



2019

Annual Activity Report

Annexes

DG Interpretation



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

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

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

Brussels, 31 March 2020

Signed

Gianluca Pecchi

¹ C(2017)2373 of 19.04.2017.

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

This annex is the annex of section 2.2 "Other organisational management dimensions".

Human Resources

Objective: The DG deploys effectively its resources in support of the delivery of the Commission's priorities and core business, has a competent and engaged workforce, which is driven by an effective and gender-balanced management and which can deploy its full potential within supportive and healthy working conditions.

Indicator 1: Percentage of female representation in middle management

Source of data: HR dashboard

Baseline (2015)	Target (2020)	Latest known results (2019)
50%	50%	61%

Indicator 2: Percentage of staff who feel that the Commission cares about their well-being

Source of data: Commission staff survey

Baseline (2015)	Target (2020)	Latest known results (2018)
43.3%	50%	60%

Indicator 3: Staff engagement index

Source of data: Commission staff survey

Baseline (2015)	Target (2020)	Latest known results (2018)
74.2%	75%	75%

Indicator 4: Average number of passive languages and retours per interpreter

Source of data: SCICView

Baseline (2015)	Target (2020)	Latest known results
4.2	4.2	4.3

Main outputs in 2019:

Output	Indicator	Target	Latest known results
Reach the quota of women appointed to middle-management position for the 1st time	Number of first time female middle-management appointments	Allowing to complete the quota of 6 first time female appointments by the end of 2019	100% of the target was reached well before the deadline – in July 2019.
Enhancing a healthy work place: a "Health and Wellbeing Week" will be organised in February 2019	Percentage of participants expressing positive feedback	80%	97%

Roll-out of dedicated wellbeing rooms in all premises of DG SCIC	Rooms installed in CCAB, VML18, L102	Q3	The rooms were installed in the 3 buildings by end of March 2019.
Better communication on DG SCIC's core activities and more efficient information/orientation of our client DGs inside the Commission via the development of our internal websites and the production of informative videos	Revision of DG SCIC's websites on My Intracomm 2 videos for our client DGs in the Commission: 1. video on "room management" 2. video on "interpretation"	Q4	To be done in the context of DG HR's modernisation campaign in 2020.
		Q2	Done in May 2019.
		Q4	Video on interpretation was done as an interinstitutional video.
Action plan as follow-up to staff opinion survey 2018, taking into consideration the results, and the staff engagement index	Approval of action plan by Director-General	By end of Q2 2019	Development plan was agreed in June during the all staff day and complemented by action plans per each Directorate

Information management

Objective: Information and knowledge in your DG is shared and reusable by other DGs. Important documents are registered, filed and retrievable.

Indicator 1: Percentage of registered documents that are not filed

Source of data: Hermes-Ares-Nomcom (HAN) statistics

Baseline (2015)	Target (2020)	Results from 2018	Latest known results (2019)
5.98%	5%	0.13%	0.14%

Indicator 2: Number of HAN files readable/accessible by all units in the DG

Source of data: Hermes-Ares-Nomcom (HAN) statistics

Baseline (2015)	Target (2020)	Results from 2018	Latest known results (2019)
56%	70%	62.96%	63.60%

Indicator 3: Percentage of HAN files (active and closed) shared with other DGs

Source of data: Hermes-Ares-Nomcom (HAN) statistics

Baseline (2017)	Target (2020)	Results from 2018	Latest known results (2019)
4%	10%	7.02%	4.16%

Main outputs in 2019:			
Output	Indicator	Target	Latest known results
New rules to clarify Administrative Retention Periods and Disposal Schedules for the personal documents held by DG Interpretation relating to ACIs	Listing of all different types of documents held by DG Interpretation for ACIs	Q4	Draft list produced
Update the file visibility procedure to take account of the new Internal Data Protection Regulation	New procedure	Q4	Completed
Action Plan to ensure compliance with the new Internal Data Protection Regulation	Adoption of the Action Plan by senior management	Q2	Completed
Paperless workflows for administrative (non-financial) documents	Percentage of electronic workflows for administrative notes that circulate in the DG	90%	Completed. Almost all administrative (non-financial) documents are now signed electronically in Ares.
Number of closed files to be eliminated or transferred	Production of NomCom first review requests	30% of closed files to be eliminated	100% of eligible closed files in 2019
Volume of paper files decreased in DG	Preparation for transfer and elimination of existing paper files (pre-eDomec)	25% of all remaining pre-eDomec files paper files to be transferred or eliminated	90 linear metre has been eliminated & 3 linear metre has been transferred to the Historical Archives, which was approximately 20% of existing pre-eDomec paper files.
Ensure information sharing and promotion of collaborative working practices	Percentage of files opened up at DG and Commission level (Calculation done on the basis of active files – used in/foreseen for 2019)	50% at DG level 25% at Commission level	57% of files opened at DG level but only 7% at Commission level

A significant number of DG SCIC's files cannot be opened at the Commission level due to the fact that they contain personal data. Both transparency and security have to be ensured in equal measures.

In working towards compliance with the new Regulation on the processing of personal data², a first list of all documents collected and stored in the DG SCIC for freelance interpreters has been drawn up. This list will be the basis to determine who should access what information, where and how it is stored and treated in accordance with the retention schedule.

² Regulation (EC) 2018/1725

Communication

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

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

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

Source of data: Standard Eurobarometer on Public Opinion in the European Union

Baseline (2014)	Target (2020)	Latest known results (2019)
Total "Positive": 39% Neutral: 37 % Total "Negative": 22%	Positive image of the EU ≥ 50%	Total "Positive": 42% Neutral: 37 % Total "Negative": 20%

DG Interpretation continued to ensure that Europe remains close to its citizens, because Europe speaks their language. As the facilitator of multilingualism and therefore guarantor of democratic accessibility and an integral part of the European Commission, DG SCIC worked in close cooperation with DGT, other DGs and EU institutions to promote the Commission's priorities, as well as the European Union as a whole and its values. Outreach activities focused on two main priorities: supporting the smooth functioning of conference interpretation by keeping our clients and stakeholders informed about our service, and by actively promoting multilingualism, as well as the profession and developments in the field of interpreting.

Main outputs in 2019:

Output	Indicator	Target	Latest known results
Outreach actions to promote interpretation and multilingualism:			
Communication campaign related to the Annual IAMLADP meeting (International Annual Meeting on Language Arrangements, Documentation and Publications) jointly hosted in 2019 by EU Institutions' linguistic departments in Brussels (27-29 May) - promoting DG Interpretation and EU linguistic services as reference on a global level	Physical attendance	All Heads of Services of all international organisations with conference interpretation services (approximately 175 people)	180 participants from over 50 international organisations
	Indirect audience reach: Social media: number of impressions	70,000	49,358

Participation in 2019 edition of the European Development Days as an outreach activity of the PAMCIT (Pan-African Masters Consortium in Interpretation and Translation) programme, June 2019	Physical attendance Social media: number of impressions	500 people visiting the stand 70,000	No participation since the DG SCIC's application was not selected.
DG SCIC-Universities Conference -enhancing cooperation with the Academic world (4-5 April)	Physical attendance Indirect audience reach: Web streaming Social media: number of impressions	200 people 1,000 people 50,000	175 947 179,744
Outreach events abroad: ³ - Drongo Festival (Netherlands, 25-26 October) - Orieachtas na Gaelige (30 October, Ireland) - London Language Show (UK, 15-17 November) - SACO Student Fair (Sweden, 27-29 November) - The Languages Connect #Think Languages event (6 December, Ireland)	Physical attendance (main event)/ Social media: number of impressions	As many as possible As many as possible As many as possible As many as possible 3000 high school pupils plus teachers	1,450/ 26,280 10,000/ 6,000 6,000/ 54,589 23,828/ 19,238 3,300/ 19,238
Keep the high level of DG SCIC's presence on social media	Number of impressions/month Number of followers	200,000 over 50,000 Increase of KPIs such as fan engagement (FER) and targeting key demographics according to our communication strategy	220,000 60,000 Done: the total number of followers (Twitter, Facebook and Instagram) increased by 10.5% compared to the previous year.

³ These outreach events were not planned in the Management Plan 2019, but a need to deliver them occurred during the year.

The Strategic Communication and Outreach Unit produced the following videos, which have been published on different platforms (including the DG's intranet site as well as social media) and presented at different events: Romanian presidency video, Finnish presidency video, *This time I am voting* (Multilingual campaign video for EP elections), *European Day of Languages* (in cooperation with DGT), *Of the art and office of interpreting* (Video on our activities in Macao), *One day in a life of an Irish interpreter*, *Interpreting for Europe* (video-animation), promotional videos for outreach events in London and Dublin.

In 2019, DG SCIC participated in the following outreach events abroad: Drongo Festival (Netherlands, 25-26 October), Oriachtas na Gaelige (30 October, Ireland), London Language Show (UK, 15-17 November), SACO Student Fair (Sweden, 27-29 November) and The Languages Connect #Think Languages event (6 December, Ireland).

Annual communication spending (based on estimated commitments):			
Baseline (2018):	Target (2019):	Total amount spent	Total of FTEs working on external communication
€10,000	€10,000	€9,334	3 FTEs : ½ HoU + ½ AD + 2 AST

ANNEX 3: Draft annual accounts and financial reports

AAR 2019 Version 1

Annex 3 Financial Reports - DG SCIC - Financial

Table 1: Commitments

Table 2: Payments

Table 3: Commitments to be settled

Table 4: Balance Sheet

Table 5: Statement of Financial Performance

Table 5 Bis: Off Balance Sheet

Table 6: Average Payment Times

Table 7: Income

Table 8: Recovery of undue Payments

Table 9: Ageing Balance of Recovery Orders

Table 10: Waivers of Recovery Orders

Table 11: Negotiated Procedures

Table 12: Summary of Procedures

Table 13: Building Contracts

Table 14: Contracts declared Secret

Table 15: FPA duration exceeds 4 years

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

Additional comments

Table 1:

The appropriations presented under Title 31 are DG Interpretation's own budget, consisting of basic appropriations and assigned revenue. The data displayed for Titles 19 and 21 are co-delegated appropriations financing cooperation with 3rd countries in the area of interpretation. Figures for all other Titles represent funds co-delegated to DG SCIC for the organisation of conferences.

The level of commitments appears to be lower than available appropriations for Title 31. Authorised appropriations include EUR 18.08 M of assigned revenue, which was cashed during 2019 but not used to finance activities during the year. The largest part of this amount is explained by the fact that as assigned revenue represents 2/3 of the overall financing of DG SCIC's interpreting activities, it is used as an 'anticipé' on revenue, which is mostly consumed for long-term recruitment of freelance interpreters at the beginning of the year, to finance recurring IT expenditures related to interpretation, and for a smaller part on mission expenditure for staff interpreters. Revenues not linked to interpretation, but for meeting rooms management, are often received from the paying services (notably Agencies) very late in the year, and cannot be committed immediately as the planning and contracting phases for the renovation works require several weeks.

Table 2:

As mentioned for the previous table, payment appropriations authorised for Title 31 include the same amount of EUR 18.08 M of assigned revenue, which was not committed in 2019. During 2019, DG SCIC made payments under the co-delegated budget lines 19.050100 (FPI) and 21.020100, 21.020900 and 21.025103 (DEVCO). The payment appropriations are not displayed in the table because the co-delegated budget line had indicator no flag as credit line. However, DG SCIC made payments using the appropriations from the principal budget line under FPI and DEVCO fund management centres, which are currently displayed. To avoid this problem in the future, the budget lines will be flagged by the co-delegating DGs in credit both in commitment and payment appropriations.

Table 6:

The data for Average Payment Times displayed in Table 6 is incorrect. During the 2019 AAR exercise the Central Services made an update of the report, which resulted in this error. The correct data is displayed in Annex 10. The Central Services have been informed about the error and were requested to make a correction.

Table 8:

The amount initially mentioned in the 'Total undue payments recovered' field of the expenses budget is not correct as it includes all credit notes which were requested to correct mistakes in invoices detected by DG SCIC ex-ante controls, before any payment had been authorised.

