

Management Plan 2025

Directorate-General
for Interpretation

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PART 1. Introduction and strategic outlook

Mission statement and operating context

The mission of DG Interpretation (DG SCIC) is to facilitate the EU's democratic multilingual decision-making process by providing high quality **conference interpretation** to EU institutions ⁽¹⁾ and to support an efficient European public service by delivering modern and sustainable corporate **conference organisation** and **meeting room management services** across the Commission.

DG SCIC provides **high quality interpretation** into the 24 official EU languages, non-EU languages and sign language. EU Institutions require a reliable service providing high quality interpretation that meets demanding professional standards. Interpretation activity is demand driven and is dependent on the institutions' political cycle and priorities. Thus, we face two key challenges: to optimise the use of resources to satisfy demand for quality interpretation; and to strike a financial balance based on charge-back mechanisms and operating under Heading 7 of the EU budget (administrative expenditure).



DG SCIC is the **domain leader for meeting room management**. This includes managing audio-visual equipment in meeting spaces across the Commission and providing high quality technical assistance and maintenance services in meeting rooms. Thanks to the single customers' entry point, 'My Meeting & Conference Support service' (MACS), we provide streamlined support to our customers. Equipment and services are standardised across the board, including in smaller meeting rooms.

DG SCIC is also the **domain leader for conference management**, based on a decentralised approach, characterised by providing a wide menu of conference support services to the Directorates General and the use of framework contracts. We provide comprehensive support to a number of the Commission's flagship conferences and events, including the European Citizens' Panels. We contribute to setting standards for greener and more inclusive events by offering guidance, training



⁽¹⁾ Except the European Parliament and the Court of Justice, which have their own interpretation services.

and conference management solutions. The Corporate Events Database offers a comprehensive overview of conferences organised in the Commission.

DG SCIC contributes to the **digital transition** of the Commission by developing tools that enhance the accessibility of meetings, achieve savings, and improve the working environment for Commission staff. We are at the forefront of developing **speech technologies**, acknowledging their role in upholding the Commission's commitment to multilingualism, promoting inclusiveness and achieving efficiency gains. We develop AI-powered technologies for real-time transcription and translation of meetings, leverage generative AI to draft minutes, and create human-like voices for voice-over or read-out of pages.

DG SCIC is a significant **promoter and enabler of environmental sustainability**. We offer multilingual videoconferencing and provide infrastructure for online meetings and conferences. We also offer sustainable-by-default services through framework contracts and advise on easy steps that can be taken to make events more sustainable. With these tools, DG SCIC encourages and empowers Commission services to reduce the environmental impact of their operations.

We strive to maintain high-quality multilingual interpretation and other support, while embracing the digital transformation and **modernising our practices**. Alongside these challenges, we are responsible for managing changes in the way interpreters work, ensuring cyber resilience, and adapting **our business model** to keep pace with the evolving landscape of interpretation and linguistic services. To remain relevant and ready for the future, we had previously defined six core priorities for our service (1. SCIC as a Workplace, 2. Sustainability of the Service, 3. Succession Planning, 4. New Delivery Modes, 5. Digital Transformation and 6. Greening), which we will continue to pursue.

Strategic outlook 2025 – 2029

DG SCIC plays an indispensable role in supporting the European Commission's overall objectives by providing essential services, including interpretation, meeting services and conference organisation. We therefore contribute to achieving all of the present European Commission's general objectives. However, our most significant impact is on achieving horizontal **General Objective 8: A modern, high-performing, and sustainable European Commission**, as our services are crucial to facilitating effective communication and collaboration within the Commission and beyond. In this way, we contribute to enhancing the EU's proximity to European citizens and to its democratic legitimisation.

We will contribute to this with the five following Specific Objectives. Progress on our Specific Objectives will be measured with the help of the Key Performance Indicators (KPIs) listed next to them. The need to provide quality services justifies the choice of customer satisfaction as an important indicator.

