



Management Plan 2021

DG Interpretation

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INTRODUCTION

The mission of DG Interpretation (DG SCIC) is to facilitate the EU's democratic decision-making process by providing high quality **conference interpretation** to EU institutions¹, bodies and agencies and by delivering corporate **conference organisation** and **meeting room management services** across the Commission. In all its service strands, **DG SCIC gives its 'customers' a 'voice'**.

This Management Plan describes the main outputs that will be produced in 2021 to deliver on the objectives specified in the Strategic Plan 2020-2024. DG SCIC has defined seven specific objectives through which it contributes to the achievement of the two Commission's general objectives:

A modern, high-performing and sustainable European Commission

1. Interpreting services meet our customers' priorities and demand and are effectively managed
2. The quality of interpretation meets our customers' needs
3. Modern meeting room services are available for the European Commission
4. The customer journey is improved through high-quality digital solutions and workflows in meeting room management
5. Modern and sustainable conference organisation services are available for the European Commission
6. The conference organisation community is professionalised and engaged

A Europe fit for the digital age

7. A European speech recognition technology is used by the EU Institutions and the public

As interpretation service of the Commission and corporate domain leader for event and meeting room management, DG SCIC is proud to provide high quality services and to make the difference. In this respect, an overall goal for 2021 is **modernising, greening and making meetings and conferences more digital**, following the guidelines of the greening and digitalisation agenda of the von der Leyen Commission.

DG SCIC is an important **enabler of environmental sustainability** at the Commission. By offering multilingual videoconferencing, helping DGs with advice and infrastructure to hold

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

meetings and conferences online and offering sustainable-by-default services through framework contracts, DG SCIC enables Commission services to reduce the environmental impact of its operations.

To adapt to the constraints of the COVID-19 pandemic, **virtual and hybrid meetings with interpretation**, using the new **Simultaneous Interpretation Delivery Platforms** (SIDPs), were introduced in 2020. In 2021, the aim is to further widen and improve this offer. In order to **ensure the quality of interpretation**, DG SCIC will also continue working with the SIDPs manufacturers and raising awareness with its customers and the end users of interpretation to improve the technical conditions required for optimal multilingual communication, regardless of the platform used. At the same time, it will be necessary to agree on working conditions for staff and freelance interpreters assigned to work via the SIDPs.

DG SCIC will continue **progress in digital support solutions**. The **Interpreter's Digital Toolbox** will enable to digitally transform meeting documentation and resources. The project to **modernise corporate management tools for the provision of interpretation** will be launched. It will enable the integration and streamlining of processes and changes brought about by emerging ways of organising meetings, like the use of SIDPs.

In terms of interpreter training support, the crisis accelerated a tendency towards **virtual training**. Already identified as a desirable future development, the work undergone to manage the support activities through the **Knowledge Centre on Interpretation** and to adapt face-to-face training to a virtual environment to cope with travel restrictions, will contribute to the greening and digitalisation of DG SCIC activities in this field.

Moreover, DG SCIC will continue the roll-out of ongoing **modernisation of conference and meeting room management**, while adapting services to the needs of users in the post-COVID-19 reality.

DG SCIC will continue cooperating closely with other central services/corporate domain leaders (SG, HR, BUDG, COMM, DIGIT, OIB, COMM etc.) on modernisation and efficiency improvements, also in relation to the Commission's Communication on the **workplace of the future**. The inter-service project teams set up under the auspices of Commissioner Hahn will help to drive forwards the green and digital transformation agenda in the Commission.

Further actions, not described in this Management Plan, might be taken in the course of the year, to match emerging needs that may arise due to the uncertain international health and economic context.

PART 1. Delivering on the Commission's priorities: main outputs for the year

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

Specific objective 1: Interpreting services meet our customers' priorities and demand and are effectively managed

Thanks to the introduction of Simultaneous Interpretation Delivery Platforms (SIDPs), interpretation activity is now at around one third of pre-crisis levels and virtual and hybrid meetings represent a large share of meetings with interpretation. This sets the scene for 2021, although trends will largely depend on how the pandemic develops and on the uptake for hybrid meetings during reopening periods and in the long run.

DG SCIC will continue applying the set of measures that cater for **interpreters' safety** in the booth, given that interpreting requires being present at the workplace. They translate corporate health protection and **business continuity** guidelines, focusing on physical distance, hygiene and limited exposure. DG SCIC will be in a position to keep providing **essential** interpretation with the **highest possible degree of multilingualism** throughout the pandemic and adjust its approach to evolving demand, until the health situation allows a return to normal booth conditions.