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2019 (in Mio €) for DG SCIC

			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
Title 01 Economic and financial affairs					
01	01 02	Economic and monetary union	0,4	0,4	100,00 %
Total Title 01			0,4	0,4	100,00 %

Title 08 Research and innovation					
08	08 01	Administrative expenditure of the 'Research and innovation' policy area		0	
Total Title 08				0	

Title 09 Communications networks, content and technology					
09	09 01	Administrative expenditure of the 'Communications networks, content and technology' policy area		0	
	09 04	Horizon 2020	1,8	1,8	100,00 %
Total Title 09			1,8	1,8	100,00 %

Title 11 Maritime affairs and fisheries					
11	11 06	European Maritime and Fisheries Fund (EMFF)	0,61	0,61	100,00 %
Total Title 11			0,61	0,61	100,00 %

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

Title 19 Foreign policy instruments					
19	19 05	Cooperation with third countries under the Partnership Instrument (PI)		0	
Total Title 19				0	

Title 20 Trade					
20	20 01	Administrative expenditure of the 'Trade' policy area	0	0	100,00 %
	20 02	Trade policy	0	0	0,00 %
Total Title 20			0	0	100,00 %

Title 21 International cooperation and development					
21	21 02	Development Cooperation Instrument (DCI)		0	
Total Title 21				0	

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

Title 22 Neighbourhood and enlargement negotiations

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2019 (in Mio €) for DG SCIC

			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
22	22 01	Administrative expenditure of the 'Neighbourhood and enlargement negotiations' policy area	0,01	0,01	100,00 %
Total Title 22			0,01	0,01	100,00 %

Title 25 Commission's policy coordination and legal advice

25	25 01	Administrative expenditure of the 'Commission's policy coordination and legal advice' policy area	0,04	0,04	100,00 %
Total Title 25			0,04	0,04	100,00 %

Title 26 Commission's administration

26	26 01	Administrative expenditure of the 'Commission's administration' policy area		0	
	26 03	Services to public administrations, businesses and citizens	0,09	0,09	100,00 %
Total Title 26			0,09	0,09	100,00 %

Title 29 Statistics

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

Title 31 Language services

31	31 01	Administrative expenditure of the 'Language services' policy area	74,34	56,24	75,65 %
Total Title 31			74,34	56,24	75,65 %

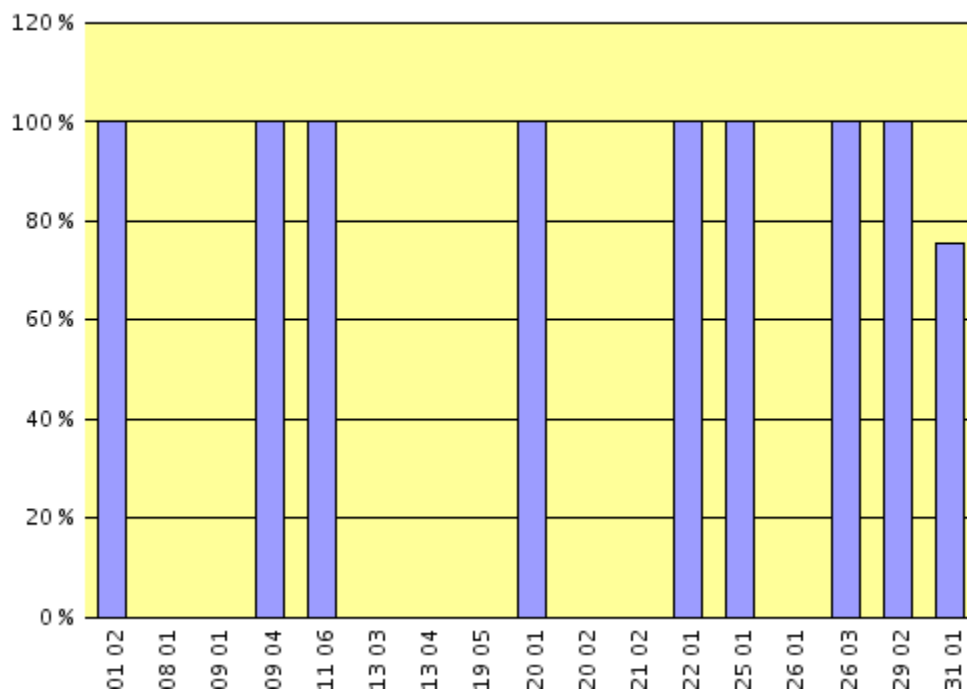
Total DG SCIC			77,33	59,22	76,59 %
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* Commitment appropriations authorised include, in addition to the budget voted by the legislative authority, appropriations carried over from the previous exercise, budget amendments as well as miscellaneous commitment appropriations for the period (e.g. internal and external assigned revenue).

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

% Outturn on Commitment Appropriations in 2019 for DG SCIC



Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2019 (in Mio €) for DG SCIC					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title 01 Economic and financial affairs					
01	01 02	Economic and monetary union	0,14	0,14	100,00 %
Total Title 01			0,14	0,14	100,00%
Title 08 Research and innovation					
08	08 01	Administrative expenditure of the 'Research and innovation' policy area		0,04	
Total Title 08				0,04	
Title 09 Communications networks, content and technology					
09	09 01	Administrative expenditure of the 'Communications networks, content and technology' policy area		0	
	09 04	Horizon 2020	3,88	3,88	100,00 %
Total Title 09			3,88	3,88	100,02%
Title 11 Maritime affairs and fisheries					
11	11 06	European Maritime and Fisheries Fund (EMFF)	0,18	0,18	100,00 %
Total Title 11			0,18	0,18	100,00%
Title 13 Regional and urban policy					
13	13 03	European Regional Development Fund and other regional operations	0,2	0,2	100,00 %
	13 04	Cohesion Fund (CF)	0,04	0,04	100,00 %
Total Title 13			0,24	0,24	100,00%
Title 19 Foreign policy instruments					
19	19 05	Cooperation with third countries under the Partnership Instrument (PI)		0,09	
Total Title 19				0,09	
Title 20 Trade					
20	20 01	Administrative expenditure of the 'Trade' policy area	0	0	100,00 %
	20 02	Trade policy	0,03	0,03	100,00 %
Total Title 20			0,03	0,03	100,00%
Title 21 International cooperation and development					
21	21 02	Development Cooperation Instrument (DCI)		0,14	
Total Title 21				0,14	
Title 22 Neighbourhood and enlargement negotiations					
22	22 01	Administrative expenditure of the 'Neighbourhood and enlargement negotiations' policy area	0,01	0,01	64,90 %
Total Title 22			0,01	0,01	64,90%
Title 25 Commission's policy coordination and legal advice					
25	25 01	Administrative expenditure of the 'Commission's policy coordination and legal advice' policy area	0,04	0,04	100,34 %
Total Title 25			0,04	0,04	100,34%

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Refresh date: 23/03/2020

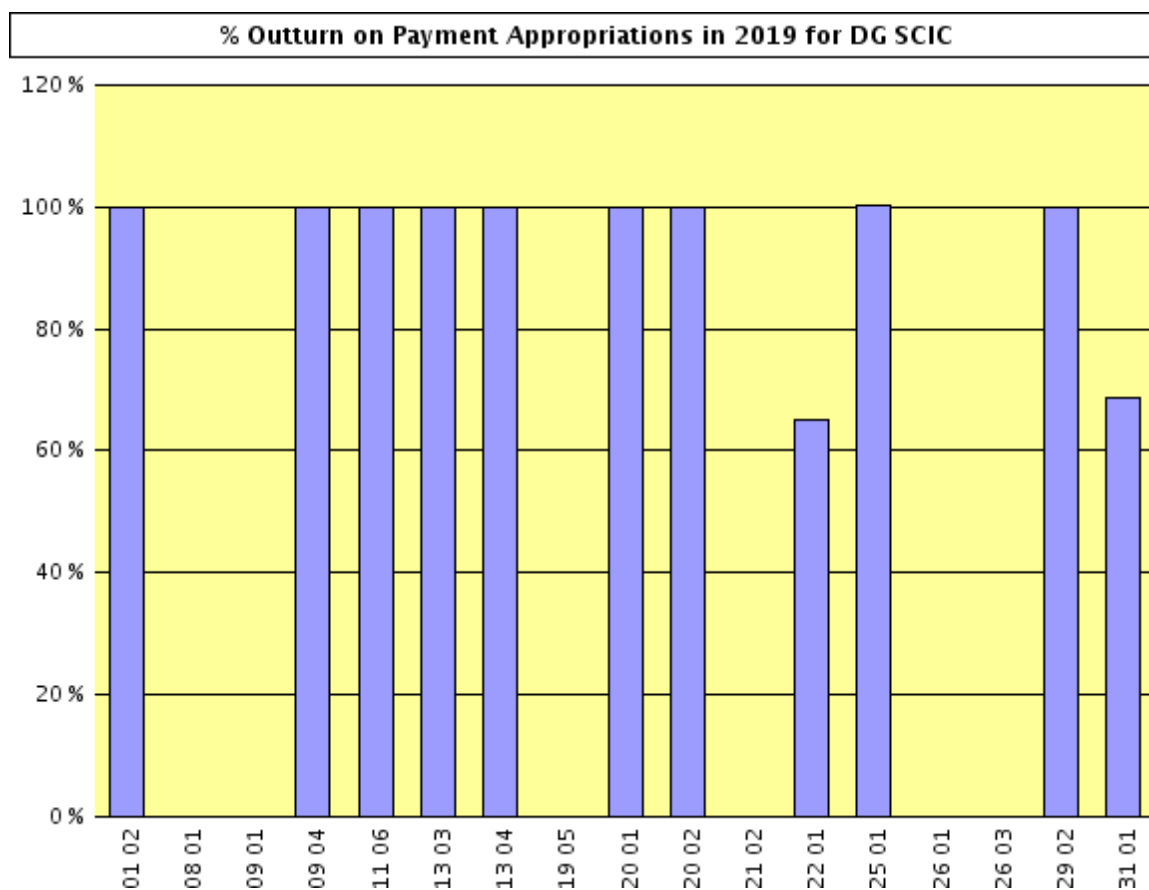
Title 26 Commission's administration					
26	26 01	Administrative expenditure of the 'Commission's administration' policy area		0,12	

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS in 2019 (in Mio €) for DG SCIC					
			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
26	26 03	Services to public administrations, businesses and citizens	0	0	#DIV/0
Total Title 26			0	0,12	#DIV/0
Title 29 Statistics					
29	29 02	The European statistical programme	0,28	0,28	100,00 %
Total Title 29			0,28	0,28	100,00%
Title 31 Language services					
31	31 01	Administrative expenditure of the 'Language services' policy area	80,74	55,51	68,75 %
Total Title 31			80,74	55,51	68,75%
Total DG SCIC			85,56	60,71	70,96 %

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



Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
01	01 02	Economic and monetary union	0,40	0,00	0,40	100,00%	0,00	0,40	0,16
Total Title 01			0,40	0,00	0,40	100,00%	0,00	0,40	0,16

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
08	08 01	Administrative expenditure of the 'Research and innovation' policy area	0,00	0,00	0,00	0,00%	0,00	0,00	0,04
Total Title 08			0,00	0,00	0,00	0,00%	0,00	0,00	0,04

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
09	09 01	Administrative expenditure of the 'Communications networks, content and technology' policy area	0,00	0,00	0,00	0,00%	0,00	0,00	0,00
	09 04	Horizon 2020	1,80	1,78	0,02	1,37%	0,00	0,02	2,19
Total Title 09			1,80	1,78	0,02	1,37%	0,00	0,02	2,19

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Refresh date: 23/03/2020

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
11	11 06	European Maritime and Fisheries Fund (EMFF)	0,61	0,18	0,43	71,16%	0,00	0,43	0,00
Total Title 11			0,61	0,18	0,43	71,16%	0,00	0,43	0,00

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
13	13 03	European Regional Development Fund and other regional operations	0,00	0,00	0,00	0,00%	0,00	0,00	0,25
	13 04	Cohesion Fund (CF)	0,00	0,00	0,00	0,00%	0,00	0,00	0,11
Total Title 13			0,00	0,00	0,00	0,00%	0,00	0,00	0,35

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
19	19 05	Cooperation with third countries under the Partnership Instrument (PI)	0,00	0,00	0,00	0,00%	0,35	0,35	0,56
Total Title 19			0,00	0,00	0,00	0,00%	0,35	0,35	0,56

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Refresh date: 23/03/2020

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
20	20 01	Administrative expenditure of the 'Trade' policy area	0,00	0,00	0,00	0,00%	0,00	0,00	0,00
	20 02	Trade policy	0,00	0,00	0,00	0,00%	0,00	0,00	0,04
Total Title 20			0,00	0,00	0,00	0,00%	0,00	0,00	0,04

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
21	21 02	Development Cooperation Instrument (DCI)	0,00	0,00	0,00	0,00%	0,30	0,30	0,47
Total Title 21			0,00	0,00	0,00	0,00%	0,30	0,30	0,47

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
22	22 01	Administrative expenditure of the 'Neighbourhood and enlargement negotiations' policy area	0,01	0,01	0,01	45,99%	0,00	0,01	0,00
Total Title 22			0,01	0,01	0,01	45,99%	0,00	0,01	0,00

