



2015

Annual Activity Report

DG Interpretation

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INTRODUCTION

The DG in brief

The mission of DG Interpretation is to provide conference interpretation and meeting-related services. It aims at facilitating EU decision-making by allowing participants to communicate effectively.

DG Interpretation is the European Commission's interpreting service and conference organiser, but also provides interpretation to the Council of the European Union, the European Economic and Social Committee, the Committee of the Regions, the European Investment Bank, as well as to a number of European offices and agencies.

For Directorates General and departments of the Commission, DG Interpretation also provides conference organisation capability, technological solutions for multilingual communication and daily technical support to the Commission's meetings and conference facilities.

To achieve its mission, DG Interpretation manages continuous training for interpreters and training programmes targeted at universities and students, both in the EU and in third countries.

It operates under administrative expenditures (Heading 5), with a significant share of its budget accruing from revenues from users outside the Commission (in 2015, 54.2% of total budget).

The main risk the DG faces in its activities is linked to the unpredictability of demand which makes it difficult to use permanent and non-permanent resources in an efficient way throughout the year.

The year in brief

In 2015, DG Interpretation

- provided almost 100 000 days of conference interpreting (55% for the Council, 34% for the Commission, 7% for the EESC, 2% for the CoR and 2% for other clients)
- managed the allocation of meeting rooms (66% of meetings with interpretation, 34% without interpretation)
- offered solutions for multilingual communication (1158 webstreaming sessions, 738 videoconferences)
- organised 63 conferences in Brussels and elsewhere
- supported training for conference interpreters (441 days of pedagogical assistance, 60 virtual classes, 55 bursaries for students, 8200 training days for staff interpreters).

The complete brochure can be found in annex 13.

Executive Summary

The Annual Activity Report is a management report of the Director-General of DG Interpretation to the College of Commissioners. It is the main instrument of management accountability within the Commission and constitutes the basis on which the Commission takes its responsibility for the management of resources by reference to the objectives set in the management plan and the efficiency and effectiveness of internal control systems, including an overall assessment of the costs and benefits of controls.


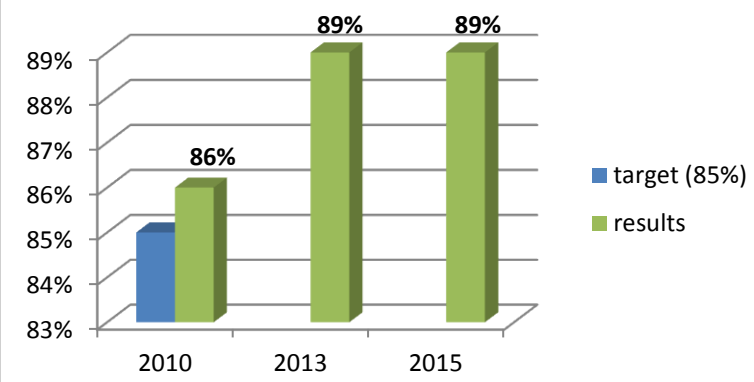

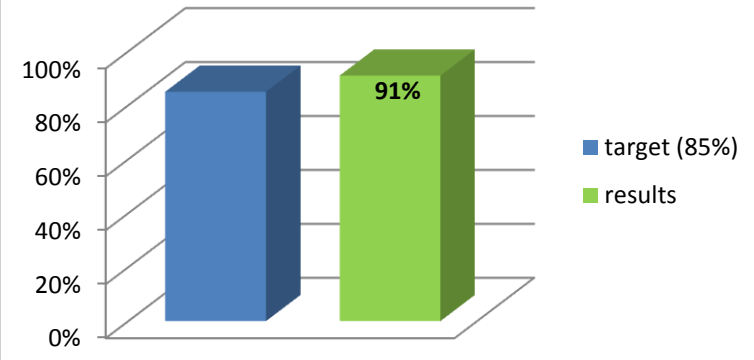

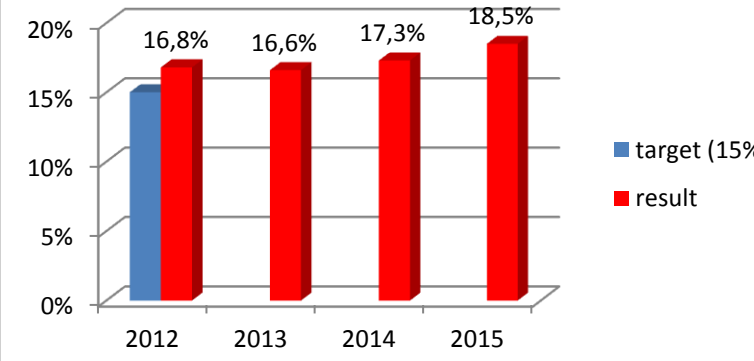
a) Policy highlights of the year (executive summary of section 1)


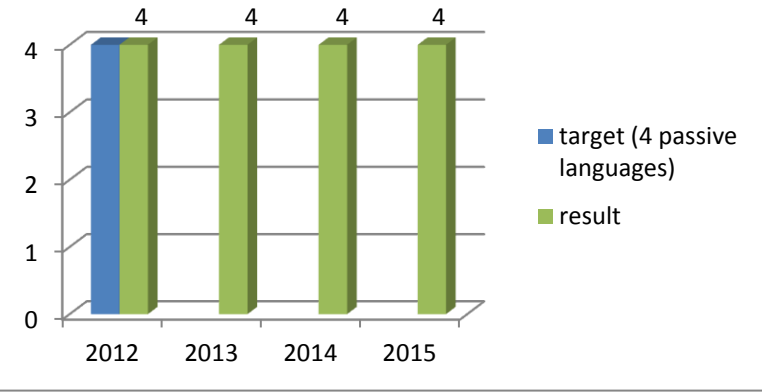

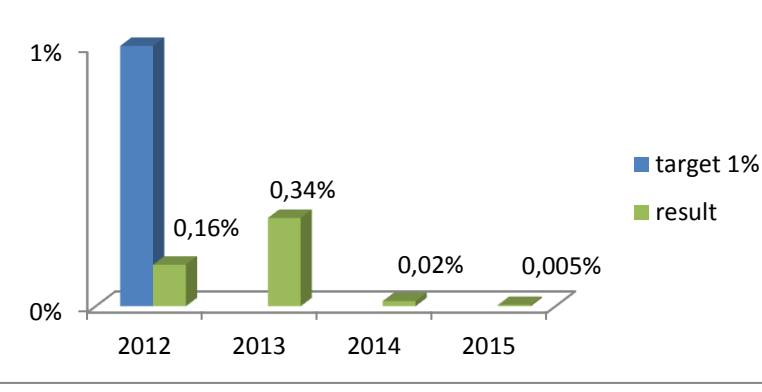
Following the **sharp decrease in the number of interpretation days provided** (-15% overall, -24% for the Council), which is outside of DG Interpretation's control, DG Interpretation tried to mitigate the impact of the decrease by acting on variable costs, i.e. the recruitment of non-permanent interpreters (ACIs): the **long term recruitment exercise for 2016 was much more limited** and targeted than in the past few years and the **overall number of contract days was reduced by 25%**.

In November 2015 DG Interpretation carried out its **4th Customer Survey on meeting participant's satisfaction with the quality of interpretation** (in the Commission, the Council and the EESC) and its **1st Customer Survey on meeting participant's satisfaction with the quality of conference services** provided (in Commission premises). The satisfaction rates are respectively 89% and 92%.

DG Interpretation, in its capacity of conference organiser for the Commission, played a role in the **organisation of a number of flagship events** such as "the Green Week", "the European Maritime Days" or the "ICT Conference" in Lisbon in October, which had more than 6000 participants.

b) Key Performance Indicators

Result/Impact indicator	Trend	Latest known results as per Annual Activity Report															
<p>KPI 1: Overall satisfaction with interpretation (in %) (Source: Customer Satisfaction Survey 2015)</p>		 <table border="1"> <caption>Overall satisfaction with interpretation (in %)</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Results (%)</th> </tr> </thead> <tbody> <tr> <td>2010</td> <td>85%</td> <td>86%</td> </tr> <tr> <td>2013</td> <td>-</td> <td>89%</td> </tr> <tr> <td>2015</td> <td>-</td> <td>89%</td> </tr> </tbody> </table>	Year	Target (%)	Results (%)	2010	85%	86%	2013	-	89%	2015	-	89%			
Year	Target (%)	Results (%)															
2010	85%	86%															
2013	-	89%															
2015	-	89%															
<p>KPI 1: Overall satisfaction with DG Interpretation's support to conferences, events and meetings (in %) (Source: Customer Satisfaction Survey 2015)</p>		 <table border="1"> <caption>Satisfaction with DG interpretation's support to conferences, events and meetings (in %)</caption> <thead> <tr> <th>Category</th> <th>Target (%)</th> <th>Results (%)</th> </tr> </thead> <tbody> <tr> <td>Overall</td> <td>85%</td> <td>91%</td> </tr> </tbody> </table>	Category	Target (%)	Results (%)	Overall	85%	91%									
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Overall	85%	91%															
<p>KPI 3: Standby rate and reserve of interpreters (staff and ACIs), excluding periods of low interpretation activity (as % of available working time) (Source: SCICView)</p>		 <table border="1"> <caption>Standby rate and reserve of interpreters (as % of available working time)</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Results (%)</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>15%</td> <td>16.8%</td> </tr> <tr> <td>2013</td> <td>-</td> <td>16.6%</td> </tr> <tr> <td>2014</td> <td>-</td> <td>17.3%</td> </tr> <tr> <td>2015</td> <td>-</td> <td>18.5%</td> </tr> </tbody> </table>	Year	Target (%)	Results (%)	2012	15%	16.8%	2013	-	16.6%	2014	-	17.3%	2015	-	18.5%
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2012	15%	16.8%															
2013	-	16.6%															
2014	-	17.3%															
2015	-	18.5%															

<p>KPI 4: Average language combination (number of passive languages per staff interpreter) <i>(Source: SCICView)</i></p>		 <p>Bar chart showing the average language combination (number of passive languages per staff interpreter) from 2012 to 2015. The target is 4 passive languages, and the result is consistently 4.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Target (4 passive languages)</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>4</td> <td>4</td> </tr> <tr> <td>2013</td> <td>4</td> <td>4</td> </tr> <tr> <td>2014</td> <td>4</td> <td>4</td> </tr> <tr> <td>2015</td> <td>4</td> <td>4</td> </tr> </tbody> </table>	Year	Target (4 passive languages)	Result	2012	4	4	2013	4	4	2014	4	4	2015	4	4
Year	Target (4 passive languages)	Result															
2012	4	4															
2013	4	4															
2014	4	4															
2015	4	4															
<p>KPI 5: % of errors in ACI* payments detected by ex post control reports <i>(Source: Budget & Finance Unit)</i></p>		 <p>Bar chart showing the percentage of errors in ACI* payments detected by ex post control reports from 2012 to 2015. The target is 1%, and the results are 0,16% (2012), 0,34% (2013), 0,02% (2014), and 0,005% (2015).</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Target 1%</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>1%</td> <td>0,16%</td> </tr> <tr> <td>2013</td> <td>1%</td> <td>0,34%</td> </tr> <tr> <td>2014</td> <td>1%</td> <td>0,02%</td> </tr> <tr> <td>2015</td> <td>1%</td> <td>0,005%</td> </tr> </tbody> </table>	Year	Target 1%	Result	2012	1%	0,16%	2013	1%	0,34%	2014	1%	0,02%	2015	1%	0,005%
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2015	1%	0,005%															

c) Key conclusions on Management and Internal control (executive summary of section 2)

In accordance with the governance statement of the European Commission, DG Interpretation conducts its operations in compliance with the applicable laws and regulations, working in an open and transparent manner and meeting the expected high level of professional and ethical standards.

The Commission has adopted a set of internal control principles, based on international good practice, aimed to ensure the achievement of policy and operational objectives. The financial regulation requires that the organisational structure and the internal control systems used for the implementation of the budget are set up in accordance with these standards. DG Interpretation has assessed the internal control systems during the reporting year and has concluded that the internal control principles are implemented and function as intended. Please refer to AAR section 2.3 for further details.

In addition, DG Interpretation has systematically examined the available control results and indicators, including those aimed to supervise entities to which it has entrusted budget implementation tasks, as well as the observations and recommendations issued by internal auditors and the European Court of Auditors. These elements have been assessed to determine their impact on the management's assurance as regards the achievement of control objectives. Please refer to section 2 for further details

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

d) Information to the Commissioner

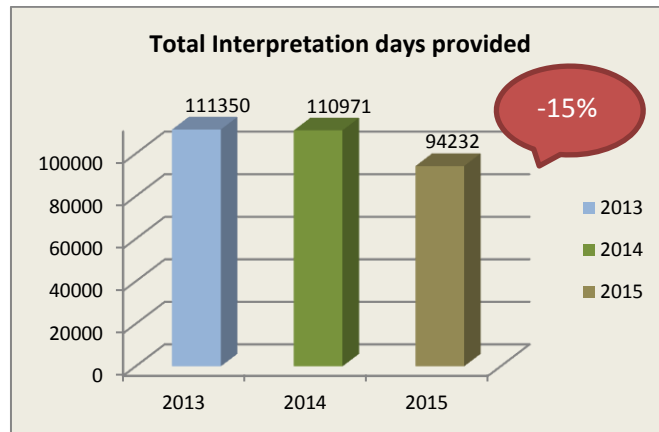
The main elements of this report and assurance declaration have been brought to the attention of Vice-President Kristalina Georgieva, responsible for Budget and Human Resources.