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

Specific Objective 8.1

Modern and sustainable interpretation services are provided for the EU institutions, bodies and agencies

KPI 8.1.1

Percentage of customers' requests for interpretation that DG SCIC is able to satisfy

Specific Objective 8.2

High quality interpretation is provided to satisfy our customers' needs

KPI 8.2.1

Satisfaction with the quality of interpretation expressed by our users

Specific Objective 8.3

Modern and sustainable meeting services are provided for the European Commission

KPI 8.3.1

Customer satisfaction with meeting services offered in corporate meeting spaces

Specific Objective 8.4

Modern and sustainable conference organisation services are provided for the European Commission

KPI 8.4.1

Satisfaction of customer DGs, agencies and services

Specific Objective 8.5

Increased use of speech technologies in the European Commission

KPI 8.5.1

Number of DGs using multilingual speech services powered by DG SCIC

DG SCIC aims to provide **modern and sustainable interpretation services to the EU institutions, bodies and agencies**. Along with the Directorate General for Translation (DGT), DG SCIC **facilitates multilingualism**, thus enhancing the legitimacy of the European project and giving the Union an important competitive advantage on the global stage. To ensure the highest quality of service, it will continue the ongoing **digitalisation and modernisation of its processes and IT tools**.

It is important that **high quality interpretation is provided to satisfy our customers' needs**. DG SCIC is a recognised **standard setter** for the interpreters' community and related industry. Our customers require high quality interpretation that meets demanding professional and ethical standards and warrants confidentiality, security and accountability. This is ensured at the same level in all the languages provided. To achieve this, continuous investment in the **upskilling of the workforce** is needed. To ensure the availability of interpreters for EU institutions, especially for less commonly spoken languages, DG SCIC will further invest in **talent development** by cooperating with universities in Member States to help train future interpreters. Otherwise, there would be an insufficient number of professionals of the required quality on the market.

Following the 2016 Synergy and Efficiency Review, ⁽²⁾ we are the **corporate domain leader for meeting room management and conference organisation** in the Commission.

In response to the evolving landscape of meeting services, the European Commission is transitioning from *meeting room and service management* to a more comprehensive approach envisioned as **integrated meeting services**. This strategic shift encompasses services such as audio-visual solutions, conference interpretation and other speech services, room booking, technical support, event organisation, logistics, digital workplace, and stakeholder engagement to enhance operational efficiency and promote a seamless, user-centric meeting experience across the Commission. DG SCIC is in the lead of this collaborative effort. We work in partnership with the relevant services within the Commission, notably the Secretariat-General (SG), the Office for Infrastructure and Logistics in Brussels (OIB) and in Luxembourg (OIL) and the Directorate-General for Digital Services (DIGIT).

DG SCIC ensures that **modern and sustainable meeting services are provided for the European Commission**. We aim for an **Enhanced User Experience**, offering comprehensive support before, during and after the meetings. We take care of **Integrated Technology and Support** and will continue to introduce state-of-the-art technologies to facilitate advanced hybrid meeting capabilities. To ensure **Efficient Meeting Space Management** across the Commission, we will progressively extend the geographical

⁽²⁾ Communication on Synergies and Efficiencies in the Commission – New Ways of Working ([SEC\(2016\)170 final](#); 4 April 2016).

coverage of our services. We will start with Luxembourg and ultimately aim to cover all Commission sites.

DG SCIC takes care to ensure that **modern and sustainable conference organisation services are provided for the European Commission**. We will continue contributing to setting standards for **greener and more inclusive events**. Across the Commission, we will be offering guidance, training, and conference management solutions. We coordinate a network of conference correspondents and serve as a focal point for sharing best practices and further professionalising conference organisers in the European Commission and Executive Agencies. We will also provide comprehensive support for the Commission's flagship events. Events and conferences play a strategic role in the Commission's communication and policy-making work. As domain leader for conference organisation, DG SCIC is the first port of call and the centre of excellence in this field. We actively support the **digital transition** by developing new ways to engage with stakeholders and citizens and by promoting a new virtual conference platform. Virtual and hybrid events allow for greater inclusivity and outreach compared to purely in-person events and will help the Commission achieve carbon neutrality by 2030.

DG SCIC works on **increased use of speech technologies in the European Commission**. We contribute to the **digital transition** of our organisation by developing tools that enhance the accessibility of meetings, achieve savings and improve the working environment for staff. We play a leading role in the development of speech-to-text and text-to-speech language technologies, supported by AI, in partnership with DG DIGIT, DGT and other DGs. Upholding the Commission's commitment to **multilingualism**, we promote language technology tools across the European Commission and the EU at large, with a focus on tools using voice and supporting meeting participants and organisers. We will work on increasing the coverage of meetings where multilingual speech services, such as our live transcription portal **eMeeting**, are used. Additionally, we will further improve **eLoqui**, an AI-powered portal equipped with **high-quality synthetic voices**, aimed at producing voiceovers for e-learning resources, video content or web pages.