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
25	25 01	Administrative expenditure of the 'Commission's policy coordination and legal advice' policy area	0,04	0,04	0,00	0,00%	0,00	0,00	0,00
Total Title 25			0,04	0,04	0,00	0,00%	0,00	0,00	0,00

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
26	26 01	Administrative expenditure of the 'Commission's administration' policy area	0,00	0,00	0,00	0,00%	0,00	0,00	0,12
	26 03	Services to public administrations, businesses and citizens	0,09	0,00	0,09	98,93%	0,00	0,09	0,00
Total Title 26			0,09	0,00	0,09	98,93%	0,00	0,09	0,12

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
29	29 02	The European statistical programme	0,02	0,02	0,00	0,00%	0,00	0,00	0,35
Total Title 29			0,02	0,02	0,00	0,00%	0,00	0,00	0,35

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

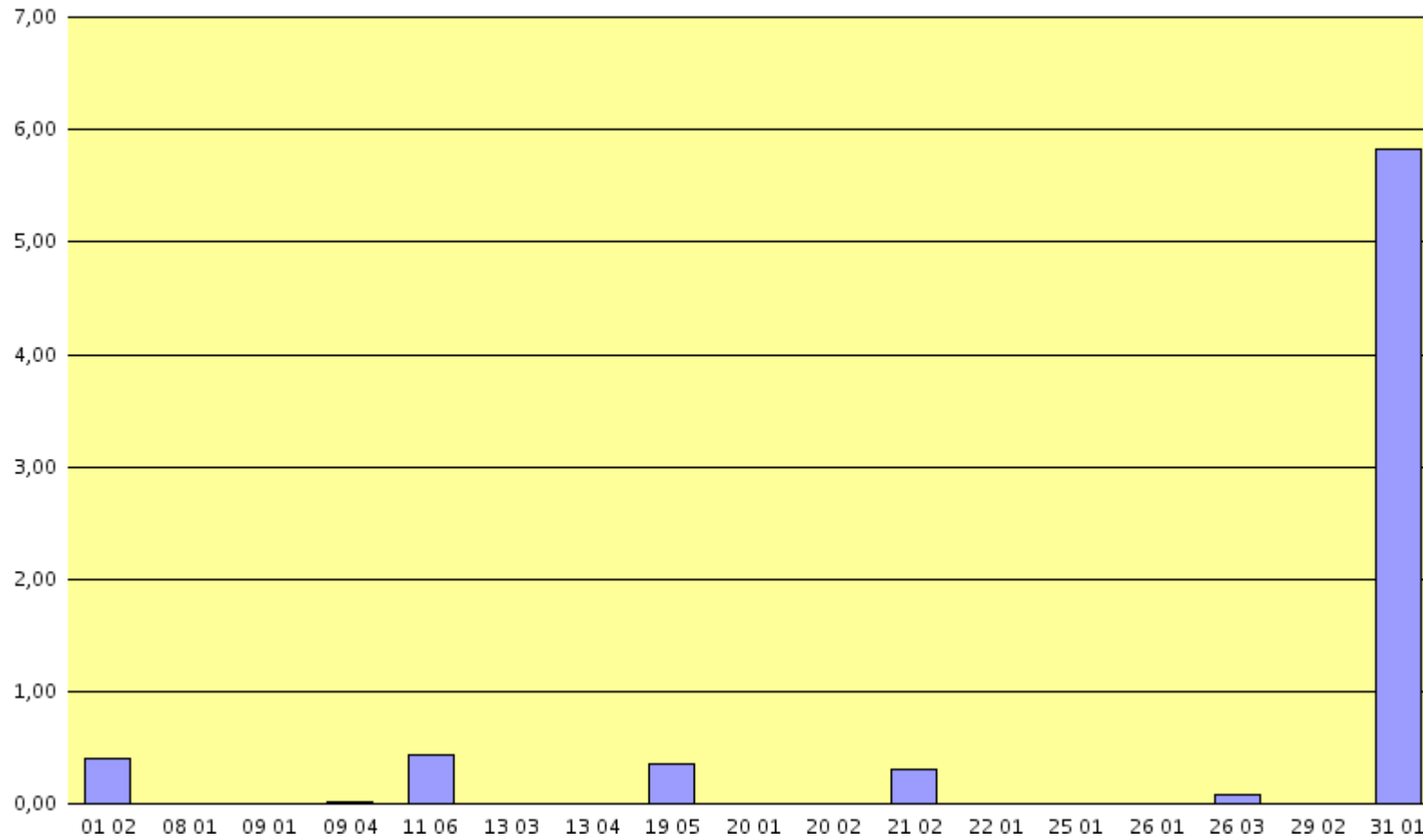
Refresh date: 23/03/2020

TABLE 3: BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2019 (in Mio €) for DG SCIC									
Chapter			Commitments to be settled				Commitments to be settled from financial years previous to 2018	Total of commitments to be settled at end of financial year 2019	Total of commitments to be settled at end of financial year 2018
			Commitments	Payments	RAL	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
31	31 01	Administrative expenditure of the 'Language services' policy area	56,24	50,42	5,82	10,35%	0,00	5,82	6,11
Total Title 31			56,24	50,42	5,82	10,35%	0,00	5,82	6,11
Total for DG SCIC			59,22	52,45	6,77	11,44 %	0,66	7,43	10,38

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

Breakdown of Commitments Remaining to be Settled (in Mio EUR) at 31/12/2019 for DG SCIC



Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 4: BALANCE SHEET for DG
SCIC**

BALANCE SHEET	2019	2018
A.I. NON CURRENT ASSETS	365.836,38	2.517.795,14
A.I.1. Intangible Assets	0,00	0,00
A.I.2. Property, Plant and Equipment	365.836,38	2.517.795,14
A.II. CURRENT ASSETS	492.658,07	23.325.872,72
A.II.2. Current Pre-Financing	173.942,07	312.318,27
A.II.3. Curr Exch Receiv & Non-Ex Recoverables	318.716,00	23.013.554,45
A.II.6. Cash and Cash Equivalents	0,00	0,00
ASSETS	858.494,45	25.843.667,86
P.II. CURRENT LIABILITIES	-5.208.039,14	-24.824.243,38
P.II.2. Current Provisions	0,00	0,00
P.II.4. Current Payables	-1.918.419,16	-2.279.143,64
P.II.5. Current Accrued Charges & Defrd Income	-3.289.619,98	-22.545.099,74
LIABILITIES	-5.208.039,14	-24.824.243,38
NET ASSETS (ASSETS less LIABILITIES)	-4.349.544,69	1.019.424,48

P.III.2. Accumulated Surplus/Deficit	-198.203.783,61	-169.972.504,9
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Non-allocated central (surplus)/deficit*	202.553.328,30	168.953.080,42
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TOTAL DG SCIC	0,00	0,00
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It should be noted that the balance sheet and statement of financial performance presented in Annex 3 to this Annual Activity Report, represent only the assets, liabilities, expenses and revenues that are under the control of this Directorate General. Significant amounts such as own resource revenues and cash held in Commission bank accounts are not included in this Directorate General's accounts since they are managed centrally by DG Budget, on whose balance sheet and statement of financial performance they appear. Furthermore, since the accumulated result of the Commission is not split amongst the various Directorates General, it can be seen that the balance sheet presented here is not in equilibrium.

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

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 5: STATEMENT OF FINANCIAL PERFORMANCE for
DG SCIC**

STATEMENT OF FINANCIAL PERFORMANCE	2019	2018
II.1 REVENUES	-91.412.164,96	-92.366.851,19
II.1.1. NON-EXCHANGE REVENUES	-11.224.089,66	-12.801.192,35
II.1.1.5. RECOVERY OF EXPENSES	-2.400,00	
II.1.1.6. OTHER NON-EXCHANGE REVENUES	-11.221.689,66	-12.801.192,35
II.1.2. EXCHANGE REVENUES	-80.188.075,3	-79.565.658,84
II.1.2.2. OTHER EXCHANGE REVENUE	-80.188.075,30	-79.565.658,84
II.2. EXPENSES	61.733.559,21	64.135.572,48
II.2. EXPENSES	61.733.559,21	64.135.572,48
II.2.10. OTHER EXPENSES	57.264.587,09	61.723.748,01
II.2.2. EXP IMPLEM BY COMMISS&EX.AGENC	4.793.001,28	2.784.102,36
II.2.6. STAFF AND PENSION COSTS	-325.280,00	-372.600,00
II.2.8. FINANCE COSTS	1.250,84	322,11
STATEMENT OF FINANCIAL PERFORMANCE	-29.678.605,75	-28.231.278,71

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

A considerable decrease can be seen for 'Property, Plant and Equipment' from 2018 to 2019. This is due to the fact that – in agreement with DG Budget – there has been a change in the methodology for the recording of fixed assets. In the preceding years correction bookings had been made for installation costs that had not been possible to be registered in ABAC Assets. These correction entries have now been reversed.

It has to be noted that the amount presented as 'Current Accrued Charges and Deferred Income' corresponds to the balances of the suspense accounts of the European Parliament and the Court of Justice. These accounts are used to make payments to freelance interpreters on behalf of these Institutions. The balance at year-end reflects the amount that is still available for making necessary payments. The considerable difference between the situation for 2019 and 2018 is due to the fact that at the end of 2018 a new recovery order was issued to the Parliament for EUR 22.5 million to feed the suspense account. As the recovery order was not cashed before year-end, also a considerable difference can be observed for 'Curr Exch Receiv & Non-Ex Recoverables'.

The negative figures for II.2.6. Staff and Pension Costs in 2018 are the result of the accounting closure entries transferring staff costs (that normally do not appear in DG SCIC's accounts) to IT development costs.

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

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

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 5bis: OFF BALANCE SHEET for DG
SCIC**

OFF BALANCE	2019	2018
OB.1. Contingent Assets	0	
GR for pre-financing	0,00	
OB.3. Other Significant Disclosures	-139.065,95	0
OB.3.5. Operating lease commitments	-139.065,95	0,00
OB.4. Balancing Accounts	139.065,95	0
OB.4. Balancing Accounts	139.065,95	0,00
OFF BALANCE	0,00	0,00

The difference between the balances of 2019 and 2018 off balance accounts can be explained by the fact that in 2019 DG SCIC signed a new operating lease contract.

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

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

**TABLE 6: AVERAGE PAYMENT TIMES in 2019
for SCIC**

Legal Times							
Maximum Payment Time (Days)	Total Number of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)
30	1377	1292	93,83 %	16,79	85	6,17 %	38,15
60	14	13	92,86 %	22,69	1	7,14 %	73

Total Number of Payments	1391	1305	93,82 %		86	6,18 %	
Average Net Payment Time	18,19			16,85			38,56
Average Gross Payment Time	19,81			18,39			41,35

Suspensions							
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	16	143	10,28 %	1391	2.535.809,94	15,23 %	16.649.557,61

Late Interest paid in 2019			
DG	GL Account	Description	Amount (Eur)
SCIC	65010100	Interest on late payment of charges New FR	1 250,84
			1 250,84

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

TABLE 7: SITUATION ON REVENUE AND INCOME in 2019 for DG SCIC

Chapter		Revenue and income recognized			Revenue and income cashed from			Outstanding balance
		Current year RO	Carried over RO	Total	Current Year RO	Carried over RO	Total	
		1	2	3=1+2	4	5	6=4+5	7=3-6
40	MISCELLANEOUS TAXES AND DEDUCTIONS	11.221.289,66		11.221.289,66	11.221.289,66		11.221.289,66	0,00
57	OTHER CONTRIBUTIONS AND REFUNDS IN CONNECTION WITH THE ADMINISTRATIVE OPERATION OF THE INSTITUTION	81.041.624,09	478.316,00	81.519.940,09	80.747.306,09	478.316,00	81.225.622,09	294.318,00
66	OTHER CONTRIBUTIONS AND REFUNDS	5.542,68	0,00	5.542,68	5.542,68	0,00	5.542,68	0,00
90	MISCELLANEOUS REVENUE	400,00	0,00	400,00	400,00	0,00	400,00	0,00
Total DG SCIC		92.268.856,43	478.316	92.747.172,43	91.974.538,43	478.316	92.452.854,43	294.318

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

TABLE 8: RECOVERY OF PAYMENTS in 2019 for DG SCIC

(Number of Recovery Contexts and corresponding Transaction Amount)

Year of Origin (commitment)	Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% Qualified/Total RC	
	Nbr	RO Amount	Nbr	RO Amount	Nbr	RO Amount
2017			2	5.542,68		
2018			1	2.400		
No Link			159	79.757.445,49		
Sub-Total			162	79.765.388,17		