1. KEY RESULTS AND PROGRESS TOWARDS THE ACHIEVEMENT OF GENERAL AND SPECIFIC OBJECTIVES OF THE DG

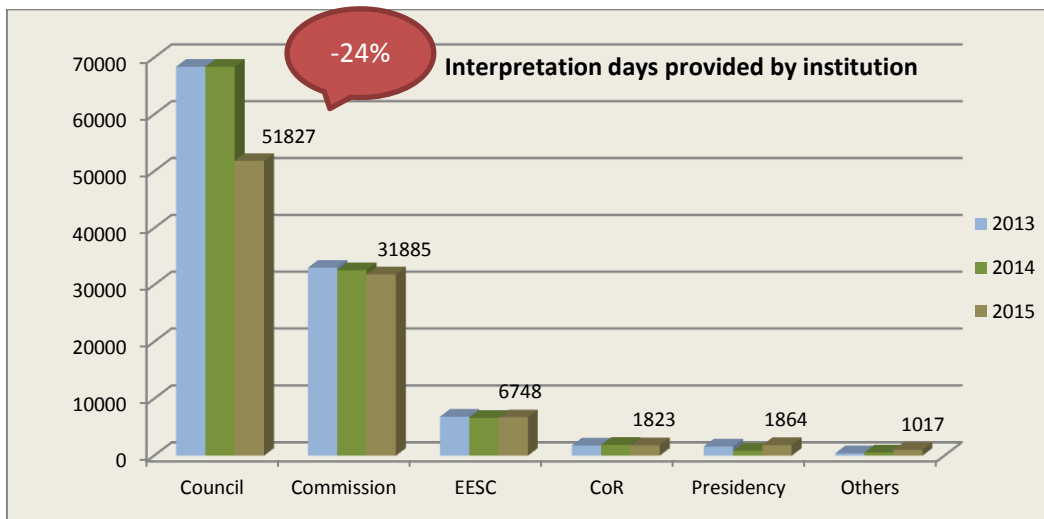
Interpretation

DG Interpretation faced a sharp decrease in interpretation activity...

In 2015 DG Interpretation delivered **almost 100 000 days of conference interpreting**. The overall activity decreased by 15% compared to 2014 with significant differences between Institutions and languages.



In addition to a significant and unexpected reduction of meetings organised for our biggest external user of interpretation - the Council of the EU - the language coverage of many meetings was reduced due to changes in Member States' requests for interpretation. The amount of interpretation provided for the Council therefore declined by 24%.



DG Interpretation invoices its external clients for the interpretation provided. The price of the interpretation slot (*i-slot*) which is used as billing unit is calculated at the beginning of the year by dividing the expected remuneration costs for staff and non-permanent interpreters (ACIs) and indirect costs by the expected volume of interpretation to be provided.

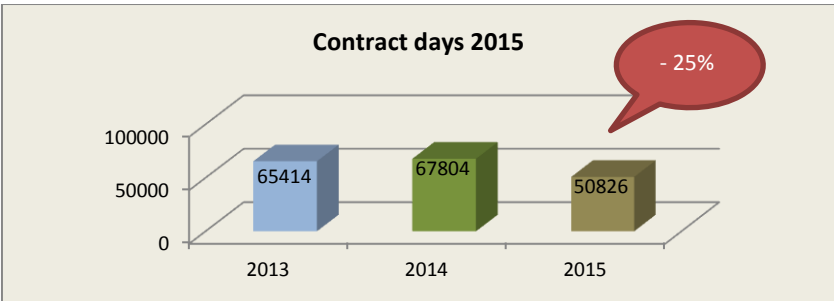
As demand turned out to be significantly lower than expected at the beginning of 2015 (-15% less interpretation provided), DG Interpretation faced an important decrease in its collected revenues. The sharp drop in activity in the Council had another detrimental impact, since DG Interpretation reimburses the Commission's Office for Administration and Payment of Individual Entitlements (PMO) for the share of staff interpreters in the interpretation output in the Council. This key reflects a Council's share in interpretation of 67.5% whilst the actual share was 55%.

...compounded by an increase in fixed costs...

At the same time, DG Interpretation's fixed costs (i.e. wages of staff interpreters) increased by 3.1% due to the impact of promotions and the 2015 wage adaptation.

...and partially mitigated by cuts in variable costs...

DG Interpretation tried to mitigate the impact of this "scissors effect" by cutting back on its variable costs, i.e. the recruitment of non-permanent interpreters (ACIs): the long term recruitment exercise for 2016 was much more limited and targeted than in the past few years and the overall number of contract days was reduced by 25%.



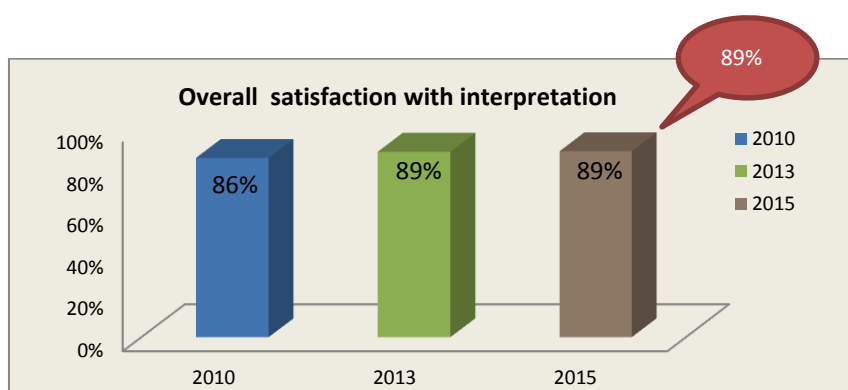
As far as the **standby and reserve of staff and ACIs** was concerned, DG Interpretation did not manage to achieve its standby target of 15%, due to the unexpected drop in demand. On top, **the demand from the Council has become more unpredictable** compared to previous years: the majority of meeting cancellations was communicated to DG Interpretation only 2 weeks in advance of the meeting (deadline for free of charge cancellations for the fee paying customers).

As languages other than the 5 biggest (FR/DE/EN/IT/ES) are present almost only in Council meetings, **staff and ACIs from other less-used languages could not be reassigned to meetings in the other Institutions.**

As a consequence, in the current circumstances the 5 biggest languages are the only ones where we can reasonably expect to meet our standby target of 15%. In 2015 the standby and reserve rate for those 5 booths was 14.5%.

... while our customers' satisfaction remained at a very high level

Regarding the **quality of interpretation**, DG Interpretation carried out its **4th Customer Satisfaction Survey** among meeting participants in the Commission, the Council and the European Economic and Social Committee to verify whether the service provided is in line with our customers' expectations. Overall satisfaction remained at the very high level of 89% and meeting participants praised the service provided.



Conferences, events and meetings

in parallel to the Customer Satisfaction Survey on interpretation, DG Interpretation organised its **1st Customer Satisfaction Survey on the conference services** it provides in Commission premises. The overall satisfaction rate of meeting participants was 92%.

A Working Group and a Steering Committee were established for the **design of a new conference centre** under the umbrella of OIB and DG Interpretation.

DG Interpretation **organised 63 conferences** in 2015, and played a role in the organisation of a number of flagship events in the Commission such as "the Green Week", "the European Maritime Days" and the "ICT Conference" in Lisbon in October, which had more than 6000 participants. DG Interpretation was responsible for the financial management of 18 conferences for an amount of approximately 6.3 million euro.

Satisfaction rate is 92%

2. MANAGEMENT AND INTERNAL CONTROL

Assurance is an objective examination of evidence for the purpose of providing an assessment of the effectiveness of risk management, control and governance processes.

This examination is carried out by management, who monitors the functioning of the internal control systems on a continuous basis, and by internal and external auditors. Its results are explicitly documented and reported to the Director-General. The reports produced are:

- the contribution of the Internal Control Coordinator, including the results of internal control monitoring at DG level;
- the reports of the ex post supervision or audit;
- the opinion of the internal auditor on the state of control, and the observations and recommendations reported by the Internal Audit Service (IAS).

These reports result from a systematic analysis of the evidence available. This approach provides sufficient guarantees as to the completeness and reliability of the information reported and results in a complete coverage of the budget delegated to the Director-General of DG Interpretation.

This section reports the control results and other relevant elements that support management's assurance. It is structured into (a) Control results, (b) Audit observations and recommendations, (c) Effectiveness of the internal control system, and resulting in (d) Conclusions as regards assurance.

2.1 Control results

This section reports and assesses the elements identified by management that support the assurance on the achievement of the internal control objectives¹. The DG's assurance building and materiality criteria are outlined in the AAR Annex 4. Annex 5 outlines the main risks together with the control processes aimed to mitigate them and the indicators used to measure the performance of the control systems.

DG Interpretation operates under administrative expenditure (*Heading 5*) implemented under centralised direct management.

In 2015, DG Interpretation managed:

- €50.87² M of expenditure (lines 31*, breakdown by ABB), out of which 90.4% were related to interpretation expenditure and supporting activities (training, grants, IT). 54.2% (€27.6 M) of the budget came from assigned revenues collected from external clients.
- €6.53 M of co-delegated expenditure related to conferences and events organisation on behalf of other Commission services;
- €70.86 M of revenue collected from external clients, out of which 68.2% were paid back to the PMO and 31.8% were assigned to the DG's budget (*see the following section for a detailed reporting on revenue*).

DG Interpretation is currently facing two major risks:

- on the one hand, the **unpredictability of demand from external users**: in 2015, interpretation services (i-slots) charged back by the DG decreased by 19%, which translated into a drop in revenues by 10%.
- on the other hand, the **rigidity of the costs structure**: although the DG managed to cut variable costs (external staff) by 26%, fixed costs (permanent staff) rose by 3.1%.

¹ Effectiveness, efficiency and economy of operations; reliability of reporting; safeguarding of assets and information; prevention, detection, correction and follow-up of fraud and irregularities; and adequate management of the risks relating to the legality and regularity of the underlying transactions, taking into account the nature of the payments (FR Art 32).

² In annex 3, table 2, the figures given for payment appropriations authorised in 2015 and payments made in 2015 are €71,634,461.28 and €48,740,646.31 respectively. The differences in these figures and that figure shown in the AAR are due to: payments made by DG Interpretation to ACIs on behalf of the European Parliament and the European Court of Justice and where we perform ex post controls; and the expenditure on external personnel financed under the global envelope managed by the PMO.

Risk-types / Activities	Grants (e.g. <u>actual costs based</u> , or lump sums, or entitlements)	Procurement (e.g. <u>minor or major values</u>)	Non-permanent staff (ACIs) remuneration (wages, contributions, travel expenses and allowances)	Other expenditure (incl. staff interpreter missions)	Collected revenue	ICO indicators available at this level? <i>(cf. L&R, SFM, AFS, SAI, TFV)</i>	<i>Independent info from auditors (IAS, ECA) on assurance or on new/overdue critical recommendations available?</i>	<i>Any reservation?</i>
Interpretation and linked activities	€0.69 M	€3.43 M	€38.3 M	€3.55 M	€70.86 M	Yes	No	No
Support and assistance to conferences, events and meetings		€2.8 M				Yes	No	No
<i>Totals (coverage)</i>	€ 0.69 M	€ 6.33 M	€38.3 M	€3.55 M	€70.86 M			
ICO-related indicators available at this level? <i>(cf. L&R, SFM, AFS,</i>	L&R = ex ante & ex post controls	L&R = ex ante controls	DER = 0.048% AFS = OK	L&R = ex post controls on mission expenses performed				

SAI, TFV)				by PMO				
<i>Links to AAR Annex 3</i>	<i>Overall total = €48,740646.31; see Table 2 - payments made</i>			<i>Table 4 - assets</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>

Coverage of the Internal Control Objectives and their related main indicators

- **Control effectiveness as regards legality and regularity**

DG Interpretation has set up internal control processes aimed to ensure the adequate management of the risks relating to the legality and regularity of the underlying transactions, taking into account the nature of the payments concerned.

DG Interpretation has two separate financial circuits for its expenditure, one for the remuneration of ACIs and the other for all other expenses, regardless of their funding (basic appropriations, revenue, co-delegations and sub-delegations). All financial transactions are subject to the 4-eyes principle via ex ante controls. Ex post controls are performed in areas with a higher risk of errors or irregularities, i.e. expenses related to non-local ACIs (travel allowances, on a sample-based basis) and grants (on an ad-hoc basis).

Revenues from charge-back are collected through an invoicing procedure on the basis of a daily monitoring of services provided. Errors detected in the course of the procedure are corrected immediately.