Complementary remote interpretation in the crisis mode can be provided by cabling interpretation booths in different rooms in order to meet the demand for a wider linguistic regime in the Council. However, the process that started in 2020 for complementary remote interpretation during **ministerial lunches** in the Europa building, will only be taken up when the health protocol allows ministerial lunches to resume.

Likewise, interpreting when the speaker is at a distant site and using technology still in its early stages is a challenge that requires specific safeguards. After agreeing with staff representatives on **interim crisis working arrangements**, more long-lasting working conditions will be put in place in 2021.

To ensure that demand can be satisfied at any point, despite highly unpredictable needs and availability of resources, DG SCIC will carry out an **adapted long-term freelance recruitment exercise**. Based on experience and best estimates, this will be a very limited exercise run in two rounds. By maintaining some stability in recruitment policy, this decision also aims at keeping trust and communication with freelancers, which have traditionally ensured half of the interpretation needs, limit their ongoing exodus from Brussels and help **maintaining a pool of locally available resources**.

New meeting technologies, in particular **Simultaneous Interpretation Delivery Platforms** (SIDPs), have become part of DG SCIC services, responding closely to the needs of customers to tackle the consequences of the COVID-19 pandemic. Over time, and if used

correctly, this could help simplify, rationalise, and modernise meeting services thus leading to a better use of resources for both customers and DG SCIC itself, and to a more **environmentally-friendly** approach to meetings and the provision of interpretation.

Taking account of the evolving COVID-19-related situation, DG SCIC will make the best use of any potential recess time to **prepare for the future**. Focus will be on professional development, training future interpreters, adapting DG SCIC's offer to new needs and on digital modernisation. DG SCIC will also review the **management of interpreters' tasks**, including the on-duty times ('reserve') in order to record and recognise all interpreters' activities.

Interpreters will continue improving **linguistic, thematic and digital knowledge and professional skills** through virtual language classes, on-line modules, remote peer learning and knowledge-sharing. **Virtual professional support** will allow interpreters to progress with their learning despite the pandemic. Nevertheless, it does not satisfy all learning needs, particularly for language learning. Some **adaptations and additional support measures** will need to be put in place to ensure that continuous language learning means languages can be speedily added without interruptions or delays.

Interpreters will continue creating **new content for courses and presentations**, all delivered virtually, as well as designing and recording online e-learning modules for their colleagues.

As part of the Interpreter's Digital Toolbox project, **DG SCIC's terminology** will become part of the EU inter-institutional terminology database [IATE](#). Many interpreters contribute to preparing for the migration of more than 200 000 terms to IATE. This work is scheduled for completion by mid-2021. Adaptations to the IATE user interface for interpreters will start in 2021 and are also part of the Interpreter's Digital Toolbox project.

In addition, interpreters are participating actively in the digitalisation of interpretation-related activities, such as **virtual training for students** in universities with interpreting courses or preparing and recording speeches for students. In 2021, interpreters will also further contribute their expertise to the **Speech Recognition project**. They will help create models with speech transcriptions and assess the quality of the output of the speech models in different languages.

Based on the positive outcome of the pilot scheme, and after further fine-tuning, DG SCIC, together with EP-DG LINC and EUCJ-DI, will pursue the **organisation of inter-institutional freelance accreditation tests in remote** to finalise the accreditation process for the candidates already selected and to continue expanding the pool of qualified available freelance interpreters.

As part of its ambitious **Digital Modernisation Plan**, the **modernisation of corporate management tools for the provision of interpretation** will continue. Its aim is to upgrade tools and functionalities for the management of interpretation 'from the meeting request to the meeting report' to sustain DG SCIC service quality level, by increasing efficiency, reducing workload, fostering reliability, and making the best use of existing

knowledge. It will contribute to the Commission's objective to digitalise its processes with the management of interpretation requests from the Council and other customers. Modernisation will also entail new instruments for reporting and analysing data to better anticipate needs and optimise the use of resources. One of the first steps will be the automatic transfer of Council meeting documentation to DG SCIC.

These modernisation efforts will contribute to **sustainability and sound management of resources** while ensuring that DG SCIC continues to provide high quality services, which meet its customers' needs and priorities and are cost effective.