EXPENSES BUDGET	Irregularity		OLAF Notified		Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% Qualified/Total RC	
	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount	Nbr	Amount
INCOME LINES IN INVOICES										
NON ELIGIBLE IN COST CLAIMS										
CREDIT NOTES	44	346.611,37			44	346.611,37	86	795.037,25	51,16%	43,60%
Sub-Total	44	346.611,37			44	346.611,37	86	795.037,25	51,16%	43,60%

GRAND TOTAL	44	346.611,37			44	346.611,37	248	80.560.425,42	17,74%	0,43%
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Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 9: AGEING BALANCE OF RECOVERY ORDERS AT 31/12/2019
for DG SCIC**

	Number at 1/01/2019	Number at 31/12/2019	Evolution	Open Amount (Eur) at 1/01/2019	Open Amount (Eur) at 31/12/2019	Evolution
2018	9		-100,00 %	478.316,00		-100,00 %
2019		6			294.318,00	
	9	6	-33,33 %	478.316,00	294.318,00	-38,47 %

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 10: Recovery Order Waivers >= 60 000 € in 2019
for DG SCIC**

	Waiver Central Key	Linked RO Central Key	RO Accepted Amount (Eur)	LE Account Group	Commission Decision	Comments
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Total DG SCIC	
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Number of RO waivers	
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**TABLE 11: Negotiated Procedures in 2019 for
DG SCIC**

Internal Procedures > € 60,000

Negotiated Procedure Legal base	Number of Procedures	Amount (€)
Annex 1 - 11.1 (b) - Artistic/technical reasons or exclusive rights or technical monopoly/captive market	2	356.798,31
Total	2	356.798,31

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 12: Summary of Procedures in 2019 for
DG SCIC**

Internal Procedures > € 60,000

Procedure Legal base	Number of Procedures	Amount (€)
Negotiated procedure middle value contract (Annex 1 - 14.2)	1	76.300,91
Negotiated procedure without prior publication (Annex 1 - 11.1)	2	356.798,31
Open Procedure (Art. 104(1) (a) FR)	1	90.000.000,00
Open procedure (FR 164 (1)(a))	2	129.000.000,00
Total	6	219.433.099,22

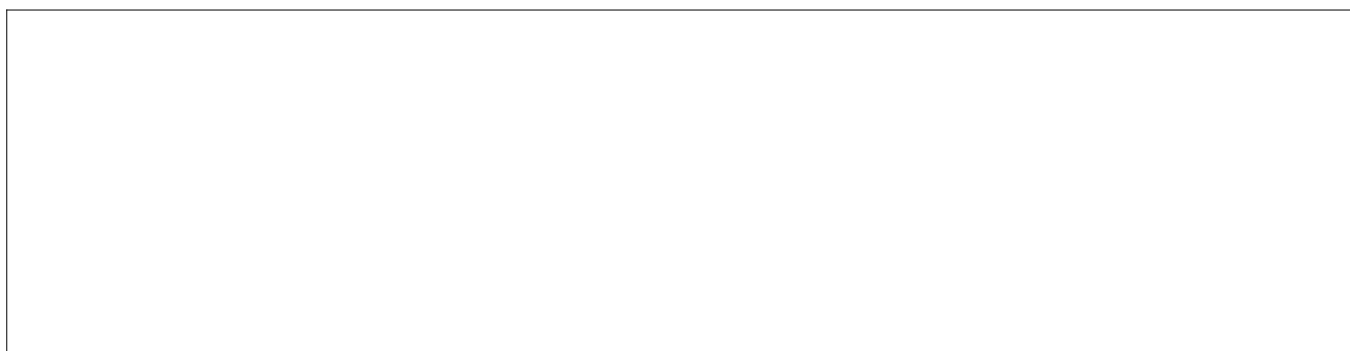


TABLE 13: BUILDING CONTRACTS in 2019 for DG SCIC

Legal Base	Procedure subject	LC/FW?	Contract/ FW Number	Contractor Name	Contract/FW Subject	Amount (€)

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 14: CONTRACTS DECLARED SECRET in 2019 for DG
SCIC**

Legal Base	Procedure subject	LC/FW?	LC Contract/Grant type or FW type	LC Date	Contract/FW Number	Contractor Name	Contract/FW Subject	Amount (€)

Note: The figures are those related to the provisional accounts and not yet audited by the Court of Auditors

Refresh date: 23/03/2020

**TABLE 15 : FPA duration exceeds 4 years -
DG SCIC**

None of your FPA (if any) exceeds 4 years

ANNEX 4: Materiality criteria

As from 2019, a 'de minimis' threshold for financial reservations is in operation. Quantified AAR reservations related to residual error rates above the 2% materiality threshold, are deemed not substantial for segments representing less than 5% of a DG's total payments and with a financial impact below EUR 5 million. In such cases, quantified reservations are no longer needed. This change has had no impact on DG SCIC's AAR for 2019.

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

Quantitative criteria

- Almost 73% of the 2019 executed budget were related to the remuneration of freelance interpreters, a large part of these transactions being processed through automated procedures;
- For payments of ACI contracts, the detected error rate as reported by ex post controls was 0.074% and the residual error rate is 0;
- Following the recommendation given by DG Budget, DG Interpretation has used a conservative estimate for the error rate of 0.5%. A separate calculation is displayed taking into account the above-mentioned error rate known on ACIs expenditure;
- The reimbursement of ACIs' sickness and accident insurance claims is the responsibility of an external insurance company, thereby transferring the risk. Contributions to pension schemes of recruited ACIs are transferred to private insurance companies chosen by the ACIs or to the default pension fund managed by a private insurance company selected following a call for tender.
- Procurement and grant management account for a limited budget where standard ex ante controls are implemented in order to ensure the necessary control environment is in place and all errors are fully reported.

Qualitative criteria

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

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

Stage 1: Ex ante

ACI (freelance interpreters) process

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

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
The contracts signed with ACI are not covered by a provisional budgetary commitment.	"Engagements financiers", a dedicated application ensures budgetary coverage for contracts, while consumption is additionally monitored by the operational units.	Through the dedicated application, the monitoring of consumption is continuous. Additionally, calculations are made by staff with special focus at the end of the year with the purpose of optimization of resources.	2019 contracts were fully covered by the provisional commitment. There were no cases noted where no ACI could be contracted and/or paid due to the lack of available funds.
The recruitment or planning offices of the Institutions introduce the wrong information about the ACI contract into DG Interpretation's internal payment system. An ACI contract is modified after the "conforme aux faits" was sent and the contract paid.	In DG Interpretation, the system which allows the booking of meetings, allocation of interpreters, monitoring of meeting attendance, recruitment and payment of ACI is fully integrated, caters for strict segregation of duties and therefore it is not possible to create fictitious entries at different levels.	For DG Interpretation, all interpreter bookings are entered into the Meetings and Interpretation Management system, which is a single database for the whole of the DG. For the other Institutions, all information related to contracts is covered as from the moment they are injected in DG Interpretation database	These controls are built into the applications.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>Due to the interinstitutional transition cycle and the unpredictability of demand, there is a risk that the ACIs long or medium term recruitment based on the initial demand forecast is higher than the actual demand, with cancellations at too late notice to allow for full redeployment of resources.</p>	<p>Constant monitoring of demand and review of procedures regarding the long, medium and short-term recruitment exercises.</p>	<p>Meeting the demand for interpretation, whilst ensuring standby rates are kept within the targets in the MP are key objectives for DG Interpretation to achieve its mission</p> <p>Therefore, the monitoring of demand is an ongoing task for the management within the Unit B2 and Directorate B.</p>	<p>The overall standby rate in 2019 (20.5%) showed an increase compared to the previous years. An important factor in this development was the considerable drop of demand for interpretation services.</p>
<p>DG Interpretation performs the role of inter-institutional payment office for ACI.</p> <p>Due to differing procedures between the Institutions, there is a risk of error when handling payment requests.</p>	<p>Payment officers are grouped by Institution and therefore understand the payment rules linked to their specific recruiting institution.</p> <p>An internal payments vademecum, which regroups specific rules for each institution, has been put in use since mid-2019.</p>	<p>Coverage: 100% of all payment requests are filtered in this way</p>	<p>This is an organisational matter, therefore no additional costs are associated.</p>
<p>ACI presents a forged supporting document in order to claim higher or non-existent expenses.</p>	<p>Payment officers are trained to spot possible forged documents.</p> <p>Access to travel tickets prepaid by the Institutions further reduce the possibility to forge supporting documents.</p>	<p>Coverage: 100% of non-local contracts with supporting documents are subject to ex ante control according to the 4-eyes principle. Additional ex ante verification is performed on a weekly basis, by a different actor than the ones performing</p>	<p>No false documents were confirmed/proven in 2019. Where payment managers considered it necessary, additional supporting documents were requested (proof of payments, bank statements, etc.). There were also documents not accepted because of not</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
		initiation and verification. Training and further guidance is given to ensure controls are sufficient and up to date.	complying with the rules, and the related reimbursement was not made.
The amount paid is incorrect or paid to the wrong ACI.	<p>Payment officers have access to statistical data and reference tables to verify respect of the various ceilings.</p> <p>The paid amount per each category of expenses is determined by the initiating agent according to a clear procedure and set of rules.</p> <p>The flat rate character of allowances paid reduces the risk of error.</p> <p>Risk to pay to the wrong ACI is limited via the general Commission methodology to pay only to validated binomes LEF/BAF, univocally associated to each ACI by DG BUDG and reflected into the DG SCIC payment system.</p>	Coverage: 100% of non-local contracts with supporting documents are subject to ex ante control according to the 4-eyes principle.	<p>There were no complaints noted in 2019 with regards to payment to the wrong ACI.</p> <p>There have been cases of complaints where the amounts reimbursed to ACI were adjusted to reasons of:</p> <ul style="list-style-type: none"> - <i>Request of a derogation from the AOSD, which was accepted</i> - <i>Additional supporting documents provided</i> - <i>Additional information with regards to the interpretation of rules</i> - <i>Decisions taken by the AOSD for commitments for the other Institutions served by DG SCIC through the Payment Office</i>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>The amount of expenses reimbursed is incorrect for the organisation of inter-institutional accreditation tests for ACI.</p>	<p>The reimbursable amount per each category of expenses is calculated by the initiating agent according to the clear procedure and help of the checklist. The ceilings for the reimbursement of travel expenses and flat rate character of allowances paid, to cover subsistence expenses, reduce the risk of error.</p>	<p>100% of reimbursement requests received are subject to ex ante control according to the 4-eyes principle. The use of checklists ensures that all steps and controls are followed.</p>	<p>In 2019 there were no non-eligible claims refused.</p> <p>In 2019 there were no complaints received linked to incorrect payment of expenses.</p> <p>Ex ante controls resulted in 6 cases where the verifying agent's checks resulted in a significant correction: in 2 cases the bank account, in 2 cases the reception date, and in one case the legal entity was adjusted, while in one case there was a missing supporting document. In 9 further cases smaller errors had to be corrected in the user reference.</p>

Procurement process

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

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>Selection phase The needs are not well defined (operationally and economically), therefore the decision to procure is inappropriate to meet the operational objectives.</p> <p>Poor planning and organisation of the procurement process, including the planning of supervision and monitoring, resulting in waste of resources.</p> <p>Inappropriate choice of procurement procedure and calculation of threshold, resulting in non-compliance case.</p> <p>The best offer/s are not submitted due to the poor definition of the tender specifications.</p>	<p>In order to optimize the tendering process, DG Interpretation has concluded framework contracts in the areas of technical equipment and services and conference management. Additionally, DG SCIC also utilizes framework contracts concluded by other DGs.</p> <p>Irrespective of the estimated amount of the procurement, the AOSD is responsible for the approval of the tender specifications and their compliance with the regulatory framework. This approval is documented in the legal and budgetary commitment file in form of an "outcome of procedure" document.</p> <p>The finance unit – due to their specific expertise – is at the</p>	<p>For procedures with an estimated value above 15,000€, tender specifications are reviewed by finance unit before approval by the AOSD. For the largest calls, it is associated to the drafting of the tender specifications.</p> <p>The "outcome of procedure" document constitutes a compulsory component of each legal commitment file. Before the signature of the contract the finance unit reviews these files according to the 4-eyes principle and provides advice to the AOSD with regards to legality and regularity of the process.</p> <p>Operational units regularly turn to the finance unit in the planning phase of procurement in order to ensure compliance with necessary regulations.</p>	<p>In 2019, there was a low value procedure that had to be cancelled as after the reception of offers it was noted that the technical specifications had to be adjusted. Another procurement procedure linked to an existing framework contract had to be cancelled due to changes to the conditions of the conference, which were outside of DG SCIC's responsibility. Further there were no projected tenders cancelled or not awarded due to the unsatisfactory definition of the tender specifications in 2019, which demonstrates the effectiveness of controls in this area.</p> <p>For open tenders, SCIC received a number of tenders commensurate to normal practise for similar procurement procedures.</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	<p>disposal of operational units for the full review of tender specifications to ensure that these are clear and that the proposed evaluation and award criteria allow the best possible evaluation compared to the contract subject. Publication of tender specifications is done centrally by the finance unit as an additional mean for ex ante control.</p>		<p>There was an exception recorded for a very low value transaction where last minute testing was needed before an event and there was no possibility to initiate a procurement procedure, therefore a staff member advanced the necessary amount and was reimbursed.</p> <p>There was an exception recorded for a very low value contract where the FVA highlighted problems in the procurement procedure, but due to the emergency for starting the provision of services the AOSD proceeded with the signature of the contract.</p> <p>There was a non-compliance event recorded for a very low value contract where due to a need emerging in the last minute an amount exceeding the price list of the framework contract had to be contracted.</p> <p>There was one case where FIA controls prevented the conclusion of two contracts for the same purpose.</p>