Interpretation and linked activities

Expenditure

In order to support the core business of the DG (**ABB Interpretation and linked activities**), DG Interpretation manages a budget of €50.87 under direct centralised mode. The control objective is to ensure that the residual error rate does not exceed 1% annually.

The bulk of expenditure (90.4%) is linked to the payment ACIs. ACIs are employed when needed by the DG on a contract basis to ensure we can meet demand for interpretation and achieve our mission and strategic objectives.

Payments to ACIs are, for the most part, a fully automated and repetitive procedure, with all relevant data managed through a single, integrated information system (*Management of Interpretation and Meetings (MIM)*) which ensures a high level of data integrity.

Within this activity, the payment of some allowances and reimbursement of transport and accommodation costs of ACIs on mission is an area where fraud and/or errors could occur with smaller, one-off payments. However, it should be noted that access to prepaid travel tickets, implementation of the APR system (web-based expenses claims for non-permanent interpreters) and various automated checks considerably circumvent risk of error. In all cases where reimbursements are paid to ACIs, 100% of all requests are subject to random control before payment. They are also subject to random ex post controls, where

the average error rate found is continuously far under materiality.

The remaining budget for this ABB is distributed between **procurement** (7.5% in 2015) which includes expenditures linked to IT and interpreters' continuous training, and a limited amount (1.5% in 2015) of **grants** - scholarships and grants awarded to students studying conference interpretation and to universities.

Revenues

In 2015, DG Interpretation banked €70.86M in **revenues** charged to its fee-paying users. The revenues are collected through an invoicing procedure supported by SCICView (the DG's reporting and monitoring tool which is supporting its internal control).

€49M were transferred to the PMO as reimbursement of the salary of staff interpreters when they are assigned to meetings requested by these fee-paying users.

DG Interpretation has set up a uniform and automatic compensation mechanism with a unique compensation rate, the "i-slot". The i-slot corresponds to the average cost of a half day of an interpreter, making the compensation system transparent for our fee-paying users.

Impact on the 2015 executed budget

In 2015, there has been a significant divergence (15%) in the cost of interpretation between the adopted budget and the executed budget. The unexpected significant drop in demand for interpretation coupled with rising fixed costs of interpreting officials (promotions and salary adjustments) have led to a considerable gap of 8 M€ (15%) between the adopted budget and the executed budget in 2015.

DG Interpretation has continued to act on the costs it can control, i.e. the recruitment of ACIs, and has reduced the number of contracts offered. Although the cost of the i-slot increased, it would be a substantial risk to increase its price to cover the deficit. A sharp increase of the i-slot price could generate a further drop in demand and has first to be agreed with our clients. In addition, the annual carry-over the DG was able to benefit from in the years of high demand, has been drastically reduced.

Support to Meetings, Conferences and Events

The budget for the DG's second ABB activity, Support to Meetings, Conferences and Events, is €2.8 M and is used for **procurement** for audio-visual, logistical and technical services related to the use of meeting rooms DG Interpretation manages.

Given the limited amounts involved, only ex ante controls are performed. The financial unit is also involved in the procurement process.

Overall conclusion

In conclusion, the analysis of the available control results, the assessment of the weaknesses identified and that of their relative impact on legality and regularity has not unveiled any significant weakness which could have a material impact as regards the legality and regularity of the financial operations and it is possible to conclude that the control objective as regards legality and regularity has been achieved.

In the context of the protection of the EU budget, at the Commission's corporate level, the DGs' estimated overall amounts at risk and their estimated future corrections are consolidated.

The estimated overall amount at risk³ for the 2015 payments made is 0.02 M€. This is the AOD's best, conservative estimation of the amount of expenditure⁴ authorised during the year (€48.74 M for the 2 operational ABBs) not in conformity with the applicable contractual and regulatory provisions at the time the payment is made.

Given the nature of its expenditures (mostly remunerations), all errors detected by ex post controls are corrected immediately. The residual error rate is 0.⁵

DG Interpretation	Scope: payments made (FY; €)	Error Rate (%)	Amount at risk (FY; €)	Estimated future corrections (FY; €)
Interpretation and linked activities	€42.7 M	0.048%	€0.02 M	All payments are made in full during the year
Support and assistance to conferences, meeting and events	€3.68M	The DG does not have an error rate for this activity as there are ex ante controls for procurement and for payments which are centralised		

³ In order to calculate the weighted average error rate (AER) for the total annual expenditure in the reporting year, detected, estimated or proxy error rates have been used (not the RER).

⁴ For executive agencies, the weighted average error rate is based only on the operational expenditure without the subsidy from the parent DGs.

⁵ The Corrective Capacity figures from DG Budget for 2015 shows 3.9% for DG Interpretation. The amount of €19,741.17 was a result of errors detected by ex post controls on grants. However, the remaining amount of €1,895,332.13 is not the result of errors but rather corrections related to ex ante controls on invoices linked to procurement. In 2015, most corrections were made on invoices related to the organisation of conferences funded by co-delegation which do not form part of this DG's report.

- ***Efficiency and Cost-effectiveness***

Based on an assessment of the most relevant key indicators and control results, DG Interpretation has assessed the cost-effectiveness and the efficiency of the control system and reached a positive conclusion.

The principle of efficiency concerns the best relationship between resources employed and results achieved. The principle of economy requires that the resources used by the institution in the pursuit of its activities shall be made available in due time, in appropriate quantity and quality and at the best price.

DG Interpretation quantifies the costs of the resources and inputs required for carrying out the controls described in annex 5 and estimates, in so far as possible, their benefits in terms of the amount of errors and irregularities prevented, detected and corrected by these controls.

With most users, DG Interpretation has concluded Service Level Agreements (in particular where there is a significant volume or frequency of the use of interpretation). The fee paying users have an access to a portal with all information related to their meeting requests and subsequent compensation calculation. Transparency and automation of the system allows for an effective and timely collection of the payments for the provision of interpretation services. In 2015, 6 SLAs or agreements were created or renewed. The average time to bank revenues in 2015 was 69.45 days.

Overall, during the reporting year the controls carried out by DG Interpretation for the management of the budget appropriations were cost-effective, as the estimated cost of controls over the value of the total funds for the two operational ABB activities is 10.9%.

Assessment of their completeness and reliability

DG Interpretation's cost of control for the main ABB activity "Interpretation and linked activities" and the collection of revenue are both highly automated. This has resulted in very low costs of control of 10.9% and 0.5% respectively.

DG Interpretation having assessed the relative level of cost-effectiveness has concluded that no revisions were needed.

- ***Fraud prevention and detection***

DG Interpretation has developed and implemented its own anti-fraud strategy since 2014, elaborated on the basis of the methodology provided by OLAF.

In 2015, DG Interpretation conducted a fraud risk assessment exercise and in the light of the results reviewed the Anti-Fraud Strategy. This was then presented to the management as part of the awareness campaign.

The key message in the report is the fact that the nature and individual value of the transactions, the types of contractors and the internal organisation of DG Interpretation result in a low level of risk exposure to fraud. The main focus is on the coordination between the DG's ethics policy and its anti-fraud strategy and to

ensure that the two sectors continue to work towards producing a comprehensive and coherent message for all stakeholders e.g. staff or freelance interpreters assigned to sensitive meetings.

The anti-fraud strategy is an effective tool and fraud awareness has increased for target population (ie management).

- ***Other control objectives: safeguarding of assets and information, reliability of reporting***

Due to the fact that DG Interpretation acts as the EPSO, PMO and HR for the ACIs, the DG is obliged to hold a great deal of **personal information** of the ACIs.

The DG is fully compliant with current Data Protection legislation⁶ and has ensured that sensitive information is protected and processed according to the Notification in the Data Protection Register.

DG Interpretation manages **tangible assets of €3.5 M**, the audio-visual equipment required in meeting rooms and has implemented multiple internal procedures in order to safeguard them efficiently. DG Interpretation tracks the location of all items purchased in a database as soon as they are delivered to its warehouse, after its installation in a room and any subsequent movement, for example, when they are sent for repair.

The DG performs an annual tracking exercise of inventoried items and to ensure the maximum number of such items are identified and assigned to the right location in the ABAC Assets Inventory application.

Quantity controls of items in the DG Interpretation warehouse on assets (equipment, etc.) or on non-assets (consumables) are done regularly in order to ensure a minimum stock to reduce disruptions to other DGs and services using the meeting rooms.

⁶ 45/2001

2.2 Audit observations and recommendations

This section reports and assesses the observations, opinions and conclusions reported by auditors in their reports as well as the opinion of the Internal Auditor on the state of control, which could have a material impact on the achievement of the internal control objectives, and therefore on assurance, together with any management measures taken in response to the audit recommendations.

Conclusion of the Internal Auditor on the state of internal control in DG Interpretation⁷

Basis for the conclusion on the state of internal control

Based on:

- all work undertaken by the former IAC of DG Interpretation in the period 2013-2015, namely,
 - Operation audit of the technical support provided to meetings and conferences (2013)
 - Operational audit of the professional support provided to the interpreters (2014)
 - Year-end audit of the financial management and internal control system 2013 (2014)

and taking into account that:

- for the accepted recommendations made by the IAS and the IAC in 2013-2015 management has adopted plans to implement them which the IAS considers adequate to address the residual risks identified by the auditors
- the implementation of these plans is monitored through reports by management and through follow-up audits by the IAS
- management has assessed a number of action plans not yet followed up by the IAS as implemented, and
- management has not rejected any critical and/or very important recommendations

Conclusion on the state of internal control

The IAS conclude that the internal control systems audited are overall working satisfactorily although a number of very important findings remain to be addressed in line with the agreed action plans as listed in the appendix. Particular attention should be given to the impact of delays observed in implementing two very important recommendations on corporate governance

⁷ IAS Contribution to the 2015 Annual Activity Report Process – Ref: ARES(2016)753952

and management tools (support to meetings and conferences audit).

Comment by DG Interpretation

Of the outstanding recommendations, those relating to the audit on the professional support to interpreters, actions have been put in place and a request was made to the IAS for review and closure.

With regard to the recommendations for the audit on technical support provided to meetings and conferences, including the very important recommendations, the implementation of these recommendations has been delayed due to the Synergies and Efficiency Review conducted by the Commission on the management of meeting rooms across the organisation. The outcome of this review has been to entrust DG Interpretation with the maintenance and management of corporate meeting rooms in the Commission. The Synergies and Efficiency review adopted by a Commission Decision in April 2016 has a significant impact on the DG and the recommendations made in 2014. As the context in which these recommendations were made is significantly different from the situation after the Synergies and Efficiency Review, the DG will work together with the IAS to ensure the recommendations remain relevant to the new mission of the DG and set an action plan and timetable for implementation.

The outstanding recommendations have no impact on the amount at risk as reported in the AAR.

The **Court of Auditors** verifications⁸ performed on DG Interpretation administrative expenditures within the framework of the DAS 2015 did not reveal any issues brought to the attention of the IAS.

⁸ Ref: Ares (2016)842968

2.3 Assessment of the effectiveness of the internal control systems

The Commission has adopted a set of internal control standards, based on international good practice, aimed to ensure the achievement of policy and operational objectives. In addition, as regards financial management, compliance with these standards is a compulsory requirement.

DG Interpretation has put in place the organisational structure and the internal control systems suited to the achievement of the policy and control objectives, in accordance with the standards and having due regard to the risks associated with the environment in which it operates.

The assessment of the effectiveness of internal control systems in the DG has been carried out through a review of the register of exceptions and the risk assessment exercise in the DG. There was no self-assessment this year due to the changes in the internal control methodology and there were no audits undertaken.

The report of the Internal Control Coordinator examined areas linked to the Internal Control Standards such as the follow-up of audits, implementation of the internal control standards and a review of the actions taken related to the DG's anti-fraud strategy. No weaknesses were revealed or improvements required in the DG's internal control system.

In conclusion, the internal control standards are effectively implemented and functioning in DG Interpretation.

2.4 Conclusions as regards assurance

This section reviews the assessment of the elements reported above (in Sections 2.1, 2.2 and 2.3) and draws conclusions supporting the declaration of assurance and whether it should be qualified with reservations.

The information reported in Section 2 stems from the results of management and auditor monitoring contained in the reports listed. These reports result from a systematic analysis of the evidence available. This approach provides sufficient guarantees as to the completeness and reliability of the information reported and results in a comprehensive coverage of the budget delegated to the Director-General of DG Interpretation.

DG Interpretation's assessment on the legality and regularity of the ABB activities it manages returns a low level of error. Given the nature of its expenditures (mostly remunerations), all errors detected by ex post controls are corrected immediately. The residual error rate is 0.

Therefore, under the prevailing risk environment and from a managerial point of view, DG Interpretation's AOD can sign the Declaration.

Overall Conclusion

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

3. DECLARATION OF ASSURANCE

3. DECLARATION OF ASSURANCE

Declaration of Assurance

I, the undersigned,

Acting Director-General of DG Interpretation

In my capacity as authorising officer by delegation

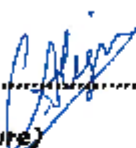
Declare that the information contained in this report gives a true and fair view⁹.