DG SCIC is currently undertaking a review of its business model. As procedural changes are still underway, it may prove necessary to adjust some of the specific objectives or their indicators and targets later.

For the full list of result indicators for the specific objectives mentioned above, see Annex 1 on page 19.

Cross-cutting efforts – implementation and simplification agenda

Not applicable

PART 2. Delivering on the Commission's priorities in 2025

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

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

A pilot project on updated programming arrangements for **interpretation at meetings on platforms** is underway. Its outcomes will drive the implementation of a more sustainable solution for this type of meeting which reflects contemporary needs and customer expectations. Moreover, we will continue to observe our duty of care for **interpreters' health and safety**, with the support of the Medical Service.

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

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

DG SCIC will review the conditions of the **organisation of interpretation services** for other institutions to ensure sustainability, business continuity and sound financial management. The **Service Level Agreements** (SLAs) with these customer institutions will also need to be revised to allow DG SCIC to continue playing its public service role and meet customer needs in a sustainable manner, notably considering the new context of operations by external providers.

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

We will continue making Commission events more accessible by providing interpretation in **International Sign** at high-profile meetings and by further developing speech services, such as automated subtitling of videos and meeting participants' interventions.

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

Ukrainian and other enlargement languages.

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

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

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

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

The **Interpreter's Digital Toolbox** plays a key part in ensuring the quality of interpretation. It facilitates interpreters' preparation and work in the booth, access to documents, terminology, exchange of information and cooperation in the team. Additional functionalities are planned for 2025, such as integration of **AI tools** including eTranslation, eSummary and eBriefing.

Language and thematic learning play an important role in maintaining the quality of interpretation. DG SCIC continuously supports interpreters by offering opportunities to **develop further professional skills**. In 2025, particular attention will be given to **digital upskilling and reskilling**.

We will continue to invest in **capacity development and succession planning** by supporting universities that train conference interpreters. We will further contribute to establishing standards, best practices and benchmarks, and **create a pool for future recruitment**, not only for EU languages but also for those of the candidate countries. We will also continue to run support schemes to assist young graduates in priority languages in succeeding at our accreditation tests either through corporate schemes, such as the Blue Book Traineeship for interpreters, or through interinstitutional cooperation.

We will simplify the various sets of **interpreters' working conditions**. We will continue our close cooperation with the Medical Service, OIB and staff representatives to **protect interpreters' auditory health and overall well-being** in the changing working environment. In addition, we aim to further professionalise the role of the Head of Interpretation Team to provide the requisite level of service to our customers.

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

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

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

In line with the latest meeting services strategy, we will be transitioning from meeting room and space management to a more comprehensive approach envisioned as **integrated meeting services**. The focus is on a user-centric and seamless approach in close collaboration with other services like DG DIGIT, OIB and OIL.

In an effort to further **enhance user experience**, we will continue to offer guidance on meeting organisation, sound quality tests for hybrid meetings with interpretation and dedicated support to VIP rooms and VVIP meetings. It will also revamp its catalogue of services and develop communication actions showcasing its services throughout the year.

DG SCIC will also prepare the ground for the streamlining of meeting room logistics, in close cooperation with OIB and OIL.

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

We will also focus on achieving the **efficient management of meeting spaces**. This involves close follow up of the roll-out of the Commission buildings policy, aiming to optimise the use of meeting spaces. Specifically in 2025, the aim is to extend the geographical coverage of our services to Luxembourg. We will also focus on working closely with OIB and OIL on preparations for the future Conference Centre in Brussels and for the Jean Monet II building in Luxembourg.

For the relevant performance table with details of the outputs, see Annex 2 on page 23.

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

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

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

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

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

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

DG SCIC's objective is also to ensure that conference and meeting services reflect the objectives of the 'Greening the Commission Communication' by supporting the adoption of environmentally friendly practices, thereby contributing to reduction in the carbon footprint of events. DG SCIC will further promote **sustainable events** and continue to support the conference organisers' community in their **shift towards virtual and hybrid conferences**. In this context, DG SCIC will continue to collaborate with DG HR on the **sustainable events awards**. The objective of this competition is to raise awareness to the need to align all aspects of conference organisation with objectives of the Green Deal.

DG SCIC will continue to enhance the **corporate registration tool** and provide the necessary training and support to DGs, enabling more DGs to use it independently. As of May, a new **carbon footprint calculator module**, which enables conference organisers to calculate travel emissions of conference participants, has been used.