Interpretation is also a means for **including citizens** in the European project. To make meetings with a high profile accessible to all, these should be interpreted into **International Sign**. DG SCIC will continue developing capacity to enlarge its offer, particularly in the Commission's press room, where the read-out of the College meetings outcomes is now interpreted into International Sign. The project aiming at providing speech services will also contribute to this objective, through automated subtitling of videos and meeting participants.

Outputs for the specific objective 1: *Interpreting services meet our customer's priorities and demand and are effectively managed* are listed in a dedicated performance table in annex, on page 22.

Specific objective 2: The quality of interpretation meets our customers' needs

One of DG SCIC's key missions is to provide quality interpretation to support multilingual communication within the EU Institutions and, therefore, to facilitate transparent, efficient and democratic EU decision-making.

The complex and diverse meetings, which take place at EU Institutions, require quality interpretation provided according to high professional standards, by interpreters who have excellent analytic and communication skills and language combinations adapted to the needs of the meeting participants.

DG SCIC continuously provides support to its interpreters through **life-long linguistic and thematic learning** as well as **professional skills** development and investment in **digital upskilling**. It also provides them with the **digital tools** which are necessary for their work.

DG SCIC will continue cooperating with manufacturers to achieve technical upgrades of the Simultaneous Interpretation Delivery Platforms (SIDPs), which are increasingly used to provide interpretation at multilingual virtual and hybrid meetings. DG SCIC will also continue working closely with its customers and DG DIGIT to raise awareness about the issues which affect the quality of interpretation, including primarily connectivity. Technology is not yet fully developed to provide audio and video feeds at the level required for interpretation. The quality of the input depends also on the remote participants' equipment and on the quality of the internet connection. Moreover, **virtual and hybrid meetings** require different management and participation modalities. DG SCIC provides **guidance to meeting**

managers, chairs and participants (guidelines, video clips and checklists) to ensure that meetings are managed in a way conducive to quality interpretation. It will continue improving and extending this activity. DG SCIC will adopt tools and mechanisms that allow it to provide this information in a dynamic and coordinated manner. The one-stop-shop for virtual and hybrid meetings will play an important role in this process.

The **Interpreter's Digital Toolbox** (IDT) aims at modernising terminology and documentation management for interpreters. It helps them to work more efficiently with electronic documents and to have access to modern terminology tools, when preparing for assignments and while interpreting. DG DIGIT is expected to complete the first stage of the IDT project and deliver a new documentation interface for interpreters, a new documentation database and a document uploader in early 2021. The next stage of the IDT project, which concerns DG SCIC terminology resources, has already started. This stage includes the migration of DG SCIC terminology resources to the inter-institutional IATE database and the development of a new IATE user interface for interpreters, based on the principles of Lithos, to be developed together with the IATE Development & Support Team. The IDT will also benefit from the development of new services allowing the automatic transfer of documentation to interpreters, starting with Council meeting documentation.

Quality of interpretation is measured by a **biennial Customers' Satisfaction Survey** (CSS). Due to the COVID-19 crisis this did not happen in 2020, as originally planned, but will remain a priority in 2021. DG SCIC will launch a reflection process on the most effective way to collect customers' feedback in this new environment and implement the outcome towards the end of the year.

DG SCIC will continue to invest in **capacity development** by supporting universities that provide conference interpreting training, focusing on high priority language in terms of availability of interpreters in the short term (Croatian, Danish and Maltese) and in the medium term (Czech, English, French, German and Irish) but without leaving behind the work for the rest of the EU official languages. DG SCIC will also continue to contribute to setting standards, best practices and benchmarks, and to building a pool for future recruitments not only for EU languages but also for those of the candidate countries.

The training **offer to universities** will continue to be exclusively online (virtual training sessions, webinars and study visits, mock conferences and *ad hoc* coaching sessions for students), at least at the beginning of the year. DG SCIC will expand and adapt its offer according to universities' needs depending on future developments. New initiatives and new technical instruments will be developed, if necessary, to contribute to greening and making those actions as cost-effective as possible. This new way of cooperating with universities focuses on the **use of virtual tools** to provide support.

This will mean a fast-track digital transformation for the support team and for interpreter trainers. It also means a real opportunity to learn, not least by piggybacking on what universities are already doing and making the most of the communities of the **Knowledge Centre on Interpretation**. The newly developed tool for Interpreter Training Support to Universities, the **ITSU communities**, will contribute to the full digitalisation of the support activities. Adapting to new circumstances and diversifying activities on offer will help

design a coherent approach, focused on profiles and language combinations of interest to the service. In the future, virtual training will not fully replace on-site pedagogical assistance but will be part of a panoply of training support activities.