State that I have reasonable assurance that the resources assigned to the activities described in this report have been used for their intended purpose and in accordance with the principles of sound financial management, and that the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.

This reasonable assurance is based on my own judgement and on the information at my disposal, such as the results of the self-assessment, ex post controls, the opinion of the Internal Audit Service on the state of control.

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

Brussels, March 2016


.....
(signature)

Carlos Alegria

⁹ True and fair in this context means a reliable, complete and correct view on the state of affairs in the DG.

ANNEXES

ANNEX 1: Statement of the Resources Director

ANNEXES

ANNEX 1: Statement of the Resources Director

"I declare that in accordance with the Commission's communication on clarification of the responsibilities of the key actors in the domain of internal audit and internal control in the Commission¹⁰, I have reported my advice and recommendations to the Director-General.

I hereby certify that the information provided in Section 2 of the present AAR and in its annexes is, to the best of my knowledge, accurate and exhaustive."

Date le 31 mars 2016.



¹⁰ Communication to the Commission: Clarification of the responsibilities of the key actors in the domain of internal audit and internal control in the Commission; SEC(2003)59 of 21.01.2003.

ANNEX 2: Human and financial resources

Human Resources by ABB activity				
Code ABB Activity	ABB Activity	Establishment Plan posts	External Personnel	Total
31 01 07	Interpreting and linked activities	641	22	663
31 AWBL-01	Management of the Directorate-General for interpretation	49	11	60
31 AWBL-03	Support and assistance to conferences, events and meetings	58	26	84
31 AWBL-05	Policy strategy and coordination for the Directorate-General for interpretation	18	4	22
Total		766	63	829

General remark: the above data rely on the snapshot of Commission personnel actually employed in each DG/service as of 31 December of the reporting year. These data do not necessarily constitute full-time-equivalents throughout the year.

Implementation of decentralised administrative authorised operations (payments and revenues) of the Global envelope as of 31 December 2015.

		FMC	Crédits	Engagement	Paiement	% EXECUTION
SCIC	31.010211.00	SCIC	-			
SCIC	31.010211.00.01.10	SCIC	1.476.416	1.476.416	1.321.875	
SCIC	31.010211.00.01.30	SCIC	1.500	1.500	721	
SCIC	31.010211.00.02.20	SCIC	33.493	33.493	15.304	
SCIC	31.010211.00.02.40	SCIC	63.752	63.752	63.752	
SCIC	31.010211.00.06	SCIC	245.824	244.605	70.271	
SCIC Total			1.820.985	1.819.766	1.471.923	99,93%

ANNEX 3: Draft annual accounts and financial reports

Annex 3 Financial Reports - DG SCIC - Financial Year 2015

Table 1 : Commitments

Table 2 : Payments

Table 3 : Commitments to be settled

Table 4 : Balance Sheet

Table 5 : Statement of Financial Performance

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 (excluding Building Contracts)

Table 12 : Summary of Procedures (excluding Building Contracts)

Table 13 : Building Contracts

Table 14 : Contracts declared Secret

Additional Comments

Information on co-delegated budget lines is not reflected in the report.

Table 1: The level of commitments appears to be lower than expected. Authorised appropriations include a significant amount of EUR 18.49 M of assigned revenue which was cashed during 2015 but not used to finance operational activities during the year. Given the importance of assigned revenue in the overall financing of SCIC's interpretation activities, this amount is used as an "anticip  " on revenue (in the order of magnitude of 26% compared to the total amount of revenue cashed during the year) which is mostly consumed for long-term recruitment of freelance interpreters.

Table 2: As mentioned for the previous table, payment appropriations authorised include a significant amount of EUR 18.49 M of assigned revenue which was not committed in 2015. Therefore, the level of payments made seems to be lower than expected.

Table 6: The data for Average Payment Times displayed in Table 6 do not include payments to freelance interpreters that are processed via DG Interpretation's local system, Grif. It has to be noted that the figure of 17.85 days for Average Payment Time includes 6.33 days for the horizontal services. This high average is the result of the fact that, for DG SCIC's payments made in 3rd countries via the EU Delegations, the system reports that the horizontal services needed an average of 23.2 days of processing time. From the 175 related transactions 80 were noted as late payments, out of which only 1 would have been made late if the processing time of the horizontal services was not higher than 5 days.

Table 8: The amount initially mentioned in the 'Total undue payments recovered' field of the expenses budget was not correct as it included all credit notes which were requested as part of ex-ante controls on received invoices with errors and, before any payment had been authorised.

Table 7 and 9: There is a discrepancy between the figure shown in table 7, column 7 ('Total DG SCIC Outstanding balance'): 470,342.91, and the one shown in table 9, column entitled 'Open Amount (Eur) at 31/12/2015': 18,120,342.91. This difference of 17,650,000.00 is due to one non budgetary recovery order issued to the European Parliament. This is normal as the table 7 only refers to BGUE, budget regime 'I' and the table 9 includes CGUE as well (see BO report user's guide).

Comments for the Table 5: Economic Outturn Account

The accounting data presented for the Balance Sheet and Statement of Financial Performance were verified on 18/02/2016 by DG Interpretation. The figures for 2015 already include the cut-off entries, but some other closure bookings (e.g. asset corrections) have not yet been posted for the 2015/2016 exercise. The full effects of the closure will only be reflected in the data when DG Budget posts the amounts that DG Interpretation has requested.

The amount indicated in the Balance Sheet of 2015 for Exchange Receivables is distorted. In this category the balance of the suspense account of the Parliament is also taken into consideration. This account is used to make payments to freelance interpreters on behalf of the European Parliament. The balance at year-end (EUR -16,736,529.61) reflects the amount that is still available for making necessary payments.

TABLE 1: OUTTURN ON COMMITMENT APPROPRIATIONS IN 2015 (in Mio €)					
			Commitment appropriations authorised	Commitments made	%
			1	2	3=2/1
Title 31 Language services					
31	31 01	Administrative expenditure of the 'Language services' policy area	67,23684217	48,63339039	72,33 %
Total Title 31			67,23684217	48,63339039	72,33%
Total DG SCIC			67,23684217	48,63339039	72,33 %

* 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

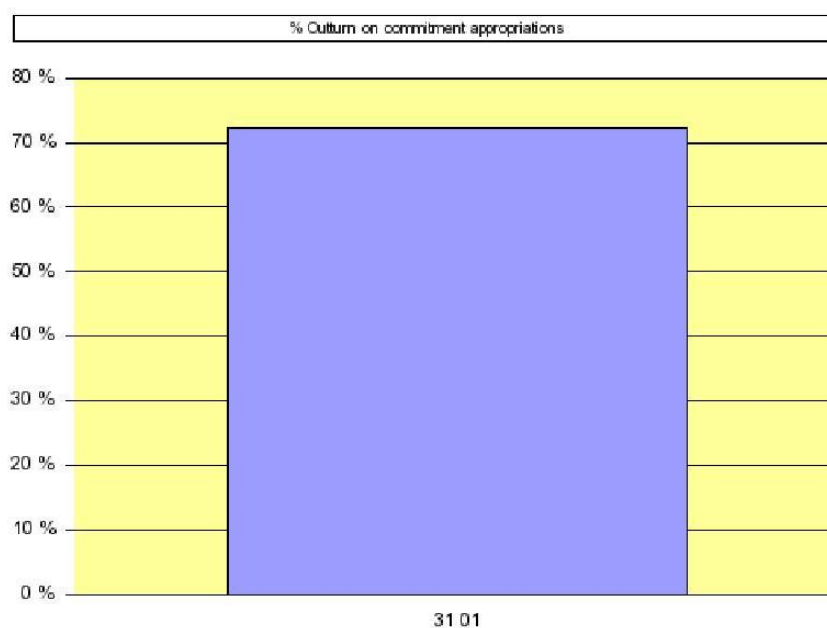


TABLE 2: OUTTURN ON PAYMENT APPROPRIATIONS IN 2015 (in Mio €)					
Chapter			Payment appropriations authorised *	Payments made	%
			1	2	3=2/1
Title 31 Language services					
31	31 01	Administrative expenditure of the 'Language services' policy area	71,63446128	48,74064631	68,04 %
Total Title 31			71,63446128	48,74064631	68,04%
Total DG SCIC			71,63446128	48,74064631	68,04 %

* 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).

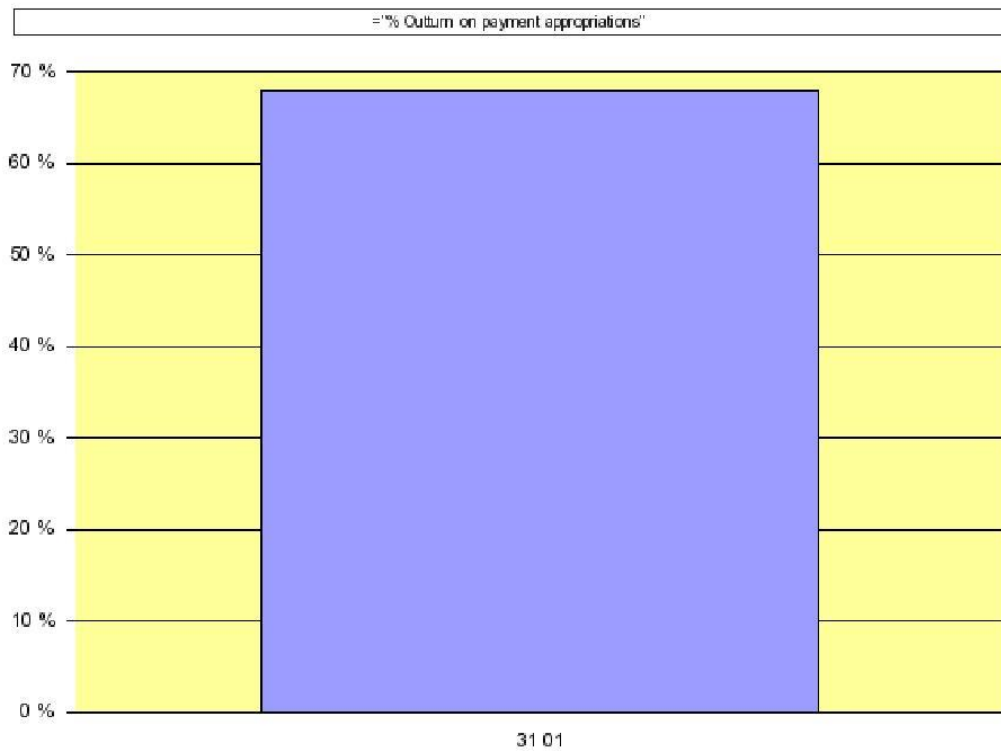
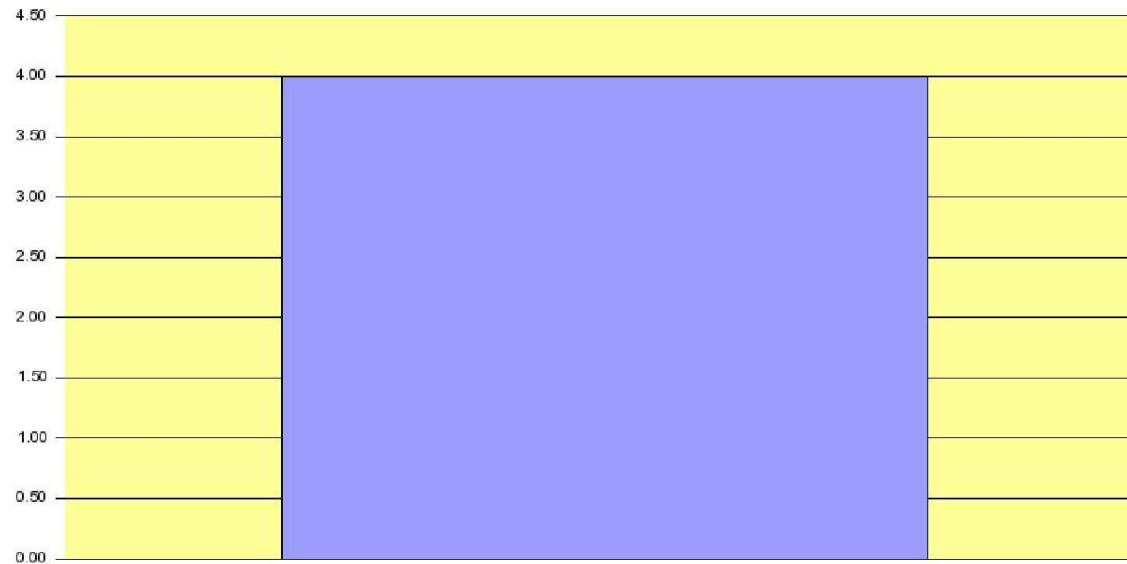