<p>Main risks It may happen (again) that...</p>	<p>Mitigating controls</p>	<p>Coverage, frequency and depth of controls</p>	<p>Cost-Effectiveness indicators (three E's)</p>
<p>Selection phase: For conferences managed under co-delegated procedures only: The operational needs are not well defined, as DG Interpretation is rarely in a position to know well in advance which conferences will be organised under the co-delegation management mechanism.</p> <p>This leads to a difficult planning of the whole procurement processes and an overload of work for operational and financial units</p>	<p>The creation of a registry of conferences as part of the action plan for the implementation of the Synergies and Efficiency Review: DGs should introduce their planned conferences as soon as possible after the project is decided.</p>	<p>Information can be added to the registry at any time by all DGs. As of 2019, the registry has a status similar to the one of GOVIS for IT systems.</p>	<p>The creation of the registry contributed to the better planning of the procurement processes as opposite to high demand during peak periods. More even distribution of workloads for both the financial and operational units.</p>
<p>Selection phase: The most economically advantageous offer is not selected, due to a biased, inaccurate or "unfair" evaluation process. Opening and evaluation of offers is not in line with the Financial Regulation, with the defined selection and award criteria or if applicable with the corresponding Framework contract.</p>	<p>Opening committees and Evaluation committees for procedures above € 144,000 were assigned members of representatives of at least 2 administrative entities (including the finance unit), complemented where appropriate with representatives from other DGs or Institutions as experts or services users and in case of need, external experts.</p> <p>Members of such committees provide a declaration of absence of conflict of interest.</p>	<p>100% of procedures above 144,000€ is awarded via an opening and evaluation committee.</p> <p>Before the signature of the legal commitment 100% of files is reviewed by the finance unit according to the 4-eyes principle.</p> <p>As part of the checks, legality and regularity of the procurement process is verified.</p>	<p>In 2019 there was one tenderer questioning their rejection that had been based on the assessment of selection criteria and minimum requirements. The tender however accepted DG SCIC's justifications. Further there were no complaints submitted by non-selected or not awarded tenderers to DG Interpretation, which indicates the maturity of the procurement procedures put in place.</p> <p>There was an exception recorded for a very low value transaction, where the offer of the first</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	<p>The standstill period after communication of the award decision offers an opportunity for unsuccessful tenderers to put forward their concerns on the award decision.</p>		<p>company of the cascade was rejected due to several errors, and the second company offered an alternative, better and more economical solution that did not completely fit the original request.</p> <p>There was also an exception recorded where a tenderer selected exceeded the original ceiling proposed, but in other aspects their selection resulted in the saving of resources.</p> <p>There was also an exception reported where 3 out of 4 tenderers submitted wrong size samples.</p> <p>There were also 3 exceptions recorded where the tenderer failed to comply with submission deadlines.</p>
<p>Contracting phase: The proposed contract does not respect the Financial Regulation or terms of the related tendering specifications or framework contract. The legal commitment is not covered by a corresponding budgetary commitment. The budgetary and/or legal</p>	<p>Budgetary and legal commitments are examined for the legality and regularity of the transaction, including:</p> <ul style="list-style-type: none"> - Respect of the Financial Regulation - Complying with terms of the related framework contract, call for tenders 	<p>100% of budgetary and legal commitments are subject to ex ante validation according to the 4-eyes principle, both at the operational and financial unit. The use of checklists facilitates the work of the agents ensuring that all necessary controls are executed. For the specific cases of last</p>	<p>There were 5 non-compliance events recorded due to the fact that suppliers failed to submit their offers or the signed contract in time and the requested services had to be contracted a posteriori. There was also a case where interpretation services in a 3rd country were requested late by a</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
commitment is made a posteriori.	<ul style="list-style-type: none"> - <i>The existence of the budgetary commitment before the signature of the legal commitment</i> - <i>Confirmation that all features of the commitment are encoded correctly in ABAC</i> 	minute needs emerging at conferences a specific procedure is put in place creating a margin in the budgetary commitment and empowering certain officials for adjusting the ordered services covered by the contracts based on the needs defined on the spot. Such changes are reported to the responsible AOSD so that (s)he can ensure that his/her authorization is not misused.	<p>DG that also failed to understand that such contracts had to be signed by DG SCIC. After recording a non-compliance event, awareness was also raised to avoid such cases in the future. There was also a non-compliance event recorded where the indexation of prices of a framework could only be concluded with a considerable delay.</p> <p>There were 5 cases where the reference to applicable Financial Regulation in the budgetary commitment had to be modified. Further FVA controls highlighted two cases where the committed amount had to be increased, small corrections for user reference or responsible unit were made, and in one case the responsible OIA had to be updated.</p>
<p>Execution/Payment phase: The products/ services/ works ordered are not, totally or partially, provided in accordance with the technical description and requirements foreseen in the contract.</p>	Certified correct qualification is given by a formally endorsed official trained, technically competent and informed of the details of the contract and subsequent invoice under supervision of AOSD for payments.	All invoices are endorsed "certified correct". Existence of this endorsement is confirmed as part of the ex ante verification at the finance unit, according to the 4-eyes principle. The use of checklists facilitates the work of the agents ensuring that all	There was a non-compliance event recorded where the contract stipulated a final date of implementation, which passed before a date for the services was set. In order to save resources a new date was agreed.

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>The amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions.</p> <p>The details of the invoice and/or payment are entered incorrectly into ABAC.</p>	<p>Operational and financial checks are carried out in accordance with the financial circuits and checklists, encompassing the comparison between the certified correct endorsement and the contract provisions.</p> <p>ABAC security prevents from paying more than the corresponding budgetary commitment.</p> <p>Financial circuits are conceived so that a payment is never authorised by the AOSD having signed the contract to ensure objectivity.</p>	<p>necessary controls are executed.</p> <p>100% of the invoices are controlled against the contract.</p> <p>ABAC security applies to 100% of the transactions.</p> <p>Sub-delegations are granted so that an AOSD for commitments will never be AOSD for payments.</p>	<p>There was an exception recorded when a contractor failed to deliver equipment in time. Liquidated damages were also applied.</p> <p>There were 2 cases noted by ex ante controls for payments where the "Certified correct" was not given by an empowered official (which was rectified in both cases). In one case the bank account and another case the invoice number had to be corrected.</p>

Grants process

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

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>The evaluation, ranking and selection of proposals is not carried out in accordance with the established procedures, the policy objectives, priorities and the essential eligibility, or with the selection and award criteria defined in the annual work programme and subsequent calls for proposals.</p>	<p>The call for proposals and the procedures are established in close cooperation with the finance unit and in consultation with the AOSD.</p> <p>Assessment of proposals is done by an evaluation committee appointed by the AOSD. The committee contains at least members from 2 different Units or sectors. In the case of grants, members of DG LINC of the EP are present as observers, to ensure an inter-institutional approach and to avoid double financing.</p> <p>When evaluating the applications, the Committee members use a standard evaluation grid which contains the eligibility, selection and award criteria (with weighted scoring method) as published in the call for proposals.</p>	<p>100% of proposals from Universities and students are evaluated by the evaluation committee on the basis of the proposals themselves and an analysis grid covering all non-exclusion, selection and award criteria.</p> <p>Clarifications are requested in writing when necessary with a view to enable the evaluation committee to be fully informed before drafting its report.</p> <p>If the AOSD does not want to follow the recommendations of the evaluation committee, (s)he must document the reasons for the decision in the award decision.</p>	<p>There were no complaints received from applicants for the university grants or student bursaries.</p> <p>There was a non-compliance event registered with regards to the invitations sent to participants of the Trainers Academy before the corresponding budgetary commitment was validated. However, it was already confirmed that sufficient budgetary coverage was ensured. The operational unit shall take actions not to repeat such errors in the future.</p> <p>There was also an exception recorded with regards to finding accommodation for participants. The only tenderer submitting an offer could not provide accommodation for one of the periods. As there were no other</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	<p>The programme officer, who is also observer in the evaluation committee, pre-checks the exclusion criteria and eligible costs.</p> <p>Non-conflict of interest declarations are signed by all evaluation committee members</p>		<p>possibilities, the contract for the particular period was signed with another company.</p> <p>It can be concluded that controls are carried out consistently in this area. FVA controls identified an exchange rate error for the award decision for bursaries.</p>
<p>The description of the action in the grant agreement includes tasks which do not contribute to the achievement of the programme objectives and/or that the budget foreseen overestimates the costs necessary to carry out the action.</p> <p>The rules for implementing the action are unclear, resulting in litigations and incomplete action implementation. Anti-fraud issues are not well covered.</p>	<p>The application form is drafted in a way that the applicant/beneficiary is asked to provide a detailed project description (with expected results and objectives) and realistic budget needs.</p> <p>DG SCIC systematically uses the standard DG BUDG templates for grant agreements to complement the other elements that are displayed in the applicant's guide and other documents related to the call for proposals. The templates include a number of provisions related to audit and antifraud actions to protect EU financial interests. They are also published for information in the call for proposals.</p>	<p>100% of subsidised projects are subject to ex ante controls.</p> <p>As all of the grants awarded in 2019 were low value grants, additional ex post controls and on-the-spot audit missions are only performed when strictly needed in order to keep a correct balance between cost and benefit of such controls.</p>	<p>In 2019 there were no claims received from applications for university grants or bursaries to students.</p> <p>There was one exception recorded in 2019 with regards to financing a very specific emerging need of supporting the training of Irish interpreters, while this was not originally foreseen in the 2019 work programme.</p> <p>Further there were no exceptions or non-compliance events recorded in this area.</p> <p>FVA controls identified 3 cases of incorrect indication of the applicable Financial Regulation, two cases of incorrect legal entity and further resulted in small</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
			corrections of user reference and supporting documents in the budgetary commitments.
<p>The actions foreseen are not totally or partially carried out in accordance with the technical description and requirements foreseen in the grant agreement and/or the amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions.</p>	<p>The template of final reports annexed to the grant agreement requires a high degree of accuracy concerning the action and the budget. During the action implementation period, pedagogical assistants' reports provide DG SCIC with information on the implementation of the co-financed action and information about the interim and final examinations of the students</p> <p>All final reports are reviewed by the programme officer and a random sample of expenses is verified against supporting documents, especially for the staff costs, in cooperation with the Financial Unit.</p> <p>Final grant payments are only made after having received all the necessary documentation and all the requested explanations. In 2019 there were two exceptions where due to technical factors not all requested documents were received, but due to the</p>	<p>All payment files are subject to control according to the 4 eyes principle both at operational and financial level.</p> <p>When submitting the Final Report for the grants for universities, the examination of staff costs is given the highest priority (it accounts for 80% of the projects' costs). The declared costs are examined through sampling.</p> <p>For the bursaries and other financed actions detailed controls are performed in all aspects of the file.</p>	<p>There were no exceptions or non-compliance events recorded with regards to grant agreements.</p> <p>There was one exception recorded for travel expenditure for the budget line co-delegated by DG NEAR (that is also allocated to the Grants process) for a very small amount, due to factors outside of DG SCIC's responsibility.</p> <p>There were twelve invoice documents for which accounting controls highlighted discrepancy between the reception date and registration date still before the FVA controls took place. The FVA requested necessary corrections. Further FVA controls highlighted 3 cases of VAT on invoices, a wrong invoice date and a supporting document that had to be linked. One payment was cancelled as the participant was not entitled to per diem. These results confirm that even small discrepancies are identified by</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	expiration of payment appropriations payments had to be finalized. These cases are receiving the necessary follow-up in 2020.		controls.