For the relevant performance table with details of the outputs, see Annex 2 on page 24.

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

DG SCIC is at the forefront of **developing speech technologies**, acknowledging their role in **fostering multilingualism and accessibility** and **enhancing the efficiency of Commission services**. We develop language technology tools across the European Commission and the EU at large, with a focus on tools using voice and supporting meeting participants and organisers.

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

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

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

For the relevant performance table with details of the outputs, see Annex 2 on page 25.

PART 3. A modern and sustainable public administration: outputs in 2025

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

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

A. Human resource management

DG SCIC aims to nurture its workforce and attract competent staff in its key domains, where resources are particularly scarce. To enhance the availability of interpreters and ensure efficient and balanced use of both permanent and freelance resources, DG SCIC plans to conduct internal competitions for the Croatian, Greek, English, French, Italian, and Maltese language units. Efforts to accredit freelance interpreters and to increase the success rate in the accreditation test are also ongoing. The available resources are aligned with the service's strategic priorities.

Equally, staff in other parts of the service benefit from similar opportunities: a learning path is being developed for meeting room managers, complementing the existing learning path for conference organisers. DG SCIC is also reinforcing cybersecurity awareness and digital skills by promoting learning opportunities in this field.

DG SCIC has initiated a participatory process to foster a cross-DG discussion, aiming to strengthen a culture of collaboration, ownership and responsibility. This process includes voluntary workshops in large and smaller groups (10-30 staff members), culminating in an all-staff day. Additionally, DG SCIC continues to implement activities from its 2023 Staff Survey follow-up plan, which includes information sessions, more communication activities and diversification of communications channels and temporary horizontal task forces.

DG SCIC boasts an excellent track record in gender balance for management positions. At the end of 2024, the **percentage of female middle managers** was 69%, and 33% in senior management. The goal is to maintain a high level of female representation within the management team and contribute to the Commission's objectives in line with Commission Decision SEC (2023) 200. According to the results of the 2023 Commission Staff Survey, the **engagement index** in DG SCIC was 74%; our goal is to maintain or increase this level.

For the relevant performance table with details of the outputs, see Annex 3 on page 26.

B. Digital transformation and data management

Digital transformation and cybersecurity

DG SCIC will continue its multi-annual Digital Transformation programme (2024-2027) to:

- simplify, enhance, and automate business processes;
- modernise the IT landscape, delivering a seamless and sustainable digital environment with new, cybersecure by design and resilient solutions; and
- increase digitalisation across the DG using innovative technologies like business intelligence, artificial intelligence, sentiment analysis, and integrated communication technologies to improve the efficiency and the effectiveness of interpretation and administrative work and middle and senior management functions.

The programme is based on existing corporate initiatives such as HR Transformation, as well as on corporate and local projects like a new application for booking rooms and requesting interpretation, web streaming and other meeting services (MIRA+), Multilingual Interpretation Management (MIM) modernisation and the Interpreter's Digital Toolbox. The programme is progressing based on a Digital Transformation roadmap with the focus on reusing and adopting corporate solutions and innovative technologies. The roadmap encompasses about a hundred projects, including those from two new strands:

- the **statistical stream**, with projects aiming to improve data quality and completeness and provide management with modern analytical tools; and
- the **digital skills stream**, designed to foster the digital culture and digital adoption.

DG SCIC will continue to update its security plans according to the two-year revision cycle and will start developing new cybersecurity measures identified during the update of the security plans in 2024. Moreover, additional cybersecurity communication will be addressed to the staff to increase engagement in annual knowledge assessments, online training, and active reporting of suspicious emails.

In 2024, 23% of statutory staff **completed at least one IT training course** and 73% of our **IT systems** were **utilising cloud infrastructure**; our goal is to increase these numbers.

Data management

We recognise that high-quality data is essential to support our mission. In 2024, the **maturity level in implementing corporate data policies** was classified as 'developing'.

We will implement targeted actions to reach an ‘established’ level by 2027 and aim for ‘advanced’ by 2029.

To achieve these goals, we will improve data governance and data quality procedures in the DG, launch a prototype related to **predictive analytics**, and set up statistical dashboard functionalities with integrated data provision.