DG SCIC will organise, if necessary, **ad hoc training support programmes** in line with its linguistic priorities and the Union institutions' medium- and long-term needs.

DG SCIC will **stabilise resources** for Bulgarian, Romanian and Maltese through recruiting successful candidates from the internal competition for these languages organised in 2020. Moreover, an internal competition for Danish, English, French, Irish, Croatian and Slovene language interpreters is planned for 2021. The competition is needed to ensure interpreter capacity in ageing units or in units which still are under construction.

External communication actions will continue to systematically support capacity development, promoting multilingualism, languages, the interpreting profession and DG SCIC as a point of reference for conference interpretation on a global level. To inspire young generations to pursue a conference interpreter career, DG SCIC will continue using **digital communication channels**, including social media. Depending on the circumstances after the COVID-19 crisis, DG SCIC will also continue reaching out to stakeholders using the appropriate channels (virtual participation or/and physical presence) at language shows and similar events as well as organising targeted, tailor-made awareness-raising campaigns.

Fostering human networks through multilingual communication

The COVID-19 pandemic seriously affects **international interpreter training projects** with public administrations and universities in China, Macao, Mongolia, Cuba, Africa or Russia. Depending on how the COVID-19 situation and the general trend to reduce international travel evolve, DG SCIC will continue in 2021 to implement international cooperation projects by offering more training in a virtual or remote setting, which should be facilitated by the accelerated digital transformation.

Following the completion, at the end of 2019, of the **PAMCIT Programme** (Pan-African Masters Consortium in Interpretation and Translation) involving 5 African universities, DG SCIC decided to carry on pro bono pedagogical assistance to PAMCIT students in the form of virtual classes. DG SCIC will also continue in 2021 to explore, with potential partners, to which extent it would be possible to renew structured support to interpreter and translator training projects in Africa, in line with the EU strategic priority to invest in education and skills on the African continent. Lessons drawn from the unique PAMCIT experience will be on the agenda of the 2021 'International Annual Meeting on Language Arrangements, Documentation and Publications' (**IAMLADP**), a major event gathering international organisations employing conference and language service providers, to which DG SCIC actively contributes.

DG SCIC will also continue its cooperation with **China** under the EU-China Interpreter Training Programme (EUCITP), funded by FPI. DG SCIC was invited to contribute to the new

Museum of Language of Shanghai International Studies University (SISU) and in 2021 will present a joint exhibition with DGT on 'Multilingualism in the EU'.

In 2021, DG SCIC will implement, in cooperation with the EU Delegation in Ulaanbaatar, an interpreter training project for 6 participants from **Mongolia**, in the form of a mixed (hybrid) course starting with 2 months virtual classes, followed by three months of presential training in Brussels (when the COVID-19 situation allows). The project is funded by DG INTPA.

After the successful implementation of the first interpreter training cooperation programme with **Cuba** and depending on specific needs to be identified by our Cuban partners, DG SCIC will examine with DG INTPA how training support may be continued.

These cooperation projects reflect the economic, political and cultural priorities of the EU's external action, in particular, with **strategic partners** such as Africa and China or the promotion of Sustainable Development Goals. They represent an integral part of **public and cultural diplomacy** and people-to-people contacts, and also enhance widespread understanding and **visibility of the EU** in partner countries. Multilingual communication remains an enabler for more effective bilateral and multilateral cooperation.

Outputs for the specific objective 2: *The quality of interpretation meets our customers' needs* are listed in a dedicated performance table in annex, on page 23.

Specific objective 3: Modern meeting room services are available for the European Commission

The ongoing COVID-19 pandemic has had, and still has, a huge impact on meeting support services. DG SCIC, in cooperation with other DGs, provides Simultaneous Interpretation Delivery Platforms and support to hybrid and virtual meetings and conferences. DG SCIC also continues to upgrade meeting rooms to enable an increasing number of virtual and hybrid meetings.

As corporate domain leader for meeting room management, DG SCIC will pursue the **scaling up of services** and the **roll-out strategy** covering additional DGs. Furthermore, DG SCIC will sign a new inter-institutional call for **tender for audio-visual services**. The aim is to provide **better meeting room services** to DGs, to report on under-occupancy of meeting rooms and **reduce room design and operational costs** by standardising room equipment and user experience.