Staff expenditure process

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

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>The decision for language training priorities does not sufficiently reflect the needs of the DG at the time of the language addition due to unpredictable structural/cyclical valuations in demand and the length of the language acquisition.</p>	<p>For officials: Unit B3 applies language training priorities defined in consultation with Directorate A and Unit B2 on the basis of objective criteria such as current language knowledge of staff interpreters, known and expected changes to the language combinations resulting from departures, and gaps identified when assigning interpreters to meetings and the level of satisfaction of interpretation demand per language.</p> <p>For ACIs: DG SCIC offers financial support for ACIs language learning</p>	<p>Extensive consultation is conducted once a year.</p>	<p>In 2019 28 staff interpreters and 14 ACI added a new language after a language stay with the support of DG Interpretation.</p>
<p>An interpreter follows a full training cycle without adding the language at the end of their learning path (courses/training</p>	<p>Monitoring of language training process</p>	<p>Coverage: limited sample</p>	<p>In 2019, no cases were noted where an interpreter failed to add a language after following the entire learning path.</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
vouchers + immersion periods).			
Lack of or insufficient supporting documents, absence of legal and/or budgetary commitment for the reimbursement of expenses. The invoice and/or payment is not registered correctly into ABAC.	Standard ex ante control procedure with operational initiation and verification in Unit B3 and the financial initiation and verification in Unit C2.	Coverage: 100% of all files are controlled at operational and at financial units according to the 4-eyes principle.	There was one non-compliance event noted in this area, where an a posteriori legal commitment had to be established, as the freelance interpreter submitted the application too close to the start date of the study leave. However, there was already a provisional budgetary commitment covering the action and awareness was raised among future applicants to avoid such situations. Further there were no exceptions noted in this area by ex ante controls. FVA controls highlighted two cases where the amount to be paid had to be adjusted and further two cases where supporting documents or additional information was needed to confirm the eligibility of amounts to be paid. Therefore, ex ante controls can still be considered effective.

Cooperation 3rd countries process

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

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
Procurement needs are not well defined, poor planning and organisation of the procurement process, inappropriate choice of procurement procedure.	In many cases, services that are needed for the implementation of the programme are requested via existing framework contracts. In other cases, the contracts to be concluded are of low value, both cases resulting in a more simplified procurement process. However, the budgetary/legal commitment file always contains an "outcome of procedure" document, which ensures the AOSD of the application of correct procedures before signature of the contract.	The "outcome of procedure" document constitutes a compulsory component of each legal commitment file. Before the signature of the contract the finance unit reviews these files according to the 4-eyes principle and provides advice to the AOSD with regards to legality and regularity of the process. Operational units also had the opportunity to turn to the finance unit in the planning phase of procurement in order to ensure compliance with necessary regulations.	To demonstrate the effectiveness of controls, it can be concluded that in 2019 there were no projected tenders cancelled or not awarded due to the unsatisfactory definition of the tender specifications.
The proposed contract does not respect the Financial Regulation or terms of the related tendering specifications or framework contract. The legal commitment is not	100% of budgetary and legal commitments are controlled for the legality and regularity of the transaction, including: - <i>Respect of the Financial Regulation</i>	100% of budgetary and legal commitments are subject to ex ante validation according to the 4-eyes principle, both at the operational and financial unit. The use of checklists facilitates	During 2019, there were 3 negative visas given on budgetary commitments: in one case the amount to be de-committed in level 1 had to be adjusted, while in two cases the

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>covered by a corresponding budgetary commitment.</p>	<ul style="list-style-type: none"> - <i>Complying with terms of the related framework contract, call for tenders</i> - <i>The existence of the budgetary commitment before the signature of the legal commitment</i> - <i>Confirmation that all features of the commitment are encoded correctly in ABAC</i> 	<p>the work of the agents ensuring that all necessary controls are executed.</p>	<p>document location had to be corrected. This demonstrates that FVA controls efficiently trace minor discrepancies, while no considerable errors can be noted in the processed files.</p>
<p>The products or services ordered are not, totally or partially, provided in accordance with the technical description and requirements foreseen in the contract. Reimbursement request is not in line with prior authorisations/agreements.</p> <p>The amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions.</p> <p>The details of the invoice and/or payment are entered incorrectly into ABAC.</p>	<p>Certified correct qualification is given by a formally endorsed official trained, technically competent and informed of the details of the contract or other agreement and subsequent invoice under supervision of AOSD for payments.</p> <p>Operational and financial checks are carried out in accordance with the financial circuits and checklists, encompassing the comparison between the certified correct endorsement and the contract provisions.</p> <p>ABAC security prevents from paying more than the corresponding budgetary</p>	<p>All invoices are endorsed "certified correct". Existence of this endorsement is confirmed as part of the ex ante verification at the finance unit, according to the 4-eyes principle. The use of checklists facilitates the work of the agents ensuring that all necessary controls are executed.</p> <p>100% of the invoices are controlled against the contract.</p> <p>ABAC security applies to 100% of the transactions.</p> <p>Sub-delegations are granted so that an AOSD for commitments will never be AOSD for payments.</p>	<p>FVA controls did not highlight any discrepancies in this area which confirms the maturity of the functioning of the financial circuits.</p>

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

Income process

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

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

<p>The amount billed is not correct.</p>	<p>The data with regards to billing is subject to extensive ex ante verification by the finance unit.</p>	<p>All recoveries are preceded by ex ante verification which is followed by sending of a pre-information notice or based on the signed contract. In the first case, this provides the client with additional 15 days to signal any potential errors or inconsistencies.</p>	<p>In 2019 out of the 176 recovery orders established, there were only 3 cases where the cancellation of the amount was necessary. In one case the legal entity of the executive agency of DG EAC was mistakenly used instead of that of the DG itself. A second case was out of DG Interpretation's control: the DG requesting audio-visual installation informed after the establishment of the recovery order that another legal entity should be billed. The third case was also out of DG SCIC's control: after the establishment of the recovery order, information was received from the General Secretariat of the Council that the amount should be billed to them instead of the Member State.</p> <p>This resulted in a smoother compensation process ensuring that funds are rapidly reconstituted and allowing for the continuity of DG Interpretation activities.</p>
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<p>Recovery (compensation) delays</p>	<p>Introduction of SLAs and ACAs introducing clear rules and guidelines on payments.</p> <p>Reporting tools to ensure respect of the compensation rules.</p>	<p>SLAs and ACAs are created as and when needed with the external users of DG Interpretation, based on templates validated at senior management level. They contribute to sound financial management and reduce discussions on their implementation. DG SCIC has concluded so far 19 such agreements for interpretation services with other Institutions and Agencies, and 25 with Member States.</p>	<p>Average recovery delay for DG SCIC's 3 biggest clients for debit notes issued in 2019 was 20, 16 and 25 days respectively, which is a positive development compared to the same figures in 2018 (28, 15 and 27). For Presidencies the total average figure was 27 days, which significantly exceeds the 13 days average observed in 2018, but is below the payment deadline of 30 days. As Presidency countries change each year, cashing also depends on the performance of the different Member States. As the creation of SLAs and ACAs is a continuous exercise, it is not possible to isolate the control factor of these costs.</p>
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Stage 2: Ex post

Ex post controls on payments to freelance interpreters

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

<p>Main risks It may happen (again) that...</p>	<p>Mitigating controls</p>	<p>Coverage, frequency and depth of controls</p>	<p>Cost-Effectiveness indicators (three E's)</p>
<p>The amounts reimbursed to freelance interpreters are not correct: the amounts are not justified sufficiently by supporting documents, or they are not in line with the legal bases (Agreement on working conditions with ACI and additional rules for implementing certain provisions), or the contract concluded with the ACI.</p>	<p>MIM concentrates all information related to the conclusion by all 3 institutions of contracts with ACIs, ensuring a fair share of joint costs for each institution and data consistency.</p> <p>A system of ex post controls has been set up examining the correctness of the amounts paid.</p>	<p>The controls are executed on a sample basis selected according to the MUS method. Similarly to 2018, in 2019 only transactions with supporting documents were selected for control. Findings are collected per month and are presented twice a year in a report.</p>	<p>As a result of the 2019 controls an error rate of 0.074% was noted applying to the total population of payments to ACI. The controls are based on the population of all payments made to ACI regardless whether they were contracted by the Commission, the Parliament or the Court of Justice.</p> <p>Most of the errors noted were related to small amounts in connection with transportation and hotel bills. In one case the ACI did not receive flat rate compensation for outward travel. There was 1 case noted where currency was not converted. In 3 cases it was noted that the ACI received less and in 2 cases more than due with regards to transportation costs to the airport. With regards to hotel reimbursements 4 errors were in favour of the ACI and 3 in favour of DG SCIC. 5 errors noted were</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
			<p>due to the incorrect application of reference prices. All errors above EUR 5 were corrected without any delays.</p> <p>It can be concluded that the controls effectively traced potential errors, these were efficiently registered in the checklists developed for this purpose and the related costs are extremely low compared to the total of payments made on behalf of the 3 Institutions.</p>

Ex post accounting controls

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

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
<p>For expenditure: Expenses are registered on the incorrect G/L account, invoices are not entered into DG SCIC's accounts or the information entered for invoices or credit notes is incorrect. Invoices remain unpaid for no valid reason, or they are not introduced into DG SCIC's accounts within 7 days after reception, VAT reimbursement files and returned payments are not treated.</p>	<p>Various accounting controls as well as automated reports sent to the operational units trace invoices that remain untreated, other controls aim at identifying transactions which apply an incorrect G/L account.</p>	<p>Monthly controls are executed at transaction level to trace untreated invoices. G/L account controls are also conducted monthly at transaction level. Other controls are executed on a quarterly basis in order to detect incorrect application of recovery context in credit notes, untreated returned payments and VAT files, observe on an aggregated level the correct application of G/L accounts for the different budget lines, and examine in detail a sample of invoices.</p>	<p>In 2019, in 9 credit notes the recovery context was corrected, in 5 invoices the expense account was corrected, and in 8 cases expenses booked had to be registered as assets. In two cases it was also noted that invoices and the credit notes clearing them had not yet received necessary validation. In 5 cases the initiating agents were asked to change the incorrect status of the invoice, while they were reminded on a monthly basis to treat long outstanding transactions. Unintended duplicate invoices were deleted, while awareness was raised for the timely registration of invoices into DG SCIC's accounts.</p>
<p>For batch payments (for ACI): Batch payments are entered incorrectly for regularisation payments. Insufficient funds are put at DG SCIC's disposal for the payment of ACI working for the EP and CoJ.</p>	<p>Ensure that batch payments are booked on the correct accounts and in line with data entered into DG SCIC's local system, Grif. Follow up that recovery orders are established in time in order to feed the hors budget accounts of</p>	<p>These two accounting controls are performed on a monthly basis at aggregated transaction level.</p>	<p>No errors were found in connection with the registration of batch payments. At the same time, it was noted that one transaction did not receive the necessary visa. In 2019 in 5 cases the controls</p>

Main risks It may happen (again) that...	Mitigating controls	Coverage, frequency and depth of controls	Cost-Effectiveness indicators (three E's)
	the EP and CoJ to avoid a negative balance.		lead to the timely establishment of recovery orders on the hors balance account and therefore negative balance could be prevented.
Pre-financing: Pre-financing transactions are registered on an incorrect account or they remain uncleared even after final settlement has been made for the grant/procurement contract.	Accounting controls follow up new entries on pre-financing accounts and ensure that their clearance is registered correctly.	Quarterly controls examine new entries at transaction level and a sample of transactions is reviewed for various aspects of correct registration and clearing.	In 2019, no errors have been noted in this area.
Assets Assets are booked as expenditure or incorrect entries are made on asset or depreciation accounts.	Accounting controls follow up irregular entries and cases where asset purchases are expensed.	Monthly controls review uncleared entries on the asset suspense account, while additional quarterly controls are conducted at transaction level to trace irregular entries.	In 2019 besides the 8 cases already mentioned as part of the controls on expenditure, there were 2 invoices identified and corrected where the costs were originally booked as expenditure instead of assets. Controls also enabled follow-up that 5 post-capitalization issues were regularized. Further no irregular entries were registered.
Guarantees: No guarantee is requested/received while the contract/grant agreement stipulates this, the guarantee is incorrectly registered or is in an incorrect state.	Accounting controls review new contracts above EUR 60,000 for eventual need for a guarantee and confirm correct registration and state of guarantees in DG SCIC's accounts.	Quarterly controls are performed at transaction level.	In 2019, there were no irregularities noted in this area. However the controls highlighted 3 cases where the registration of Legal Commitments was overdue.