Based on the 2024 AS-IS and TO-BE data landscape reports, several actions will be carried out, for example updating the EC Data Catalogue with new data assets and providing **extensive dashboard functionalities to managers and business users**, and much more besides. In addition, DG SCIC seeks to modernise its data analytics capabilities by including features such as forecasting, trend analysis and better statistics.

The internal network of data stewards will ensure the **quality and timeliness of data**. It will also contribute to the European Commission's annual data catalogue update. The network offers a platform to raise awareness of the value of data and the benefits of high-quality data, and to organise local initiatives to build capacity in data governance and policies.

DG SCIC will assess the **data preservation needs** of new information systems starting from their inception phase, evaluate the content of selected existing information systems, and raise awareness of the topic among business owners of information systems.

Data Protection

DG SCIC will continue to ensure that all records are updated on a biannual basis. General **awareness raising activities** on data protection training and the provision of clear information on the intranet will also be maintained. Particular attention will be given to the **management of data subjects’ requests and data breaches**, as well as reinforcing compliance with data protection rules, in particular in conference organisation and meeting room management. DG SCIC will seek to conclude a **Joint Controllership Agreement** with European Parliament (EP) and Court of Justice of the European Union (CJEU) for the accreditation process of ACIs (accredited Conference Interpreting Agents).

In 2024, our value for **compliance indicator** ⁽³⁾ could be estimated as 65% and we aim to increase this.

For the relevant performance table with details of the outputs, see Annex 3 on page 26.

⁽³⁾ The compliance indicator is calculated with a 50% weighting attributed to the following two values: first, the number of public records of the department reviewed in the last two years/public records of the department. Second, the percentage of staff in the department who have attended data protection awareness-raising activities.

C. Sound financial management

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

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

With the **introduction of SUMMA** as of 2025 and the progressive rollout of eProcurement tools, the well-established financial circuits of DG SCIC will be revised to reflect the changes brought about by the new tools. Users are receiving dedicated support from the finance unit for the optimal use of the new systems. Adequate corporate reporting tools will only be offered progressively during the year by the central services, so additional efforts are necessary to monitor financial transactions and produce reports.

In 2024, the **estimated risk at payment for cost-based expenditure** was 0.5%.

For the relevant performance table with details of the outputs, see Annex 3 on page 27.

D. Fraud risk management

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

DG SCIC has developed and implemented its own Anti-Fraud Strategy (AFS) since 2016, based on the methodology provided by the European Anti-Fraud Office (OLAF). It was last updated in April 2024. The updated AFS and its new Action Plan include measures aiming to contribute to the revised Commission Anti-Fraud Strategy Action Plan of July 2023. The baseline for the mandatory indicator, **the implementation rate of the actions included in DG SCIC's anti-fraud strategy**, in 2024 was 100%.

Fraud awareness will be further improved by organising **awareness raising activities** on fraud risks tailored to our activities. In addition, we will maintain our cooperation with OLAF, in particular via participation in the Commission Fraud Prevention and Detection Network.

For the relevant performance table with details of the outputs, see Annex 3 on page 28.

E. Sound environmental management

DG SCIC is committed to the ‘greening’ of its daily operations by reviewing its working methods and fostering individual awareness, thereby contributing to the European Commission’s goal of being climate neutral by 2030. We will remain a significant **promoter and enabler of environmental sustainability** in the Commission. We will maintain our contribution to implementing the *Greening the Commission Communication* ⁽⁴⁾ and *Action Plan on Greening the Commission* ⁽⁵⁾. In February 2025, the *Global EMAS Action Plan* was submitted to the EMAS Steering Committee, which DG SCIC is part of. Throughout the year, we will pursue concrete actions from this plan.

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

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

For the relevant performance table with details of the outputs, see Annex 3 on page 29.

⁽⁴⁾ [Communication COM\(2022\) 2230: Greening the Commission](#)

⁽⁵⁾ [Annexes to the Communication to the Commission. Greening the Commission.](#)

ANNEX 1: Specific objectives and result indicators 2025-2029

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

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

Not related to a spending programme

Result indicator 8.1.1 Percentage of customers' requests for interpretation that DG SCIC is able to satisfy

Explanation: This indicator measures the share of active languages requested that DG SCIC is able to provide. This target is based on the assumption that demand and available resources remain stable.