TABLE 3 : BREAKDOWN OF COMMITMENTS TO BE SETTLED AT 31/12/2015 (in Mio €)									
Chapter			2015 Commitments to be settled				Commitments to be settled from financial years previous to 2015	Total of commitments to be settled at end of financial year 2015 (incl. corrections)	Total of commitments to be settled at end of financial year 2014 (incl. corrections)
			Commitments 2015	Payments 2015	RAL 2015	% to be settled			
			1	2	3=1-2	4=1-2/1	5	6=3+5	7
Title 31 : Language services									
31	31 01	Administrative expenditure of the 'Language services' policy area	48,63339039	44,63	4,00369301	8,23 %	0,00	4,00	4,40
Total Title 31			48,63339039	44,63	4,00369301	8,23%	0	4,00369301	4,39761911
Total DG SCIC			48,63339039	44,63	4,00369301	8,23 %	0	4,00369301	4,39761911

="Breakdown of Commitments remaining to be settled (in Mio EUR)"



31 01

TABLE 4 : BALANCE SHEET

BALANCE SHEET	2015	2014
A.I. NON CURRENT ASSETS	3519250,93	3813945,1
A.I.1. Intangible Assets	0,00	0,00
A.I.2. Property, plant and equipment	3.519.250,93	3.813.945,10
A.II. CURRENT ASSETS	5230477,46	2986921,4
A.II.2. Current Pre-Financing	66.627,89	85.992,13
A.II.4. Exchange Receivables	4.948.822,79	-2.953.641,10
A.II.5. Non-Exchange Receivables	215.026,78	5.854.570,37
A.II.7. Cash and Cash Equivalents	0,00	0,00
ASSETS	8749728,39	6800866,5
P.III. CURRENT LIABILITIES	-4525446,28	-4098993,43
P.III.2. Short-term provisions	0,00	0,00
P.III.4. Accounts Payable	-2.976.044,03	-2.661.898,12
P.III.5. Accrued charges and deferred income	-1.549.402,25	-1.437.095,31
LIABILITIES	-4525446,28	-4098993,43
NET ASSETS (ASSETS less LIABILITIES)	4224282,11	2.701.873,07
P.I.2. Accumulated Surplus / Deficit	-75946628,26	-40168756,57
Non-allocated central (surplus)/deficit*	71722346,15	37466883,5
TOTAL	0,00	0,00

TABLE 5 : STATEMENT OF FINANCIAL PERFORMANCE

STATEMENT OF FINANCIAL PERFORMANCE	2015	2014
II.1 REVENUES	-78418447,62	-95836030,07
II.1.1. NON-EXCHANGE REVENUES	-10440460,75	-11802960,03
II.1.1.6. OTHER NON-EXCHANGE REVENUES	-10.440.460,75	-11.802.960,03
II.1.2. EXCHANGE REVENUES	-67977986,87	-84033070,04
II.1.2.2. OTHER EXCHANGE REVENUE	-67.977.986,87	-84.033.070,04
II.2. EXPENSES	50136875,81	60058158,38
II.2. EXPENSES	50136875,81	60058158,38
II.2.10.OTHER EXPENSES	45.812.756,84	58.956.546,22
II.2.2. EXP IMPLEM BY COMMISS&EX.AGENC. (DM)	4.332.095,61	1.463.096,62
II.2.6. STAFF AND PENSION COSTS	-8.672,73	-362.340,00
II.2.8. FINANCE COSTS	696,09	855,54
STATEMENT OF FINANCIAL PERFORMANCE	-28.281.571,81	-35.777.871,69

Explanatory Notes (facultative):

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TABLE 6: AVERAGE PAYMENT TIMES FOR 2015 - DG 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	1645	1491	90,64 %	15,35211268	154	9,36 %	41,61688312
60	9	9	100,00 %	25,11111111			

Total Number of Payments	1654	1500	90,69 %		154	9,31 %	
Average Payment Time	17,85066505			15,41066667			41,61688312

Target Times							
Target Payment Time (Days)	Total Number of Payments	Nbr of Payments within Target Time	Percentage	Average Payment Times (Days)	Nbr of Late Payments	Percentage	Average Payment Times (Days)
20	1	1	100,00 %	8			
30	304	279	91,78 %	17,56630824	25	8,22 %	34,76

Total Number of Payments	305	280	91,80 %		25	8,20 %	
Average Payment Time	18,9442623			17,53214286			34,76

Suspensions							
Average Report Approval Suspension	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	114	6,89 %	1654	493.987,82	2,78 %	17.744.813,69

Late Interest paid in 2015			
DG	GL Account	Description	Amount (Eur)
SCIC	65010100	Interest on late payment of charges New FR	696,09
			696,09

TABLE 7 : SITUATION ON REVENUE AND INCOME IN 2015								
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	
40	MISCELLANEOUS TAXES AND DEDUCTIONS	10390056,93	0	10390056,93	10390056,93	0	10390056,93	0
57	OTHER CONTRIBUTIONS AND REFUNDS IN CONNECTION WITH THE ADMINISTRATIVE OPERATION OF THE INSTITUTION	71214844,28	114996	71329840,28	70744501,37	114996	70859497,37	470342,91
66	OTHER CONTRIBUTIONS AND REFUNDS	2209,12	0	2209,12	2209,12	0	2209,12	0
Total DG SCIC		81607110,33	114996	81722106,33	81136767,42	114996	81251763,42	470342,91

TABLE 8 : RECOVERY OF PAYMENTS
(Number of Recovery Contexts and corresponding Transaction Amount)

INCOME BUDGET RECOVERY ORDERS ISSUED IN 2015 Year of Origin (commitment)	Error		Total undue payments recovered		Total transactions in recovery context (incl. non-qualified)		% Qualified/Total RC	
	Nbr	RO Amount	Nbr	RO Amount	Nbr	RO Amount	Nbr	Amount
2013					1	2.209,12		
2014					4	43.428,51		
2015					5	24.800,60		
No Link	1	19741,17	1	19.741,17	162	70.280.789,17	0,62%	0,03%
Sub-Total	1	19741,17	1	19.741,17	172	70.351.227,40	0,58%	0,03%

EXPENSES BUDGET	Error		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	Nbr	Amount
INCOME LINES IN INVOICES												
NON ELIGIBLE IN COST CLAIMS												
CREDIT NOTES												
Sub-Total												
GRAND TOTAL	1	19741,17					1	19741,17	173	70.370.968,57	0,58%	0,03%

TABLE 9: AGEING BALANCE OF RECOVERY ORDERS AT 31/12/2015 FOR SCIC

	Number at 01/01/2015	Number at 31/12/2015	Evolution	Open Amount (Eur) at 01/01/2015	Open Amount (Eur) at 31/12/2015	Evolution
2014	10		-100,00 %	114.996,00		-100,00 %
2015		10			18.120.342,91	
	10	10	0,00 %	114.996,00	18.120.342,91	15657,37 %

TABLE 10 : RECOVERY ORDER WAIVERS IN 2015 >= EUR 100.000						
	Waiver Central Key	Linked RO Central Key	RO Accepted Amount (Eur)	LE Account Group	Commission Decision	Comments

Total DG	
-----------------	--

Number of RO waivers	
-----------------------------	--

Justifications:
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TABLE 11 : CENSUS OF NEGOTIATED PROCEDURES - DG SCIC - 2015

Procurement > EUR 60,000

Negotiated Procedure Legal base	Number of Procedures	Amount (€)
Art. 134.1(b)	3	755.167,41
Total	3,	755.167,41

TABLE 12 : SUMMARY OF PROCEDURES OF DG SCIC EXCLUDING BUILDING CONTRACTS

External Procedures > € 20,000		
Procedure Type	Count	Amount (€)
(Ext. act) Service - Competitive Negot.Proc. with at least three candidates without pub.(Art. 265.1(b) & 3 RAP)	1	24.300,00
TOTAL	1	24.300,00

Internal Procedures > € 60,000		
Procedure Type	Count	Amount (€)
Exceptional Negotiated Procedure without publication of a contract notice (Art. 134 RAP)	3	755.167,41
TOTAL	3	755.167,41

Additional comments

--

TABLE 13 : BUILDING CONTRACTS

Total number of contracts :	
Total amount :	

Legal base	Contract Number	Contractor Name	Description	Amount (€)

No data to be reported

TABLE 14 : CONTRACTS DECLARED SECRET

Total Number of Contracts :

Total amount :

Legal base	Contract Number	Contractor Name	Type of contract	Description	Amount (€)

No data to be reported

ANNEX 4: Materiality criteria

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

Quantitative criteria

- 75% of the 2015 executed budget were related to interpretation activities, most of which being processed through automated procedures (payments of ACI contracts);
- For payments of ACI contracts, the detected error rate as reported by ex post controls was 0.048% and the residual error rate is 0;
- The amount at risk is €0.02 M;
- The reimbursement of ACIs' sickness and accident insurance claims is the responsibility of an external insurance company, thereby transferring the risk.
- 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. Additional ex post controls are performed on the spot on grants, based on a risk analysis.

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;
- DG Interpretation's management and reporting tool (SCICView) provides adequate information to management regarding the operations, the collected revenues and the use of resources.

ANNEX 5: Internal Control Template(s) for budget implementation (ICTs)

Execution of the central budget (100% administrative expenditure)

Process 1: Payment of ACI contracts

Main control objectives: Fraud and error prevention (as in the PMO, the calculation of ACI remuneration is a fully automated procedure and the main risk of fraud is linked to the reimbursement of travel and subsistence expenses, where the majority of controls are concentrated); compliance (legality and regularity), effectiveness, efficiency and economy.

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>The recruitment or planning offices of the Institutions introduce the wrong information about the ACI contract into DG Interpretation's internal payment system.</p> <p>An ACI contract is modified after the "conforme aux faits" was sent and the contract paid.</p>	<p>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 and therefore it is not possible to create fictitious entries at different levels.</p>	<p>Coverage: 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.</p> <p>For the other Institutions, all information related to contracts is covered as</p>	<p>Costs: The residual risk of fraud or error once the existing control has been implemented is extremely minimal and therefore there is no further cost assigned to this risk.</p> <p>Benefits: Fraud prevention; error detection and correction, compliance and effectiveness and</p>	<p>Additional controls were performed as soon as a problem was flagged.</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
		from the moment they are injected in DG Interpretation database.	efficiency.	
Due to the unpredictability of demand, the DG may have recruited too many ACIs in the long or medium term exercise.	Constant monitoring of demand and review of procedures regarding the long, medium and short-term recruitment exercises.	Meeting the demand for interpretation, whilst ensuring stand-by rates are kept within the targets in the MP are key objectives for DG Interpretation to achieve its mission. Therefore, the monitoring of demand is an ongoing task for the management within the Unit and Directorate	Costs: Estimation of staff involved Benefits: Improved Efficiency and effectiveness. Cost control	Efficiency: Standby rate
DG Interpretation performs the role of inter-institutional payment office for ACI. Due to differing procedures between the Institutions, there is a risk of error when handling payment requests.	Payment officers are grouped by Institution and therefore understand the payment rules linked to their specific recruiting institution.	Coverage: 100% of all payment requests are filtered in this way.	Costs: None, this was a one-off exercise Benefits: Efficiency – payments for one officer will follow the same rules.	Efficiency: decrease in % of errors (in value) in ACI payments detected by ex post control.
	Payment officers are	Coverage: 100% of	Costs : Estimation of	Efficiency: number of

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>ACI presents a forged supporting document in order to claim higher or non-existent expenses.</p>	<p>trained to spot possible forged documents. Online access to the ticket booking system Amadeus can be used to confirm the authenticity of the airline ticket presented by the ACI.</p> <p>Access to travel tickets prepaid by the Institutions further reduce the possibility to forge supporting documents.</p>	<p>non-local contracts.</p> <p>Depth: Training and further guidance is given to ensure controls are sufficient and up to date.</p>	<p>cost of staff involved</p> <p>Benefits: Fraud prevention; error detection, compliance, effectiveness and efficiency.</p>	<p>forged documents detected by payment officers</p>
<p>The amount paid is incorrect or paid to the wrong ACI.</p>	<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>Coverage / Frequency: 100% of non-local contracts.</p> <p>Ex ante checks by the verifying officer</p> <p>Random sampling of approx. 1,2% of payments (in value) via ex post control.</p>	<p>Costs: Estimation of cost of staff involved</p> <p>Benefits: Prevention of fraud, correction of errors, compliance issues.</p>	<p>Efficiency: % of errors (in value) in ACI payments detected by ex post control reports.</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	<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 on the database.</p> <p>Each payment is checked by the verifying agent and subject to an independent ex post control on a sampling basis.</p>			

Process 2: Professional Training for Interpreters (Officials and ACIs):

Main control objectives: Prevention of fraud, Compliance (legality and regularity), Effectiveness, efficiency and economy

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<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><u>For officials:</u> Unit C3 defines language training priorities in consultation with Directorate A and unit C2 on the basis of objective criteria such as needs of new officials, existing offer of languages by staff and ACIs and training in universities and loss of passive languages due to retirement. <u>For ACIs:</u> a selection committee decides which applications to accept on the basis of the HoU's recommendations and programming needs.</p>	<p>Extensive consultation once a year.</p>	<p>Costs: Estimation of cost of staff involved Benefits: Compliance (legality and regularity), efficiency</p>	<p><u>For officials:</u> Average number of passive languages by interpreter <u>For ACIs:</u> number of languages added by ACIs after a language stay with the support of DG Interpretation</p>
<p>An interpreter follows a full training cycle without adding the language in the end.</p>	<p>Monitoring of language training process</p>	<p>Coverage: limited sample</p>	<p>Cost: Estimation of cost of staff involved</p>	<p>Drop-out rate</p>
<p>Lack of or insufficient supporting documents, absence of legal and/or budgetary commitment for the reimbursement of expenses</p>	<p>Standard ex ante control procedure with operational initiation and verification in Unit C3 and the financial initiation and verification in Unit S2</p>	<p>Coverage: 100% of all files controlled</p>	<p>Cost: Estimation of cost of staff involved Benefit: Fraud prevention, compliance</p>	<p>Number of exceptions</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators

Process 3: Organisation of inter-institutional accreditation tests for ACI:

Main control objectives: Prevention of fraud; Compliance (legality and regularity); Effectiveness, efficiency and economy.