<p align="center">Main risks It may happen (again) that...</p>	<p align="center">Mitigating controls</p>	<p align="center">Coverage, frequency and depth of controls</p>	<p align="center">Cost-Effectiveness indicators (three E's)</p>
<p>Income: Recovery Orders are registered incorrectly in DG SCIC's account (G/L account, budget line, policy area, related commitment, NoR and SNoR codes, amount, LEF, "Late Interest Rule ID", Recovery Context). Establishment of a pre-information notice is not followed by a recovery order. Recovery Order remains unpaid.</p>	<p>Various accounting controls confirm whether different features for recovery orders are established correctly, ensure follow-up of unpaid debit notes and pre-information notices that have not led to a recovery order yet.</p>	<p>The follow-up of unsettled debit notes and the examination of main features of new recovery orders is conducted at transaction level on a monthly basis. The follow-up of pre-information notices is performed quarterly.</p>	<p>In 2019 there were only minor discrepancies noted which did not have an accounting impact.</p>
<p>Commitments: As DG Interpretation is a non-large DG, DG Budget is in charge of the booking of cut-off entries. Budgetary and legal commitments are used for the calculation of the cut-off figure, therefore the data quality in this area is important for accounting purposes as well. If unnecessary RAL is not de-committed and legal commitments are not registered or entered with incorrect data, this can result in erroneous cut-off bookings.</p>	<p>Various accounting controls follow up outstanding commitments, and commitments that remain in the workflow and review the registration of legal commitments.</p>	<p>Quarterly controls at transaction level identify budgetary de-commitments that should be made and cases where the legal commitment is not registered or remains without validation. Twice a year commitment in the workflow are reviewed and a quarterly control of correct registration of legal commitments is performed on a sample basis.</p>	<p>In 2019, besides the 3 cases unidentified as part of the controls on guarantees, there were 13 cases noted where necessary validation of a legal commitment was not made within the stipulated deadline. In 2019, controls also identified 8 legal commitment registrations with discrepancies. Furthermore, controls proved to be an efficient tool to clean up unintended duplicates and to remind initiating agents to proceed with de-commitments before year-end and timely validation of legal commitments.</p>

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

n/a

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

n/a

ANNEX 8: Decentralised agencies and/or EU Trust Funds (if applicable)

n/a

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

n/a

ANNEX 10: Specific annexes related to "Financial Management"

Table Y - Overview of the estimated cost of controls at Commission (EC) level:

Title of the Relevant Control System (RCS)	Ex ante controls			Ex post controls			Total**	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	EC total costs (in EUR)	funds managed (in EUR) ⁴	Ratio (%)* (a)/(b)	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%) (d)/(e)	EC total estimated cost of controls (in EUR) (a)+(d)	Ratio (%)* (g)/(b)
ACI (freelance interpreters) process	381,636.00	44,086,155.93	0.87%				381,636.00	0.87%
Procurement process	1,209,569.00	15,537,818.72	7.78%				1,209,569.00	7.78%
Grants process	75,817.00	543,051.12	13.96%				75,817.00	13.96%
Staff expenditure process	104,644.50	318,360.77	32.87%				104,644.50	32.87%
Cooperation 3rd countries process	36,575.00	221,925.33	16.48%				36,575.00	16.48%
Income process	130,452.00	81,231,564.77	0.16%				130,452.00	0.16%
Ex post controls on payments to freelance interpreters				83,824.00	89,955,962.85 ⁵	0.09%	83,824.00	0.09%
Ex post accounting controls				121,759.00	141,938,876.64 ⁶	0.09%	121,759.00	0.09%

⁴ Funds managed = payments made, revenues and/or other significant non-spending items such as e.g. assets, liabilities, etc.

⁵ This expenditure includes contracts concluded by the European Commission, the European Parliament and the Court of Justice.

⁶ This total figure includes all payments made and all revenue cashed in 2019, according to Annex 3.

Title of the Relevant Control System (RCS)	Ex ante controls			Ex post controls			Total**	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	EC total costs (in EUR)	funds managed (in EUR) ⁴	Ratio (%)* (a)/(b)	EC total costs (in EUR)	total value verified and/or audited (in EUR)	Ratio (%) (d)/(e)	EC total estimated cost of controls (in EUR) (a)+(d)	Ratio (%)* (g)/(b)
Reporting				422,530.00	141,938,876.64 ⁷	0.30%	422,530.00	0.30%
Inventory management				132,944.00		N/A	132,944.00	N/A
Missions	169,066.00	2,928,539,95 ⁸	5.77%				169,066.00	5.77%
OVERALL total estimated cost of control at EC level	2,107,759.50	141,938,876.64	1.48%	761,057.00	141,938,876.64	0.54%	141,938,876.64	2.02%

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

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

CORRIGENDUM FOR ANNEX 3 TABLE 6: AVERAGE PAYMENT TIMES IN 2019 for SCIC

The data displayed in Table 6 (Average Payment Times in 2019 for SCIC) of Annex 3 is incorrect. During the 2019 AAR exercise the Central Services made an update of the report, which resulted in this error. The Central Services have been informed about the error and were requested to make a correction. The correct data is displayed below. Average Gross Payment Time separately for payments made within and outside the

⁷ This total figure includes all payments made and all revenue cashed in 2019, according to Annex 3.

⁸ Payments for this expenditure are executed by PMO, therefore they are not included into Annex 3.

stipulated deadline is not available, therefore only the aggregated figure is displayed.

The data displayed in Table 6 do not include payments to freelance interpreters that are processed via DG Interpretation's local system, Grif. This does not distort average figures as these payments are subject to specific deadlines. It has to be noted that the figure of 17.42 days for Average Net Payment Time includes an average of 4.89 days for the processing time in the horizontal services. According to a detailed analysis of the report, for certain payments the latter figure was significantly higher than the average. Out of the 85 payments noted as late 9 would have been made in time if processing time of the horizontal services had not been higher than 5 days. Additionally, there were 3 payments made late as due to the closure of ABAC at the beginning of the year, the co-delegating DGs were unable to transfer the necessary payment appropriations in time.

TABLE 6: AVERAGE PAYMENT TIMES in 2019 for SCIC

Legal Times							
Maximum Payment Time (Days)	Total Number of Payments	Nbr of Payments within Time Limit	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)
30	1473	1388	94,23 %	16,06	85	5,77 %	38,15
60	14	13	92,86 %	22,69	1	7,14 %	73

Total Number of Payments	1487	1401	94,22 %		86	5,78 %	
Average Net Payment Time	17,42			16,12			38,56
Average Gross Payment Time	18,94			information not available			information not available

Suspensions							
Average Report Approval Suspension Days	Average Payment Suspension Days	Number of Suspended Payments	% of Total Number	Total Number of Payments	Amount of Suspended Payments	% of Total Amount	Total Paid Amount
0	16	143	9,64 %	1483	2.535.809,94	12,43 %	20.397.554,87

Late Interest paid in 2019

DG	GL Account	Description	Amount (Eur)
SCIC	65010100	Interest on late payment of charges New F	1 250,84
			1 250,84

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

1. Audit on synergies and efficiencies review (2018)

Recommendation No 2.1 - original due date: 31 March 2020

Embedding the synergies and efficiencies review (SER) culture Commissionwide: DG HR, with the support of the DLs, should develop a communication campaign to explain the SER objectives, the domain leadership culture and potential added-value for the Commission as a whole. This could include having a dedicated page on MyIntracomm with latest information, performance against targets, FAQs, success stories etc.

In order to develop a greater sense of transparency and trust, DLs should consider inviting non-member DGs to the steering board meetings as observers.

Work has been continuing on the implementation of this very important recommendation in both areas of domain leadership for DG SCIC.

DG SCIC has been contributing fully to the preparation of the corporate campaign and is ready for corporate and local actions once the campaign goes live.

In both the domains of Conference Organisation and Meeting Room Management, an updated mandate aiming at improving the transparency, trust and inviting non-member DGs to steering board meetings as observers was discussed and approved in the Steering Board. The mandate is on the agenda of the Corporate Management Board (CMB) in February 2020 for final approval.

Following the CMB, DG SCIC would expect to mark this recommendation as Ready for Review.

Improving monitoring arrangements and reliability of savings estimates:

Recommendation No 3.4 - original due date: 31 December 2019, one month overdue at the cut-off date of this report (31 January 2020)

With the support of DG HR where possible, the DLs should work with DGs to monitor whether "saved" resources are in fact working on tasks linked to their previous activities. In this respect the IAS notes the view that the new ATLAS HR tool is expected to assist DLs with this.

Since this report, DG SCIC has marked this recommendation as ready for review.

In the domain of Conference Organisation, DG SCIC has carefully analysed the ATLAS data. Resource analysis is also based on the list of Conference Correspondents and monitoring is an integral part of regular contacts with DGs.

For Meeting Room Management, DG HR provided the Atlas data for this domain and based on our analysis of this data for our community (i.e. DG SCIC staff working in the domain), it is correct.

Recommendation No 3.5 - original due date: 31 March 2020

The Domain Leaders should continue to monitor carefully the reliability of their savings estimates and, if not already done, should develop action plans to deliver the remaining/revised targets.

The accuracy of the estimates made in the Synergies and Efficiencies Communication will be reviewed in March 2020.

ANNEX 12: Performance tables

General objective: To help achieve the overall political objectives, the Commission will effectively and efficiently manage and safeguard assets and resources, and attract and develop the best talents		
Impact indicator 1: Trust in the European Commission		
Source of data: Standard Eurobarometer on Public Opinion in the European Union		
Baseline (2015)	Target (2020)	Latest known results (2019)
40% tend to trust	Increase	47% tend to trust
Impact indicator 2: Staff engagement index in the Commission		
Source of the data: European Commission		
Baseline (2015)	Target (2020)	Latest known results (2018)
65.3%	Increase	69%

Specific Objective 1: Interpreting services meet our clients' demand and are cost effective.		Not related to a spending programme
Result indicator 1: Coverage of i-slot costs by i-slot price (in %)		
The i-slot is calculated by dividing the expenses related to the provision of interpretation and linked activities (staff, ACIs, parts of training, IT, missions) by the expected amount of interpretation to be provided.		
Source of data: SCIC Budget and Finance Unit		
Baseline (2015)	Target (2020)	Latest known results (2019)
92.3% (i-slot price: 446€, i-slot cost: 483€)	Between 98% and 102%	91.3%
Result indicator 2: Standby rate and reserve of staff interpreters and ACIs, excluding periods of low interpretation activity (% of available working time)		
Monitoring the amount of standby which goes beyond a certain reserve necessary to provide the flexibility to meet operational needs enables DG Interpretation to check whether DG Interpretation manages its resources efficiently.		
Source of data: SCICView		
Baseline (2015)	Target (2020) <i>In the current context of unpredictable demand, the target of 15 % can only be met for the 5 biggest languages (FR/DE/EN/IT/ES)</i>	Latest known results (2019)
18.5%	15%	20.5% (all language units) 18.1% for the 5 most

		used languages (FR 17.4% DE 19.6% EN 16% IT 18.7% ES 19.4%)
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Result indicator 3: Percentage of external client requests DG Interpretation was able to satisfy

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

Source of data: SCICView

Baseline (2015)	Target (2020)	Latest known results (2019)
	<i>This target is considered in line with available resources. A marginal increase of the satisfaction could entail a far bigger increase in costs (i.e. hiring of expensive ACIs not living in Brussels). This is the reason why the target is set below the baseline.</i>	
96%	≥95%	97%

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

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

Source of data: Planning and Programming Unit

Baseline (2015)	Target (2020)	Latest known results (2019)
Number of meetings refused at arbitrage: 529	≤ to 2015 number	667
Percentage of 1 st priority meetings satisfied	>99%	99%

Main outputs in 2019:

Output	Indicator	Target	Latest known results
Optimise the use of resources throughout the transition period by adapting the	Level of stand-by	Close to the target of 15%, as	Some 20% of courses for interpreters are organised in periods of

proportion between interpretation and other related activities (like professional development, pedagogical assistance) to demand level		defined in the Strategic Plan	less intensive interpreting activity and all course dates are agreed with Programming.
Pursue negotiations on complementary remote interpretation for some ministerial lunches	Decision on the Council's request	Q2	Negotiations were successfully concluded in July and their outcome was validated in a referendum among interpreters in September 2019.
Modernise documentation resources made available to interpreters to meet customers' needs and quality requirements	Adoption of the implementation plan on paper smart booth and start of roll-out	Q1	Following the adoption of the implementation plan in December 2018, the pilot with 4 DGs started in Q1 and was extended in April 2019 to allow for the testing of hybrid devices. Based on the positive assessment of this pilot in October 2019, the paper smart approach to all Commission DGs was rolled out in November 2019.