Source of data: SCICView

This result indicator is selected as a KPI

Baseline (2024)	Interim milestone (2027)	Target (2029)
96%	94% ⁽⁶⁾	96%

Result indicator 8.1.2 Share of variable costs in total cost of interpretation

Explanation: To satisfy the demand for interpretation services, DG SCIC complements its own interpreting resources with external resources that are the main variable cost under SCIC management. This indicator measures the efficient use of financial resources under DG SCIC control by keeping the share of variable costs of interpretation activity under control.

Source of data: Budget and Finance Unit

Baseline (2024)	Interim milestone (2027)	Target (2029)
38%	<40%	<40%

⁽⁶⁾ Given the current unpredictability of demand, we have opted for a conservative approach to ensure cost control. This is the reason why the milestone for 2027 is set below the 2024 baseline. The target will be restored for 2029 through productivity gains.

Specific Objective 8.2: High quality interpretation is provided to satisfy our customers' needs

Not related to a spending programme

Result indicator 8.2.1 Satisfaction with the quality of interpretation expressed by our users

Explanation: Percentage of customers who express satisfaction with the quality of interpretation provided by DG SCIC

Source of data: DG SCIC's Customer Satisfaction Survey and Customer Satisfaction Survey by the General Secretariat of the Council (GSC) if available

This result indicator is selected as a KPI

Baseline (2024)	Interim milestone (2027)	Target (2029)
93% overall 95% Council	90%	90% ⁽⁷⁾

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

Not related to a spending programme

Result indicator 8.3.1 Customer satisfaction with meeting services offered in corporate meeting spaces

Explanation: To measure customer satisfaction with meetings services, such as support in meeting rooms, web streaming, room booking, audiovisual solutions for hybrid meetings etc.

Source of data: DG SCIC Survey on satisfaction of meeting services in corporate meeting spaces

This result indicator is selected as a KPI

Baseline (2024)	Interim milestone (2027)	Target (2029)
n/a	85%	85%

⁽⁷⁾ Both the target and the milestone are slightly below the – very high – baseline. A customer satisfaction rate of 90% is an excellent result according to industry standards. Moreover, this target is already ambitious in the current competitive context in which additional external interpretation providers are servicing our clients, putting additional pressure on availability of highly qualified interpretation resources that are already scarce.

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

Not related to a spending programme

Result indicator 8.4.1 Satisfaction of customer DGs, agencies and services

Explanation: This indicator is related to services delivered by DG SCIC. It reflects the average scores obtained in debriefing minutes from DGs to whom conference organisation services were provided.

Source of data: Debriefing minutes

This result indicator is selected as a KPI

Baseline (2024)	Interim milestone (2027)	Target (2029)
91%	90%	90% ⁽⁸⁾

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

Not related to a spending programme

Result indicator 8.5.1 Number of DGs using multilingual speech services powered by DG SCIC

Explanation: Uptake of DG SCIC's AI-powered speech services by Commission DGs

Source of data: SCIC.C.3

This result indicator is selected as a KPI

Baseline (2024)	Interim milestone (2027)	Target (2029)
3	5	8

⁽⁸⁾ The target and milestone are slightly lower than the baseline because the customer base has been expanded and still needs to be familiarised with our new services and new working methods. Moreover, 90% is considered as an excellent result according to industry standards.

ANNEX 2: Performance tables – delivering on Commission priorities in 2025

General objective 8: A modern, high-performing and sustainable European Commission		
Specific Objective 8.1: Modern and sustainable interpretation services are provided to the EU institutions, bodies and agencies		
<i>Not related to a spending programme</i>		
Main outputs in 2025:		
Output	Indicator	Target
Pilot on Updated Arrangements for Meetings on Platforms	Pilot assessed	July 2025
Service Level Agreement (SLA) with the Council	Exploratory talks about a revision of the SLA with the General Secretariat of the Council (GSC) completed	July 2025
Automation of freelance interpreters' expenses	Tool effectively used by the ACIs and the Joint Payment Office	End 2025
Model to forecast the demand for ACI long term recruitment	Business analysis completed	End 2025
Senior Management Dashboard	Tool available for effective use	October 2025
Integration of financial management of freelance interpreters' rights with SUMMA	Integration with SUMMA completed	February 2025
Extension of direct language coverage of meetings	Number of active and passive languages added by staff and freelance interpreters	30
E-Learning programme for staff interpreters	Pilot launched	30 June
Roll out of the Interpreter Training Tool (ITT)	Training and info sessions for internal trainers, partner universities and heads of language units are completed	End 2025
Specific Objective 8.2: High quality interpretation is provided to satisfy our customers' needs		
<i>Not related to a spending programme</i>		
Main outputs in 2025:		
Output	Indicator	Target
Follow-up of quality issues at meetings served by DG SCIC interpreters	Percentage of complaints about interpretation followed up	100%