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
The amount of expenses reimbursed is incorrect.	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.	Coverage / Frequency: 100% of payment requests received. Depth: Standard checklists ensure all steps and controls are followed.	Costs: Estimation of cost of staff involved Benefits: Control against possible fraud, error detection, compliance issues.	Fraud prevention/ compliance issues: number of non-eligible claims refused. Number of complaints linked to incorrect payment of expenses

Grant Management:

The management of both grants and bursaries from Universities and students studying conference interpretation.

Stage 1: Programming, evaluation and selection of proposals

Main control objectives: Ensuring that the Commission selects the proposals that contribute the most towards the achievement of the policy or programme objectives (effectiveness); Compliance (legality & regularity); Prevention of fraud (anti-fraud strategy)

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
Shortfall of key staff in language units	<p>The continuation of the "Relève" project to ensure succession planning in those language booths where additional recruitment drives are necessary and give assistance to capacity building.</p> <p>The current and future demand means that recruitment campaigns should be undertaken exclusively for languages with foreseeable shortfalls.</p>	<p>Recruitment targets are set by language booth recruitment needs</p> <p>Grants and bursaries are given to Universities and students who are offering courses or studying those languages with foreseeable shortfalls in the short and medium term.</p>	<p><u>Costs:</u> Estimation of staff involved in the process</p> <p><u>Benefits:</u> The DG will be able to continue to recruit interpreters and ACIs in order to fulfil its mission</p>	<p>80% of staff recruited per year having graduated from DG Interpretation supported training courses</p> <p>80% of new ACIs accredited having graduated from DG Interpretation supported training courses</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
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.	Assessment is done by staff (programme officer) and by an inter-institutional evaluation committee. When evaluating the applications, the Committee members use an evaluation grid which implements the eligibility and award criteria as published in the call for proposals.	100% of proposals from Universities and students are evaluated in a two-step process, starting with a first screening of each project/ student, complemented with more detailed information which is requested before the final meeting of the Evaluation Committee.	<u>Costs</u> : Estimation of cost of staff involved in the complete process <u>Benefits</u> : Ensure that procedures are correctly followed and applied at all stages of the process leading to fewer complaints.	Number of complaints compared to the number of applications

Stage 2: Grant Management – Ex post controls:

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

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
The ex ante controls (as such) fail to prevent, detect and correct erroneous payments or attempted fraud.	Ex post control strategy: All final reports are desk reviewed by the programme officer and random checks are carried out to identify possible 'suspicious' items. Final	100% of subsidised projects are subject to ex post controls. As 90% of the grants awarded are low value grants, on-the-spot	Costs : Estimation of cost of staff involved in the process Benefits : sound financial management, prevention of fraud.	Number of exceptions reported

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	<p>grant payments (in most cases 50% of the awarded grant) are only made after satisfying documentation/explanation has been received. Also, during the grant period DG Interpretation obtains reports from its pedagogical assistants on the implementation of the co-financed action. Possible ex post findings are taken into consideration for improving ex ante controls.</p>	<p>audit missions are therefore only performed when strictly needed in order to keep a correct balance between cost and benefit of such controls.</p>		

Procurement Direct

Stage 1: Needs Analysis and Planning

Main control objectives: Effectiveness, efficiency and economy. Compliance (legality and regularity):

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>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</p>	<p>AOSD supervision and approval of specifications</p> <p>Provision of DG Interpretation and other framework contracts in the areas of IT, technical services and equipment and conference management.</p>	<p>Meetings are conducted on a regular basis to ensure all procurement procedures are reviewed.</p>	<p>Costs: Estimation of staff involved Benefits: Increased efficiency and economy</p>	<p>Effectiveness: Number of projected tenders cancelled or not awarded due to the unsatisfactory definition of the tender specifications</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
specifications				
<p><i>For conferences managed under co-delegated procedures only:</i> 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><i>For conferences managed under co-delegated procedures only:</i> This leads to a difficult planning of the whole procurement processes and an overload of work for operational and financial units.</p>	<p>The AOSD has written to all Resource Directors requesting a six month planning notice of the events for which DG Interpretation is likely to be asked to intervene.</p>	<p>Every 6 months letters are sent to Resource Directors.</p>	<p>Costs: Estimation of staff involved Benefits: 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>Replies from RDs in response to the note from the AOSD</p>

Stage 2: Preparation of the contract (Call for Tenders; Evaluation of tenders; award decision; budgetary commitment; legal commitment):

Main control objectives: Effectiveness, efficiency and economy; Compliance (legality and regularity); Fraud prevention and detection.

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>The most economically advantageous offer not being selected, due to a biased, inaccurate or "unfair" evaluation process.</p>	<p>Calls for tenders above the 60.000€ threshold, collaboration between operational and financial units to ensure that (1) the technical specifications are clear and (2) evaluation and award criteria allow the best possible evaluation compared to the contract subject.</p> <p>Formal evaluation process: Opening committee and Evaluation committee for procedures above 60.000€ with representatives of at least 2 administrative entities, complemented with representatives from other DGs as experts or services</p>	<p>Specifications for calls for tenders above a 60.000€ threshold go through a formal validation process involving the finance unit and the AOSD.</p> <p>Evaluation process 100% of the eligible offers are subject to the evaluation process. Depth: all documents transmitted</p> <p>100% of the members of the opening committee and the</p>	<p>Costs: Estimation of staff involved</p> <p>Benefits: Avoid contracting with excluded economic operators – compliance with FR. Benefits: % of award decisions revised after reaction of a non-selected bidder during standstill</p>	<p>Effectiveness: Numbers of 'valid' complaints</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	<p>users and in case of need, external experts.</p> <p>Opening and Evaluation Committees' declaration of absence of conflict of interests</p>	evaluation committee		
	Low value contracts: eligibility, evaluation of received offers and award decision documented in writing by the operational unit in the commitment file, and endorsed by the AOSD	All low value contracts (<60000€ threshold) awarded in DG Interpretation		
	Exclusion criteria documented	<p>Coverage: Low value contracts: up to the AOSD depending on his risk analysis. Other contracts: comprehensive check</p> <p>Depth: required documents provided are consistent</p>		
	Standstill period, opportunity for unsuccessful tenderers	100% when conditions are fulfilled		

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	to put forward their concerns on the decision			

Stage 3: Financial Transactions & Contract Execution:

Main control objectives: Ensuring that the implementation of the contract is in compliance with the signed contract

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>(1) The products/ services/ works ordered are not, totally or partially, provided in accordance with the technical description and requirements foreseen in the contract</p> <p>(2) the amounts paid exceed that due in accordance with the applicable contractual and regulatory provisions</p>	<p>(1) Certified correct by a formally endorsed official trained, technically competent and informed of the details of the contract and subsequent invoice.</p> <p>(2) Operational and financial checks in accordance with the financial circuits, encompassing the comparison between the certified correct endorsement and the contract provisions.</p> <p>ABAC security prevents from paying more than</p>	<p>All invoices are endorsed "certified correct"</p> <p>100% of the invoices are controlled against the contract, including only value-adding checks</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>Costs: Estimation of staff involved</p> <p>Benefits: Compliance</p>	

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	<p>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>			

Stage 4: Management Supervision:

Main control objective: Ensuring that any weakness in the procedures (tender and financial transactions) is detected and corrected

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>An error or non-compliance with regulatory and contractual provisions, including technical specifications, or a fraud is not prevented, detected or corrected by ex ante control, prior to payment</p>	<p>Review of ex post controls performed by IAC (until 2013)</p>	<p>100% at least once a year.</p> <p>Depth: look for any systemic problem in the procurement procedure and in the financial transaction procedure and any weakness in the selection process of the ex post controls</p>	<p>Costs: Estimation of staff involved Benefits: Amounts detected associated with fraud & error. Deterrents & systematic weaknesses corrected</p>	<p>Number of recording of exception or non-compliant notes Number of "Avis négatif" Number of remarks on the check-lists</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	Review of exceptions reported	100% at least once a year. Depth: look for any weakness in the procedures (procurement and financial transactions)		

Non-Expenditure Item – Revenue Collection

Main control objectives: Effectiveness, efficiency and economy; Compliance (legality and regularity); Sound financial management

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
<p>(1) Actual meeting costs are not reflected in the cost of an i-slot</p> <p>(2) The management of resources in a context of unpredictable demand</p>	<p>(1) Implementation of the "charge back guidance" results in a detailed documentation of the cost calculation methodology supported by DG BUDG. Additional assumptions are provided internally (e.g. level of demand) or BUDG (salary adjustments, promotion rates)</p> <p>(2) the actual level of resources invested in the delivery of interpretation services is followed up via a number of indicators</p>	<p>100% Coverage: The forecast for the cost of the i-slot in year N is prepared in January N-1 on the basis of a number of assumptions described in the methodology. It is then reviewed in the autumn N_1 with updated assumptions. It is then reviewed in January and Autumn N as part of the preparation for budget N+1. Final cost for year N is known in January N+1 once all expenditure items are known.</p>	<p>Meeting the demand for interpretation, whilst ensuring stand-by rates are kept within the targets defined 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 and Directorate – making the costs impossible to identify as a single, stand-alone action.</p>	<p>Average daily cost of ACI contract</p> <p>Standby rate</p>
<p>Accuracy of billing (enquiries, complaints from clients about hours/language regime billed)</p>	<p>Single, integrated, up to date database – MIM (Meeting and Interpretation Management) which holds the data on all bookings of meetings,</p>	<p>100% of all meetings and interpretation requirements are entered into MIM.</p> <p>All amounts to be compensated are sent</p>	<p>Costs: Estimation of staff involved</p> <p>Benefits: reduce number of questions and appeals made by clients relating to the</p>	

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
	<p>interpretation, therefore enabling a complete and efficient collection of information to ensure the correct invoice is sent to clients.</p> <p>Ex ante control by S2 – verification of amount to be compensated against actual interpretation that took place and modification, where necessary, using a module of MIM, Coral.</p>	<p>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>debit notes received.</p> <p>Smoother compensation process ensuring that funds are rapidly reconstituted and allow for the continuity of DG Interpretation activities</p>	
<p>Recovery (compensation) delays</p>	<p>Introduction of SLAs introducing clear rules and guidelines on payments.</p> <p>Reporting tools to ensure respect of the compensation rules</p>	<p>100 of recovery orders related to interpretation services</p>	<p>Costs: SLAs are created as and when needed with the external users of DG Interpretation. As this work is ongoing, it is not possible to isolate the control factor of these costs.</p> <p>Benefits: ensuring the DG functions in accordance with the SLAs and sound financial management SLAs reduce</p>	<p>Average recovery delay for main external users</p>

Main risks It may happen (again) that...	Mitigating controls	How to determine coverage, frequency and depth	How to estimate the costs and benefits of controls	Control indicators
			discussions on their implementation.	

ANNEX 10: Specific annexes related to "Management of Resources"

n/a

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

n/a

ANNEX 12: Performance tables

Interpretation and related activities

Specific objective 1: Maintain quality of interpretation		Not related to a spending programme
<p><i>DG Interpretation's key mission is to support multilingual communication and to facilitate transparent, efficient and democratic EU decision-making by providing quality interpretation. Quality mostly depends on the efforts of the DG to recruit interpreters with excellent language skills and an adequate language combination and to provide life-long learning to interpreters. Quality may be negatively impacted by different factors, e.g. a limited language coverage in meetings due to budget restrictions in Member States, the quality of the interventions, speakers not using their mother tongue or reading out speeches.</i></p>		
<p>Result indicator 1: Percentage of satisfaction with the quality of interpretation expressed by our users</p> <p>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 to be improved. (Source: <i>Customer Satisfaction Survey</i>)</p>		
Baseline 2013	Current Situation (December 2015)	Target 2020
88.7%	88.7%	>85%
<p>Result indicator 2: Percentage of recruitment of ACIs with a quality rating \geq 2</p> <p>Thanks to regular quality monitoring, ACIs are assigned a quality rating by their head of unit which enables our recruitment service to recruit interpreters with the best possible qualifications</p> <p>Source: SCICView</p>		
Baseline 2013	Current Situation (December 2015)	Target 2020
>85%	87.7%	>85% ⁹
Main outputs in 2015		

⁹ For some result indicators included in the performance tables you will see that DG Interpretation has decided to set targets below the baseline. This is due to the fact that a marginal increase in the target percentages could entail a far bigger increase in costs which in the current budgetary situation has to be avoided.