Specific objective 2: The quality of interpretation meets our clients' needs		Not related to a spending programme
Result indicator 1: Percentage of satisfaction with the quality of interpretation expressed by our users		
The results of the Customer Satisfaction Survey which DG Interpretation carries out every 2 years enable us to measure whether the quality of our service meets our users' expectations and to detect areas which can be improved.		
Source of data: DG Interpretation's Customer Satisfaction Survey		
Baseline (2015)	Target (2020) <i>This target is considered in line with available resources. A marginal increase of the satisfaction could entail a far bigger increase in costs (i.e. hiring of expensive ACIs not living in Brussels). This is the reason why the target is set below the baseline.</i>	Latest known results (2017)
88.7%	>85%	90%
Result indicator 2: Percentage of recruitment of ACIs with a quality rating ≥ 2		
Based on regular quality reports, ACIs are assigned a quality rating by their Head of Unit which together with a certain number of points for the professional domicile and the number of languages offered by the ACI is part of the recruitment coefficient which enables		

DG Interpretation to recruit interpreters with the best possible qualifications. Source of data: SCICView		
Baseline (2015)	Target (2020) <i>Based on past experience, this percentage is considered achievable but ambitious. Each extra percentage point in recruitment of ACIs with a quality rating ≥ 2 costs money, if it means that DG Interpretation has to recruit ACIs from outside Brussels to meet the quality criteria.</i>	Latest known results (2019)
87.7%	>85% new target: 94%*	94.9%

**The data source for this indicator was adapted in 2018. The data for 2018 and 2019 are thus now fully consistent. The adaption of the data means that the effective target for this indicator becomes 94%. With 94.9% DG SCIC has reached also this new target.*

Main outputs in 2019:			
Output	Indicator	Target	Latest known results
Knowledge centre on Interpretation 2.0	A fully operational and multilingual platform is made available, allowing for sharing knowledge on interpretation and for creating communities	Q2	Multilingual platform made available in November 2019
Capacity development through cooperation with Universities in the EU and candidate countries	Adoption of the annual work programme	Q1	Work programme adopted on 08/02/2019, ref. C(2019)804 final
Modernise terminology and documentation management	Strategy paper on terminology and documentation tools for interpreters in the digital environment	Q3	The ITC Board approved the Business case for the Interpreter's Digital Toolbox in July; Memorandum of Understanding with DIGIT was signed in December.
Co-organisation of IAMLADP 2019 (International Annual Meeting on Language Arrangements, Documentation and Publications) in Brussels (Commission and EP premises)	Conference to run smoothly and as planned in terms of organisation and content	May 2019	Conference ran smoothly and as planned, gathering 180 participants from over 50 international organisations. A declaration on multilingualism was endorsed (' the Brussels Statement ').

			Moreover, it was a green and sustainable event (paper smart, plastic free and with carbon offsetting).
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Meeting room management

Specific Objective 3: Services provided in meetings meet Commission needs.		Not related to a spending programme
<p>Result indicator 1: Satisfaction of meeting <u>organisers</u> with the services related to meetings and conference rooms</p> <p>After each meeting, meeting organisers are requested to fill in a short questionnaire on their satisfaction with the request procedure, interpretation and technical equipment and support. The result indicator is the global satisfaction rate with the services provided by DG Interpretation.</p> <p>Source of data: WebDOR Feedback</p>		
Baseline (2015)	Target (2020) <i>Standard satisfaction rate which is considered satisfactory and in line with DG Interpretation's ability to meet demand from Commission services (e.g. available facilities, quality of existing meeting rooms, etc.). A marginal increase of the satisfaction could entail a far bigger increase in costs. This is the reason why the target is set below the baseline.</i>	Latest known results (2019)
96.9%	>85%	97%
<p>Result indicator 2: Satisfaction of meeting <u>participants</u> with the services related to meetings and conference rooms</p> <p>DG Interpretation organised its 1st survey on the satisfaction of meeting participants in 2015 and will carry out a similar survey every two years to make sure that our services are in line with our customers' needs and to improve service where necessary.</p> <p>Source of data: Results of the 2017 Customer Satisfaction Survey on Conference services</p>		
Baseline (2015)	Target (2020) <i>Standard satisfaction rate which is considered satisfactory. A marginal increase of the satisfaction could entail a far bigger increase in costs. This is the reason why the target is set below the baseline.</i>	Latest known results (2017)
91.6%	>85%	90%
<p>Result indicator 3: Percentage of multilingual streaming services without incidents</p> <p>DG Interpretation provides web streaming services (both multilingual and monolingual) for meetings in Commission meeting rooms managed by DG Interpretation. Streaming transmissions are both live and on-demand (recorded). The indicator shows the reliability of this service, by calculating the aggregate amount of minutes without incidents that</p>		

affected user satisfaction in the live transmissions.		
Source of data: number of hours from SCICView; Incidents registered in log file maintained by SCIC Streaming		
Baseline (2015)	Target (2020) This target is considered satisfactory and in line with available resources	Latest known results (2019)
98%	98%	98.8%

Main outputs in 2019:			
Output	Indicator	Target	Latest known results
Streamlining the management of meetings with experts through an integration between WebDOR and AGM (experts management)	Release of a new version of AGM and WebDOR	Q3	First phase released in June 2019. Second phase released in January 2020.
Commission's new conference centre: <ul style="list-style-type: none"> • <i>Contribute to the finalisation of the competitive dialogue</i> 	Approval by the budget authority	Q3	The competitive dialogue was completed in February 2019.
<ul style="list-style-type: none"> • <i>Sign the contract</i> 	Signing of contract	Q3/4	The evaluation of offer was completed in July 2019.
ISO deliverable on new technologies in simultaneous interpreting	Publication of publicly available specification	Q4 2019/Q1 2020	Done. The Publicly Available Specification 24019 was approved in November 2019.
Extend support and maintenance services to new local meeting rooms	Roll out of the maintenance and support services to 8 additional DGs and Cooperation Agreements signed	Q4	Done. The roll-out for zone 1 (LOI-JII-SPA), including 12 DGs and 15 buildings, was completed in December 2019.
Study on the business process reengineering of the meeting request process	Study and final report completed and approved by senior management	Q2	Done. The final report was approved by senior management in June 2019.

Conferences and events

Specific Objective 4: DG Interpretation's conference organisation services meet Commission needs.		Not related to a spending programme
<p>Result indicator 1: Satisfaction of Commission DGs with the services related to conference organisation services</p> <p>This indicator is related to services delivered by DG Interpretation. It reflects the average scores obtained from the DGs for whom conference organisation services were provided. The scores rate the satisfaction levels on services provided before and during the event, including DG Interpretation's staff and financial management.</p> <p>Source of data: Conference organisers' ongoing satisfaction surveys</p>		
Baseline (2015)	Target (2017) <i>A 90% satisfaction rate is considered by DG Interpretation's management as an ambitious and reachable target. A marginal increase of the satisfaction could entail a far bigger increase in costs. This is the reason why the target is set below the baseline.</i>	Latest known results (2019)
90.4%	90%	92%
<p>Result indicator 2: Conferences are registered in DG Interpretation</p> <p>Source of data: Events Database</p>		
Baseline (2015)	Target (2017)	Latest known results (2019)
n/a	To be set by the Steering Board on Conference and Meeting room management <i>Long-term it would be desirable to have 100% of the European Commission's Conferences registered in the Events Database. Since this was not a realistic target rate in the short term, the goal was to significantly increase the number of Conferences registered in the Events Database.</i>	2019: 267 2018: 133 2017: 154 The database started in 2017

Main outputs in 2019:			
Output	Indicator	Target	Latest known results
Systematic debriefs/survey to rate satisfaction of conference organisation client DGs and participants	Satisfaction rate	80%	92% Client DGs 80.68% participants
Updated agreements drafted for conferences organised on behalf of other DGs	Set of documents ready Start of implementation	Q3 End Q3	Drafts available; implementation to start as of Q1 2020
Implementation of the synergies and efficiency review			
Engagement of and knowledge	At least 3 meetings a	2019	4 meetings in

sharing within Conference Correspondent Community	year, 1 dedicated working group on specific topics		2019 with interactive working groups each time + workshop for new framework contract
Professionalisation of the community	Implementation of specific trainings with HR.B3	throughout 2019	Preparation of tutorials for registration starting January 2020; Professionalisation Project Manager responsible operational January 2020
New framework contracts in the field of conference or event organization	Signature of PCO (Professional Conference Organisation) contract	Q3	PCO framework contract signed July 2019.
	Successful implementation and monitoring	Q4	Successful implementation; continuous monitoring in place.
	Mapping of need for other framework contracts	Q4	Need for follow-on framework contract for promotional items identified
Interaction of Events Database with WebDOR	Pilot operational	Q1	Pilot operational in March.
	Full implementation	Q4	Interaction with Event Database operational since December 2019.
Live video streaming of President's Annual State of the Union Address	Improvements to our streaming solution	Before the end of May 2019	The webcast player was improved and a new version was launched in Q4 2019

Financial Management: Internal control and Risk management

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

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

Indicator 1: Estimated residual error rate

Based on a risk analysis, ex post controls are performed on a sampling basis on non-local ACIs expenditure (which accounted for 72.6% of DG Interpretation's executed budget in 2019). Ex post controls are also performed on ACI payments made on behalf of the European Parliament and the Court of Justice. All errors detected in the course of these ex post controls are corrected immediately.

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

Source of data: Ex post control report (Budget and Finance Unit)

Baseline (2015)	Target	Latest known results
0.048%	<1%	0.074%

Indicator 2: Estimated overall amount at risk for the year for the entire budget under the DG's responsibility

The overall amount at risk is related to the expenditures under management of the DG. It does not include the payments made on behalf of the European Parliament and the Court of Justice (around €20M).

Source of data: Ex post control report (Budget and Finance Unit)

Baseline	Target	Latest known results
25K	25K	0.3 M€ ⁹

Main outputs in 2019:

Output	Indicator	Target	Latest known results
Implementation of the ex post control strategy	Value of errors detected on randomly sampled transactions	< 1%	0.074%

⁹ This is due to the fact that based on instructions of DG Budget, the conservative estimate of 0.5% error rate was applied, even though measured error rate is well below this figure.

Objective 2: Effective and reliable internal control system in line with sound financial management.

DG Interpretation has created an overall indicator of the cost of controls for all areas under direct management mode and related to the provision of interpreting, conferencing and audio-visual services. The controls involved cover the payments of ACI remunerations, procurement, staff expenditure and grants.

Indicator 1: Conclusion reached on cost-effectiveness of controls (*Positive conclusion = Yes*)

Source of data: SCICView (on the basis of DG BUDG guidelines for the 2014 AARs)

Baseline (2015)	Target	Latest known results
Yes	Yes	Yes

Main outputs in 2019:

Output	Indicator	Target	Latest known results
Timely execution of payments	Percentage of payments on the budget made within the applicable time limits	>95%	94.22%
	Average target for processing payments	<20 calendar days including suspension periods	18.94 days (This figure does not take into account payment suspensions. When payment suspensions are deducted, the average payment processing time amounts to 17.42 days.)
Conclusion reached on cost-effectiveness of controls	Positive or negative conclusion	Positive conclusion (current level to be maintained)	Positive conclusion
Biannual reports on exceptions and non-compliant events	Timely publication Full implementation of identified remedial actions on financial exceptions if any	Within 2 months after the end of corresponding semester	The report on the 1 st semester was published on 12/09/2019 and on the 2 nd semester on 26/02/2020.

Objective 3: Minimisation of the risk of fraud through application of effective anti-fraud measures, integrated in all activities of the DG, based on the DG's anti-fraud strategy (AFS) aimed at the prevention, detection and reparation of fraud.

Indicator 1: Updated anti-fraud strategy of DG Interpretation elaborated on the basis of the methodology provided by OLAF

Source of data: Budget and Finance Unit

Baseline	Target	Latest known results
Date of the last update: 2015	Yearly update	Update and assessment of the anti-fraud strategy of the DG was adopted by the Management in January 2019

Indicator 2: Fraud awareness is increased for target population(s) as identified in the DG's AFS

Source of data: DG's AFS

Baseline	Target	Latest known results
DG Interpretation's management is informed of updates of the AFS every year in a dedicated management meeting	Dedicated management meeting once a year	DG SCIC's management was informed of the update of the AFS. Additionally, in order to raise awareness, workshops were organised for Directorate C, where 46% of the target population participated.

Indicator 3: Regular monitoring of the implementation of the anti-fraud strategy and reporting on its result to management

Source of data: Budget and Finance Unit

Baseline	Target	Latest known result
Before December 2016	Once a year	All necessary actions of the AFS have been implemented, which has been presented to the RD.

Main outputs in 2019:

Output	Indicator	Target	Latest known results
Compulsory training for specific functions as identified in the DG's AFS	Training followed by this population within 6 months from entry in service	100%	No reporting available in EU Learn
Further update of DG Interpretation's anti-fraud strategy	Updated anti-fraud strategy available	After adoption of Commission anti-fraud strategy	Update and assessment of the anti-fraud strategy of the DG was adopted by the Management in January 2019