The Communication on The **Workplace of the Future** in the European Commission will be updated and take into account the lessons learnt from the COVID-19 crisis as part of the new HR strategy. DG SCIC will participate in a group including DG HR, DG BUDG, DG DIGIT, OIB and OIL, overseeing the on boarding of the new 'The One' building. By upgrading meeting rooms and providing training and information on the use of meeting room installations, DG SCIC will also contribute to corporate action on guidance and support for the new **hybrid ways of working**.

In 2021, DG SCIC will **consolidate and extend the use of the Simultaneous Interpretation Delivery Platforms** (SIDPs). They will be integrated with MS Teams and with traditional videoconference infrastructure to ensure a seamless experience for meeting organisers, interpreters and participants as well as interoperability with other institutions and key partners. Furthermore, the SIDPs interpreters' interface will be tested and adapted to allow for better integration and more flexibility in terms of remote interpretation.

At international level, DG SCIC's experience in using SIDPs will be capitalised upon with the new final draft international ISO standard 24019 (**ISO standard on SIDPs**) that will guide future market developments in this domain.

Moreover, DG SCIC will continue to work in cooperation with other domain leaders on the **Project on Integrated Logistics Services** which aims at providing a single integrated model for logistical services, including support services for meeting rooms.

In parallel, DG SCIC will continue to work with the OIB to support the different phases of the project on the Commission's **new Conference Centre** (Conference Centre 2.0).

Outputs for the specific objective 3: *Modern meeting room services are available for the European Commission* are listed in a dedicated performance table in annex, on page 25.

Specific objective 4: Improved customer journey through high-quality digital solutions and workflows in meeting room management

DG SCIC is moving forward with a number of practical initiatives to upgrade its service delivery model, optimise its internal processes and workflows and enhance the customer journey. The **'MIRA' project (Meeting-management and Interpretation Reservation Application)**, part of the new corporate tool for booking and managing meeting rooms, meeting room services and interpretation requests, will implement the **one-stop-shop** concept as well as **simpler and more user-centric processes**. MIRA will be designed to support requests for various types of meetings and technical setups, in line with the evolution towards having more participants connected remotely.

Additionally, other important initiatives are:

- Extending our framework contract for **corporate audio-visual services** and standardised services and installations for meeting rooms in the Commission. An addendum to the framework contract will include the Simultaneous Interpretation Delivery Platforms offer for all EU Institutions, bodies and Agencies.
- Optimising our **web streaming** facilities.
- Providing guidance and training on the use of the **Simultaneous Interpretation Delivery Platforms**.

- Providing guidance and training on the use of the **audio-visual equipment in meeting rooms**.
- Scaling up the **one-stop-shop for hybrid and virtual meetings and conferences**, in cooperation with DGs DIGIT, HR and COMM.

Outputs for the specific objective 4: *The customer journey is improved through high-quality digital solutions and workflows in meeting room management* are listed in a dedicated performance table in annex, on page 25.

Specific objective 5: Modern and sustainable conference organisation services are available for the European Commission

DG SCIC's objective is to ensure that conference and meeting management services reflect Green Deal objectives and further promote DG SCIC's leadership role in **greener events** (in cooperation with EMAS). DG SCIC will continue to support the **shift towards virtual and hybrid conferences**, to **build the necessary expertise and to provide information** for Commission services. DG SCIC will streamline internal coordination and strengthen collaboration with other services, in particular DG DIGIT and DG COMM, DG HR and the European School of Administration (EUSA).

Building on this collaboration and **further improving the customer journey**, DG SCIC will put in place a **one-stop-shop for virtual and hybrid conferences and meetings**. The one-stop-shop will consolidate and streamline existing service offers for different elements of virtual and hybrid conferences and meetings. This new structure is expected to deliver a simplified and more efficient customer service for new and emerging needs of virtual conferencing. Looking beyond the immediate pandemic situation, it is clear that virtual and hybrid conferences have a key role in the digital transformation, as a modern and professional means of interaction with stakeholders and citizens.

All fundamentals of DG SCIC's domain leadership, such as the Events Database, the corporate framework contract, the conference wiki, the conference helpline, the conference management, the participant registration, and the community development – will continue to be fine-tuned, adapted and expanded to **respond to evolving needs**.