Description	Indicator	Current situation	Target
Language and thematic training to maintain a high level of quality of conference interpretation	Number of intensive, refresher and idioms courses training days, in particular for languages of upcoming presidencies	1296 (594,5 for languages of upcoming presidencies)	500
	Number of thematic training days	1560,2	800
	Percentage of thematic training conferences in the DG catalogue on subjects with lower satisfaction in CSS	64%	50%
	Percentage of non-language acquisition training organised in periods of less intensive interpretation activity	95%	80%
Awareness raising actions	Number of participants in awareness raising actions with particular focus on upcoming presidency countries (Luxemburg, the Netherlands, Slovakia)	550	500
Terminology work and documentation for meetings	Number of new/revised glossaries	469	450
	Percentage of meetings with documentation in the Council, the Commission and the Committees (excluding missions)	94%	80%
Exchange programme with the European Parliament and the Court of Justice to broaden interpreters' professional experience	Number of interpreters participating in the exchange programme	8 interpreters went to EP, 3 to the CoJ	8 in each of the 2 exchange sessions
Enhanced WebDOR/ Rapport de Séance feedback to diversify the sources of	Percentage of Commission meetings with feedback from meeting organisers on the quality of interpretation	27.6%	30%

feedback on quality			
Increased continuity of interpreter assignments to improve quality and motivation of staff	New version of the "Volontariat" application which helps to create interpreter profiles for a better matching between interpreters' skills and preferences and the meetings to which they are assigned	Development work finished	New version in production after the Easter holidays 2016
Implementation of the EUCITP (Chinese interpreter training project)	Training courses in Brussels and PA in China. Organisation of alumni event in Beijing with the participation of Vice-president Georgieva	Training courses and PA in China organised (total: 105.5 days in Brussels and China), alumni event organised	Training courses completed; alumni event organised
Organisation of one training course for Mongolian trainees who are trained for the ASEM summit 2016	5-month training course for 5 trainees working to and from Mongolian and English	Training course organised	Training course completed by March 2016
Concrete implementation of the African Project for conference interpreting and translation training* under the EU's Pan African Programme in close cooperation with DG DEVCO and the UN Office in Nairobi (UNON).	<i>A Pillar Assessed Grants or Delegation Agreement</i> (PAGODA) between UNON and DG DEVCO for the implementation of the Project was signed on 3 rd December 2015.	102 days of PA organised in partner universities in Africa	Pedagogical assistance to be provided until 2019
Training support to Russian partner universities will continue subject to new developments in EU/Russia relations	Number of PA days in Russia	58 days provided	Training support provided

<p>Cooperation protocol with Macao** to train Chinese /Portuguese interpreters for Macao's public administration</p> <p>Training for trainers programme in summer for teachers of the "Institut Polytechnique de Macao" and of Chinese universities</p> <p>New Master for translation and interpretation Chinese/ Portugese in Macao in which DG Interpretation is involved</p>	<p>Organisation of training 2 courses for Macanese interpreters in Brussels.</p> <p>Memorandum for future cooperation signed in Macao in November 2015 by DG Interpretation's acting Director General.</p> <p>Organisation of Training for Trainers (TfT) seminar at IPM</p> <p>Pedagogical assistance to the first edition of the Masters in Interpretation of the University of Lisbon in Macao, in cooperation with the MPI.</p>	<p>2 training courses organised</p> <p>Memorandum signed</p> <p>20 "Training for trainers" organised</p> <p>15 Pedagogical assistance days provided</p>	<p>Training courses to be completed</p> <p>Memorandum to be signed</p> <p>TfT seminar to be organised</p> <p>Pedagogical assistance days to be provided by Oct/ Nov 2015</p>
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* The project is based on the 2014-2020 Pan-African Programme adopted by the Commission in July 2014. Training actions delivered by DG Interpretation will be supported by a DEVCO cross-delegation up to an amount of € 122.000 in 2015.

** The Macanese government pays for all DG Interpretation interpreters involved in the training actions

<p>Specific objective 2: Overall standby is kept under control</p>	<p>Not related to a spending programme</p>
<p><i>The unpredictability of users' requests (including short notice changes in language coverage, late cancellations of meetings and an overall reduction of meeting requests) makes it difficult for DG Interpretation to keep standby under control.</i></p>	
<p>Result indicator: Standby rate and reserve of staff interpreters and ACIs (% 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 us to</p>	

check whether we manage our resources efficiently.

Source: SCICView

Baseline 2013	Current Situation (December 2015)	Target 2020	
19%	18.5%	15%	
Main outputs in 2015			
Description	Indicator	Current situation (December 2015)	Target
Multiannual planning of staff appointments	Given the expected evolution of staff levels, number of new staff which could be recruited by the end of 2016	3 FR, 4 DE, 6 EN, 3 IT, 3 ET, 4 MT, 3 HR, 4 SK	5 FR, 5 DE, 8 EN, 2 IT, 1 DA, 1 CZ, 4 ET*, 1 LV, 6 MT, 4 SK*, 2 SL 1 BG, 1 RO, 5 HR*2 structural and 2 temporary recruitments in view of Presidencies (SK: 2nd half 2016, ET: 1st half 2018)
Review of long-term ACIs recruitment targets to fine-tune numbers and profiles	Target for long-term recruitment	42%	40% of the expected total level of recruitment
Selective and gradual medium term ACIs recruitment post-arbitrage	Share of medium-term recruitment	20%	n/a
Programming of training activities in periods of lesser	Number of training days scheduled in low activity periods (e.g. August,	+/-4300 days	+/-1500 days out of the total of +/- 8000

activity	Easter, etc.)		training days
Non-assignment time is used to carry out service-related activities (e.g. meeting preparation, speech writing, terminology work, etc.)	Proportion of standby time used to carry out service-related activities	56%	50% of standby time

Specific objective 3: Daily average cost of ACI contracts is kept under control	Not related to a spending programme
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The daily average cost of an ACI contract is the average of all costs related to ACI recruitment, i.e. remuneration, subsistence allowance, flat-rate travel allowance, accommodation costs, travel expenses and travel agency charges, employer costs and premiums (e.g. pension, accident insurance) and additional compensatory payments (non-worked days, tiring missions etc.).

Result indicator: Daily average cost of ACI contracts

This indicator reflects whether DG Interpretation hires ACIs in a cost efficient manner.

Source: SCICView

Baseline 2013	Current Situation (December 2015)	Target (set in line with indexation of ACI remuneration and evolution of costs) 2015
715€	729€	725€

Main outputs in 2015

Description	Indicator	Current situation (December 2015)	Target
Newcomers' scheme	Number of new ACIs registering Brussels as their professional domicile in order to be eligible for the scheme	Given the low success rate for ACI accreditation tests, the number of eligible candidates is very limited. In 2015, 9 new	There is no target as such but rather an indicative level per language established in line with currently

		ACIs started in the scheme; 8 ACIs who started in 2014 are still part of the scheme	available local ACIs and recruitment trends for that language. This level acts as a ceiling. For 2015, an indicative level of 59 was set.
Integration programme	Number of newly accredited ACIs* in units with staffing needs (Czech, Maltese, Croatian)	0% passed	70 % of participants in the Integration programme

The Integration programme which is designed to increase the number of Brussels based ACIs and thus contributes to keeping ACI expenditure low did not allow any of the 3 candidates to pass the interinstitutional accreditation test due to disagreement in the jury which could not achieve positive unanimity.

The Integration programme has been suspended but not closed definitely. It could be run again if/when there is a need for additional effort to enhance one or another booth and when there are appropriate candidates.

Specific objective 4: Clients' demand for interpretation is satisfied		Not related to a spending programme	
<i>DG Interpretation is not only the Commission's interpretation service, but also provides interpretation to the Council, the 2 Committees, etc. (see Mission Statement).</i>			
Result indicator 1: Percentage of external clients' requests for active interpretation that DG Interpretation is able to satisfy			
This indicator measures the share of active languages requested by the Council and the Committees we are able to grant on the basis of available interpreters (staff and ACIs). For the largest languages (EN, FR, DE, IT, ES) this indicator is close to 100%, for less-used languages demand may be more difficult to meet. Source: SCICView			
Baseline 2014	Current Situation (December 2015)	Target 2020	
96%	97%	≥95%	

Main outputs in 2015			
Description	Indicator	Current situation (December 2015)	Target
Increase in staffing levels for language units with lower satisfaction rate	Number of staff to be recruited	3 ET, 4 MT, 3 HR, 4 SK recruited	Adequate number of staff to be recruited
<p>Result indicator 2: Number of the Commission's meetings refused at arbitration and percentage of 1st priority meetings DG Interpretation is able to satisfy</p> <p>As DG Interpretation's ability to satisfy Commission DGs' meeting requests is limited by the number of available meeting facilities, the indicator we use for external clients' satisfaction is not applicable for the Commission. We therefore need other indicators for our ability to satisfy the Commission's requests, i.e. the overall number of meetings refused at arbitration as well the percentage of 1st priority meetings DG Interpretation is able to satisfy. Source: Planning and Programming Unit</p>			
	Baseline 2013	Current Situation (December 2015)	Target 2020
	684	529	n/a
Main outputs in 2015			
Description	Indicator	Current situation (December 2015)	Target
Calculation of the indicators showing the satisfaction rate for Commission DGs based on automated collation of data	Number of meetings refused at arbitration	529	n/a
	Percentage of 1st priority requests satisfied at arbitration	99.5%	≥95%

It is difficult to set targets, as everything depends on the number of meeting requests, which is something that DG Interpretation cannot influence.

Specific objective 5: Succession planning allows adequate replacement of retiring staff		Not related to a spending programme	
<i>Forward planning is particularly important when it comes to replacing retiring interpreters. In the current context of reduced demand, this mainly means consolidating language knowledge and increasing the number of passive languages of interpreters already in the job.</i>			
Result indicator 1: : Average number of passive languages and retours by interpreter			
This indicator allows DG Interpretation to check whether it manages to train members of staff to adequately replace outgoing staff with usually extensive language combinations in order to continue to satisfy our customers' requests for various symmetric and asymmetric language regimes.			
Source of data: SCICView			
Baseline 2014	Current Situation (December 2015)	Target 2020	
4	4	4	
Main outputs in 2015			
Description	Indicator	Current situation (December 2015)	Target
Additional language training for current staff to add new active and passive languages	Number of active and passive languages added by staff interpreters	46	40
DG Interpretation bursary for ACIs to add a new language	Number of ACIs having added a language with a DG Interpretation bursary	14	20
Retour training for interpreters with active Greek, Danish, Swedish or Finnish and for interpreters with post 2004 active enlargements languages	Number of retours added	1	3

Recruitment of staff interpreters and accreditation of ACIs with relevant languages, especially in the Czech, Estonian, Latvian, Maltese, Slovak, Slovene, and Croatian units	Percentage of new staff recruited per year who should come from DG Interpretation-supported training courses	81%	80%
	Percentage of new ACIs accredited per year who should come from DG Interpretation-supported training courses	88%	80%
Integration Programme for promising students for the Czech language	Percentage of participants should pass the accreditation test	0% (see above)	>70%
New (pilot) programme: 'PASS' (Professional Accreditation Support Scheme) for young graduates, focussing on top priority languages (MT/ET/HR)	Percentage of participants that should pass the accreditation test at the end of this specific training programme	40%	>60%
Work on feedback collected from interpreter training institutes to further align support* to the needs of trainers.	Successful implementation of suggestions from training institutes in accordance with the priority needs of the Service	<ul style="list-style-type: none"> - study visits co-financed - ↑ Virtual Classes, integrated in overall support strategy - ↓ Pedag. Ass. on-site, focused on real needs - better targeting study bursaries 	Suggestions implemented

Support and assistance to conferences, events and meetings

Specific objective 6: Services provided in meetings meet our customers' needs.		Not related to a spending programme	
<i>DG Interpretation provides support and assistance to meetings organised in Commission facilities as well as audio-visual services (webstreaming, etc.).</i>			
Result indicator 1: Satisfaction of meeting <u>organisers</u> with the services related to meetings and conference rooms			
<i>DG Interpretation asks meeting organisers for feedback on services provided after each meeting.</i>			
Source: WebDOR Feedback			
Baseline 2014	Current Situation (December 2015)	Target 2020	
89%	96,9%	>85%	
Result indicator 2: Satisfaction of meeting <u>participants</u> with the services related to meetings and conference rooms			
<i>In 2015 DG Interpretation launched its first customer satisfaction survey on satisfaction of meeting participants with technical and support services provided by SCIC in meetings.</i>			
Source: Customer Survey on Satisfaction with conference services			
Baseline 2015	Current Situation (December 2015)	Target 2020	
92%	92%	>85%	
Main outputs in 2015			
Description	Indicator	Current situation	Target
Definition of a corporate governance framework for the management of meeting rooms and technical support	Appropriate governance process set up with relevant services (SG, OIB, DIGIT, BUDG, COMM)	Proposal waiting for decision	Decision in 2016
Creation of a "Baseline services catalogue for DG Interpretation meeting and conference rooms"	Publication of the baseline services catalogue	First draft available	Decision on corporate governance of meeting rooms

Organisation of a satisfaction survey among meeting participants geared towards services provided by DG Interpretation	Customer Satisfaction Survey	Satisfaction Survey carried out	Satisfaction Survey carried out successfully
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Result indicator 3: Percentage of multilingual streaming services without incidents

DG Interpretation provides multilingual webstreaming of meetings held in Commission facilities it manages (both live and on-demand). This indicator shows the resilience of this service.