Output	Indicator	Target
Pedagogical support to universities and students (pedagogical assistance, virtual classes, study visits, mock conferences, Academy of Trainers, Training for Trainers)	Days of pedagogical activities offered	Pedagogical assistance: at least 320 days; Virtual classes: at least 30; Study visits: at least 30 visits; Mock conference: at least 1; Academy of Trainers: 1; Training-for-trainers: 1 to 2
Financial support to universities and students (grants and bursaries)	Execution percentage of the combined budget received for grants and bursaries	Combined budget execution for grants and bursaries exceeds 90%
Further enhancement of the Speech Repository	Number of new speeches added	At least 300
	New functionalities added (e.g. Dedicated Speech Repository for Trainers (DSRT), a dedicated section for trainers)	February 2025
Organisation of language, thematic and digital upskilling courses	Number of participations ⁽⁹⁾ in courses	1 000
Enhancement of the Interpreter's Digital Toolbox	New functionalities (eTranslation, eSummary and eBriefing) are integrated	End 2025
Protecting interpreters' auditory health and overall well-being	Risk analysis	End 2025
Trainings for Heads of Interpretation Teams	Number of staff participating in relevant training	30

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

Not related to a spending programme

Main outputs in 2025:

Output	Indicator	Target
SCIC catalogue of services	Current catalogue of services is revamped	End 2025
Single contact number for meeting and conference support	The phone number 79000 is also used for meeting rooms in Luxembourg	End 2025
Integrated support services for meeting rooms	Communication workflow between support services in DGs SCIC and DIGIT is agreed	End 2025

⁽⁹⁾ We refer to participations and not participants as it is possible for one participant to enrol in multiple training sessions

Output	Indicator	Target
Meeting services and streamline of logistics in Luxembourg	Handover of responsibilities from OIL to DG SCIC is signed	End 2025
MIRA+: A corporate integrated tool for room booking and meeting services requests	All meeting services, such as interpretation and web streaming, are supported by MIRA+	End 2025
Streamline logistic services for meeting rooms in Brussels	Handover of responsibilities from DG SCIC to OIB is signed	End 2025
New technology for hybrid meetings	Microsoft Teams Room solution rolled out in meeting rooms	30 rooms by end 2025, subject to a prior technical solution to be found with DG DIGIT by the summer
EU-wide framework contract for audio-visual services	New inter-institutional framework contract signed	End 2025

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

Not related to a spending programme

Main outputs in 2025:

Output	Indicator	Target
Conference services to DGs for the organisation of their conferences	Conference services to DGs for the organisation of +/- 100 conferences provided	End 2025
Pilot project for a corporate virtual conference platform	Number of conferences organised using the corporate platform	3
Information sessions for Commission services and Executive Agencies about the FWC for conference services	Number of information sessions provided	4
Promotion of sustainable events	Award ceremony on sustainable events	End 2025
Carbon Footprint Calculator	Roll out and uptake by at least 50% of events organised using the corporate participants registration tool (as of its launch in May)	End 2025
Targeted training offers for specific groups/on specific topics	Number of Event-Works training sessions	2 cycles, comprising overall 10 sessions for different levels of users

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

Not related to a spending programme

Main outputs in 2025:

Output	Indicator	Target
Update of custom models in EN and FR	Models updated and maintained	End 2025
eMeeting used by the Spokesperson's service (SPP) in the Midday Press Briefings runs on the Commission IT infrastructure	eMeeting deployed in the Commission's 'Cloud on premises' environment	End 2025
Audiovisual infrastructure can provide the sound in DG SCIC corporate meeting rooms	eMeeting receives the sound from SCIC AV infrastructure	End 2025

ANNEX 3: Performance tables – A modern and sustainable public administration

A. Human resource management

Objective: DG SCIC employs a skilled, diverse and motivated workforce to deliver on the Commission's priorities

Main outputs in 2025:

Output	Indicator	Target
Participatory process events to strengthen a culture of collaboration in the DG	Number of events	8
Implementation of the follow-up plan of the 2023 Staff Survey	The follow-up plan is implemented	End 2025
Internal competition for six languages	Publication of the internal competition	End 2025

