detection and correction ⁽⁷⁾ of fraud.

Main outputs in 2026:

Output	Indicator	Target
Organising awareness-raising workshop on fraud risks linked to the activities of the DG/discussion on fraud issues during management and unit meetings	Number of events organised	At least 1 event

⁽⁶⁾ Communication from the Commission 'Commission Anti-Fraud Strategy: enhanced action to protect the EU budget', COM(2019) 176 of 29 April 2019; Communication from the Commission "Commission Anti-Fraud Strategy Action plan – revision 2023" of 11 July 2023 – “the Communication on the 2023 revision” – and the accompanying revised action plan – “the revised Action Plan”.

⁽⁷⁾ Correction of fraud' is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

Output	Indicator	Target
Operate the DG SCIC Financial Correspondents Network, include at least one topic on anti-fraud and ethics on the agenda of the meeting of the network.	Number of times anti-fraud and ethics topics are included in the agenda of the meeting	At least once

E. Sound environmental management

Objective: Reaching climate neutrality by 2030 and a reduced environmental footprint for the Commission.

Main outputs in 2026

Output	Indicator	Target
Actions to reduce emissions from staff professional travel	Number of specific initiatives to reduce emissions from staff professional travel	2
Energy saving actions	% of department buildings participating in the annual BEST energy saving actions (summer and winter actions)	67%
Staff awareness actions	Number of staff awareness actions in line with EMAS/greening corporate campaigns or from local initiatives	At least 10 staff awareness actions, including: 1. Green digest newsletter: 10 editions 2. Green Corner on SCICnet 3. Collection of bottle tops 4. Green SCIC Committee: 2 meetings 5. Presentation for DG SCIC newcomers 6. Planting seeds in L107 flowerpots 7. Workshop run during the EMAS campaign 8. Clean-up action around 107 9. Book corner 10. 'Bring your cup' campaign
Sustainable events	% department events, incorporating the EC Guidelines for sustainable events	100%
Digital hygiene	Number of actions promoting more efficient use of IT resources	1
Green Public Procurement (GPP)	% of procurement procedures where GPP criteria are considered (whether implemented or not)	100%