Source: SCICView

Baseline 2014	Current Situation (December 2015)	Target 2020
98%	98%	98%

Main outputs in 2015

Description	Indicator	Current situation	Target
Execution of the hardware maintenance in order to detect and solve possible issues	Number of hardware operations executed	One maintenance done during month of August	1
Execution of the software maintenance in order to detect and solve possible issues	Number of software operations executed	One maintenance done during month of August	1
Extension of streaming capabilities	Number of experimental mobile streaming kits	Extra 2 available	1
Increase of cooperation with other DGs to enable them to autonomously use DG Interpretation's streaming platform	Number of DGs contacted	DG DEVCO, DG COMP, DG EMPL and DG DGT were contacted	4

DG Interpretation's efforts are focused on maintaining the same level of reliability while witnessing an increase of streaming demand.

Specific objective 7: DG Interpretation conference organisation services meet Commission needs.		Not related to a spending programme	
<i>DG Interpretation provides a fully-fledged conference organisation service to Commission DGs or provides consultancy for setting up large events.</i>			
Result indicator: Overall satisfaction with conference organisation services			
<i>The indicator 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.</i>			
Source of data: Ongoing satisfaction survey for meeting organisers			
Baseline 2014	Current Situation (December 2015)	Target 2020	
89%	94,4 %	90%	
Main outputs in 2015			
Description	Indicator	Current situation	Target
Further development of consultancy on conference organisation for Commission DGs	Percentage of consultancy activity vis-à-vis fully-fledged conference organisation	43%	40%
Successful organisation of the ICT conference for DG Connect in Lisbon in the autumn	Organisers' Satisfaction rate	92%	90%

In 2015 DG Interpretation organised 63 conferences: 18 with financial management, 18 without financial management and 27 via consultancy (includes coordination of all contracting parties, management of the data base of the conference and the registration of participants as well as presence on the spot the day(s) of the event).

HORIZONTAL ACTIVITIES

Policy strategy and coordination

Specific objective: A "one service" culture is created through internal communication		Not related to a spending programme	
<i>Internal Communication plays a prominent role in DG Interpretation's activities. As the majority of the staff (the interpreters) have no office and change work location on a daily basis, their main regular contact with the administrative structure is via electronic media and in particular SCICnet (DG Interpretation's intranet), which not only delivers information but also gives access to a number of IT tools and applications vital for interpreters' daily work. SCICnet is also the main channel for communicating with the large and geographically dispersed population of ACIs.</i>			
Result indicator: Overall satisfaction with SCICnet			
<i>As staff interpreters have no office and DG Interpretation has a large and geographically dispersed population of ACIs, the quality of SCICnet is important for efficient communication within the DG.</i>			
Source: intranet reporting data			
Baseline 2012	Current Situation (December 2015)	Target 2020	
7.2 (out of 10)	No survey conducted in 2015	7.5	
Main outputs in 2015			
Description	Indicator	Current situation	Target
Complete revision of SCICnet	Revised SCICnet on Nexteuropa platform to be completed satisfactorily in 2016	Project extended into 2016	New SCICnet launched in 1 st half of 2015
Organisation of events and initiatives that bring staff from all parts of the DG together and improve collaboration and feedback mechanisms within the DG	Staff engagement index in the satisfaction survey to be conducted in June 2016	Breakfast for whole DG September 2015 and End of Year event for staff December 2015 All Managers trained in participatory	Staff engagement index and satisfaction with staff involvement measures to be the same or improved since 2013 survey

		techniques in November 2015 in preparation for a participatory seminar for all DG staff in early 2016	
Launch of survey by the end of 2016 on SCICnet to find out the satisfaction of users with new functionality on the intranet	Overall satisfaction of users with SCICnet	7.2 out of 10 in 2012	Increase satisfaction

Management of the Directorate-General for Interpretation

Specific objective 1: Compliance with data protection and security framework is improved
Main outputs in 2015
Output Indicator 1: New management of access to information DG Interpretation updated its procedure for the provision of electronic meeting documents via the MEDATA platform, by limiting access to the documents of any meeting in MEDATA to the team assigned to the meeting.
Output Indicator 2: ACI Test notification DG Interpretation finalised the data protection notification covering the full process of ACI testing (from recording of speeches to exams) and sent it to the Data Protection Officer (DPO) Following the comments received from the DPO, the notification was updated and re-submitted. It was finally published in September 2015.

Specific objective 2: Paper workflows are reduced		
Result indicator: Only 30% of paper documents are archived		
Baseline 2014	Current situation (December 2015)	Target 2020
8 metres of financial archives	3.6 metres	2.4m

Main outputs in 2015

Adoption of new rules for the registration and archiving of financial files in the DG has resulted in a drop of 45% of the number of paper financial files stored in the CAD

Specific objective 3: Revenue from interpretation delivered to main Service Level Agreement (SLA) clients is collected within 65 days

Result Indicator 1: Average number of days needed to bank revenue

SCIC invoices its external users (e.g. Council) for the interpreting services provided in meetings. This indicator measures the effectiveness of revenue collection and effective timely funding of DG Interpretation activities.

Source: DG Interpretation's Financial Unit

Baseline 2014	Current situation (December 2015)	Target 2017
66 days	69,45 days	≤ 65 days

Result Indicator 2: Average time taken for payments to be made by the Budget and Finance unit (excluding payments outside Europe and suspensions periods)

Source: SCICView

Baseline 2014	Current situation	Target 2017
18 days	16.65 days	< 20 days (internal Commission target set by DG Budget)

Specific objective 4: Errors in ACIs payments are kept under the materiality threshold

Result Indicator 1: % of errors (in value) in ACI payments detected by ex post control reports

Source: Budget and Finance Unit, report on ex post controls

Baseline 2014	Current situation (December 2015)	Target 2017
0.15%	0.048% (extrapolated)	< 1%

Specific objective 5: Prevention of misuse of information is improved (Anti-fraud indicator)

Result Indicator: % of new staff following an ethics course within 6 months

Misuse or leakage of sensitive information handled by interpreters in meetings has been identified as the key risk in the DG. In order to prevent such an event, the DG

will be stepping up its ethics training programme, targeting both officials and ACIs.
 Source: Human Resources unit

Baseline 2014	Current situation (December 2015)	Target 2017
11%	48%	100%
Main outputs in 2015:		
100% of newcomers to follow Ethics training	48%	
Updated guidance for interpreters with regards to ethics and fraud	Work still in progress	

ANNEX 13: Interpretation in figures



Interpretation in figures - 2015

The Directorate General for Interpretation (DG Interpretation – also known as SCIC) is the European Commission’s interpreting service and conference organiser.

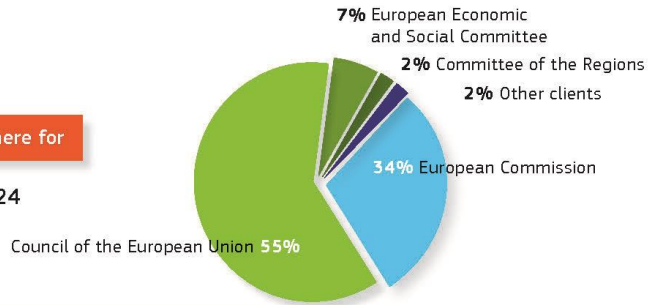
We ensure that people participating in meetings can communicate effectively.

Interpretation

What do we do?

Provide interpretation in Brussels and elsewhere for

Number of interpretation days: 94224



Provide meeting and conference services for the European Commission

Manage the allocation of meeting rooms

Meetings with interpretation 66%
Meetings without interpretation 34%

Offer solutions for multilingual communication and provide technical support to meetings

Webstreaming sessions 1158
Videoconferences 738

Organise conferences in Brussels and elsewhere

63 events

Support training for conference interpreters

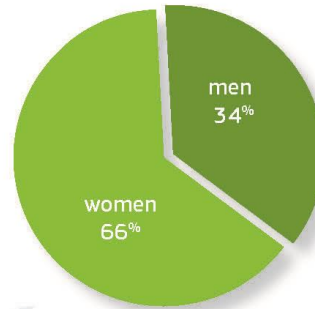
Pedagogical Assistance 441 days and 60 virtual classes
Grants for universities 11 (academic year 2015/16)
Bursaries for students 55 (academic year 2015/16)
Life-long learning for staff interpreters 8200 training days

How much interpretation do we provide?

LANGUAGES	Interpretation days / year	Share of meetings with interpretation into
ENGLISH	11158	98%
FRENCH	10762	76%
GERMAN	9600	60%
SPANISH	8475	51%
ITALIAN	8450	49%
DUTCH	4300	23%
PORTUGUESE	3797	20%
POLISH	3342	18%
GREEK	3282	17%
LATVIAN	2915	12%
BULGARIAN	2511	11%
ROMANIAN	2402	12%
LITHUANIAN	2373	10%
CZECH	2373	11%
SLOVAK	2186	10%
SLOVENE	2123	10%
HUNGARIAN	2009	10%
CROATIAN	1997	10%
SWEDISH	1964	11%
FINNISH	1899	9%
ESTONIAN	1833	9%
MALTESE	1806	8%
DANISH	1420	7%
NON EU LANGUAGES	1251	8%
Total	94224	

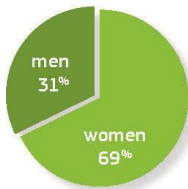
Who are we?

SCIC Staff by activity		%
Interpreting and linked activities	641	81
Support and assistance to conferences, events and meetings	83	10
Administrative support	71	9
Total	795	100



Staff Interpreters

On average staff interpreters can interpret from 4 foreign languages into their mother tongue. 1 interpreter can interpret from 9 languages and 7 others from 8 languages.



ENGLISH	67	12%
SPANISH	56	10%
GERMAN	52	9%
FRENCH	51	9%
ITALIAN	48	9%
DUTCH	30	5%
PORTUGUESE	28	5%
POLISH	25	4%
GREEK	22	4%
FINNISH	19	3%
SWEDISH	15	3%
HUNGARIAN	15	3%
SLOVAK	15	3%
DANISH	14	3%
CZECH	14	3%
LATVIAN	14	3%
LITHUANIAN	14	3%
ESTONIAN	12	2%
SLOVENE	12	2%
ROMANIAN	12	2%
BULGARIAN	11	2%
CROATIAN	8	1%
MALTESE	6	1%

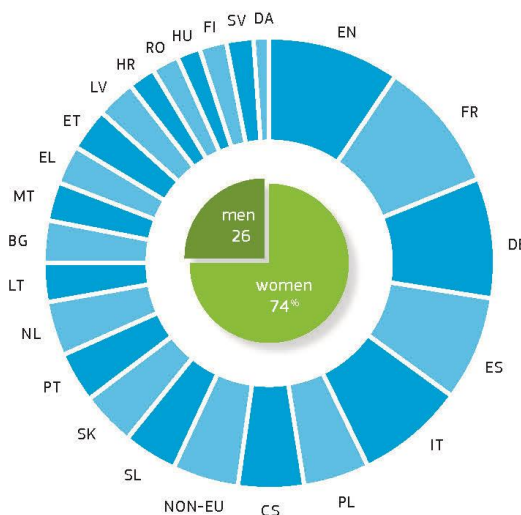
Total 560 100

How much does interpretation cost?

Total cost:	€ 117 million
Daily average cost of a freelance contract	€ 718
Cost per European citizen:	0,23 €
Share of EU budget:	0,07%

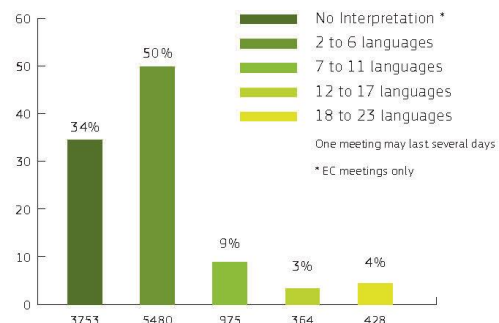
Freelance Interpreters

There are over 3000 accredited ACIs of which one third worked at least 10 days for DG SCIC in the course of last year.



Number of meetings

On average, each day DG SCIC assigns +/- 500 interpreters to more than 50 meetings.





DG SCIC on Europa:

<http://ec.europa.eu/dgs/scic/index.htm>

YouTube:

<http://www.youtube.com/user/DGInterpretation>

Like us on facebook:

<https://www.facebook.com/Interpreting.for.Europe.SCIC>

Follow us on twitter:

<https://twitter.com/EUInterpreters>

Source: DG Interpretation, S3