B. Digital transformation and data management

Objective: DG SCIC is using innovative, trusted digital solutions for better policymaking, data management and administrative processes to create a digitally transformed, user-focused and data-driven Commission

Main outputs in 2025:

Output	Indicator	Target
Digital Transformation		
Interpreter's Digital Toolbox integration of eTranslation, eSummary, eBriefing	Integration completed	October 2025
Feasibility study <i>Artificial Intelligence actions</i>	Feasibility study completed	May 2025
Automation of ACI expenses management (using AI tools)	Development completed	End 2025
Data Management		
Data Catalogue	Completed	March 2025
Data quality assessment	Assessment completed	October 2025
Senior management dashboard	Roll out in production	June 2025
Data Protection		

Output	Indicator	Target
Awareness-raising and compliance with the EUDPR	Percentage of newcomers that received an email with relevant EUDPR information and reminding them to undergo Data Protection training	100%
	Data protection page on SCICnet is improved	End 2025
	The corporate decentralised record on conferences, meetings and events 'DPR-EC-01063' is updated and a new version of the privacy statement available for operational controllers	Q2 2025
Joint controllership agreement with EP and CJEU on the interinstitutional test procedure for ACIs	Joint controllership agreement formalised	End 2025 <i>(Joint controllership agreement needs to be formalised by the respective controllers in the framework of inter-institutional cooperation. Due to the sensitivity of the file, DG SCIC DPC cannot foresee a target date for finalisation.)</i>

C. Sound financial management

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

Main outputs in 2025

Output	Indicator	Target
Effective controls: legal and regular transactions	Estimated risk at payment	Remains <2% of relevant expenditure
	Estimated risk at closure	Remains <2% of relevant expenditure
Effective controls: Safeguarded assets	Share of missing items, detected via periodic verifications (every three years) of the existence of goods listed in the inventory of audio-visual equipment	Remains <6% of the total number of inventoried items from the audio-visual inventory

Output	Indicator	Target
Efficient controls	Percentage of payments (in value) made within the applicable time limits	Remains >90% of payments (in value) made on time
Ensuring revenue availability to finance interpreting activity	Average cashing time for interpretation services invoiced to the three largest users	Becomes <60 days from the end of the invoicing period
Economy of controls	Overall estimated cost of controls	Remains <3% of funds managed

D. Fraud risk management

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission anti-fraud strategy ⁽¹⁰⁾ aimed at the prevention, detection and correction ⁽¹¹⁾ of fraud

Main outputs in 2025:

Output	Indicator	Target
Organising awareness raising workshop on fraud risks linked to the activities of the DG/discussion of fraud issues during management and unit meetings	Number of awareness raising events organised	At least 1 event
Operate the DG SCIC Financial Correspondents Network, include at least one topic on anti-fraud and ethics on the agenda of the meeting of the network	Number of times anti-fraud and ethics topics are included in the training	At least once

⁽¹⁰⁾ Communication from the Commission 'Commission Anti-Fraud Strategy: enhanced action to protect the EU budget', COM(2019) 176 of 29 April 2019 – 'the CAFS Communication'; [Communication from the Commission 'Commission Anti-Fraud Strategy Action Plan - revision 2023, COM\(2023\) 405 of 11 July 2023](#) – 'the Communication on the 2023 revision' – and the accompanying document, [SWD\(2023\) 245](#) – 'the revised Action Plan'.

⁽¹¹⁾ 'Correction of fraud' is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

E. Sound environmental management

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

Main outputs in 2025

Output	Indicator	Target
Actions to reduce emissions from staff missions	Number of actions to reduce emissions from staff emissions	2
Energy saving actions	% of Department buildings participating in the annual BEST energy saving actions	67%
Staff awareness actions	Number of staff awareness actions in line with EMAS/greening corporate campaigns	At least 10 staff awareness actions, including: <ol style="list-style-type: none"> 1. Sustainable Events Awards 2. Green digest newsletter: 10 editions 3. Green Corner on SCICnet 4. Collection of bottle tops 5. Green SCIC Committee: 2 meetings 6. Presentation for DG SCIC newcomers 7. Planting seeds in L107 flowerpots 8. Workshop run during the spring EMAS campaign 9. Launch and promotion of the carbon calculator for events 10. Promoting use of stairs in L107 building, as the EMAS taskforce for the One
Sustainable events	% Department's events, incorporating the EC Guidelines for sustainable events	100%