In particular, the **digitisation of conferences** will be further enhanced by providing access to the corporate participant registration tool for more Commission DGs and services. This will be combined with rolling out and ensuring effectiveness of the **Event@EU App**, enabling DGs to easily share conference information and documentation with stakeholders and to offer direct networking options and social media integration.

DG SCIC will continue to ensure that Commission flagship conferences – be they virtual, hybrid or in-person – benefit from **modern and professional conference management services**, through its in-house team of conference managers.

Furthermore, DG SCIC will engage with EMAS for a **second edition of the sustainable events and conferences competition**. Organised jointly by DG SCIC and EMAS, the objective of the competition is to raise awareness on the need to align all aspects of conference organisation with the Green Deal objectives.

Sustainability aspects in conferencing will continue to be stressed in DG SCIC's **outreach and communication activities** (presentations, articles and other contributions to communication campaigns, social media, conference wiki, contacts with client DGs and contractors, lunch time talks etc.).

Building on the work done in 2020 on the study of carbon neutrality commissioned by DG CLIMA, DG SCIC will continue to explore options for **calculating and offsetting negative environmental impacts caused by conferences** and will continue to apply the 'sustainable-by-default' logic to contracting.

DG SCIC will also compile a **package of texts and layouts to enable DGs to inform** their conference audience on what they are doing to make their event **more sustainable**, which was originally planned for 2020. Some initial suggestions relevant to virtual conferencing will be set forth and the package will be completed with additional proposals when in-person conferencing resumes. Visuals will be based on the Green Deal visual identity to strengthen consistent communication.

Outputs for the specific objective 5: *Modern and sustainable conference organisation services are available for the European Commission* are listed in a dedicated performance table in annex, on page 26.

Specific objective 6: The conference community is further professionalised and engaged

DG SCIC's objective is to provide a modern and professional conference management service for the Commission. To do this successfully, our decentralised domain leadership model relies on working hand-in-hand with line DGs. Building, maintaining and further professionalising of the Commission's conference organisation capacity, as well as providing **user-friendly tools and services**, are key factors.

Building on the momentum created by the shift to virtual and hybrid conferencing, DG SCIC will take the first steps towards **professionalisation of the community** slightly later than originally planned, with a focus on training for virtual and hybrid conferencing.

DG SCIC will continue **communicating with the conference community** to support it through the immediate challenges of the pandemic by further sending frequent updates on relevant points, organising workshops on different topics, for different audiences and giving presentations on request.

DG SCIC will also continue to provide up-to-date guidance on virtual or hybrid conferences to enable conference managers to cope with the new reality marked by the pandemic.

Outputs for the specific objective 6: *The conference organisation community is professionalised and engaged* are listed in a dedicated performance table in annex, on page 26.

General objective: A Europe fit for the digital age

Specific objective 7: A European speech technology is used by the EU institutions and the public

DG SCIC will develop and test speech services in cooperation with DG DIGIT, with a view to provide **meeting transcriptions, live subtitling of speakers in conferences and subtitling of videos published by the Commission**. Starting with a pilot project covering a limited number of domains, these services will be developed with speech transcriptions validated by interpreters and based on relevant curated documents. Interpreters will also contribute with their expertise to the assessment of the quality of the output of the speech models in different languages.

With this project, as well as with the “digital toolbox”, DG SCIC will contribute to the development of language technologies, in cooperation with DG CNECT, DGT and DIGIT, with a view to better use its rich language data.

Outputs for the specific objective 7: *A European speech recognition technology is used by the Institutions and the public* are listed in a dedicated performance table in annex, on page 27.

PART 2. Modernising the administration: main outputs for the year

DG SCIC will further implement the follow-up plan of the Staff Opinion Survey. It focuses on three topics: *Staff engagement*, *My Professional Future* and *Change and Innovation*, including digital upskilling of staff, in line with the European Commission's objectives.

In line with the digitising of financial management, DG SCIC plans to roll out the use of Qualified Electronic Signature with all its contractors to further streamline digitalised procedures for financial management.

Fraud is continuously being prevented and therefore training actions and interviews with staff and management are planned.

The work on several projects that will digitally transform the DG's activities and improve its information management will continue. These projects are the main drivers for the transition towards a greener, more modern and more connected DG.

Green SCIC Committee's Action Plan will be further implemented in 2021. The project on waste reduction as well as communication actions are foreseen in line with the Commission's objective to achieve carbon neutrality in 2030.

The internal control framework² supports sound management and decision-making. It notably ensures that risks to the achievement of objectives are taken into account and reduced to acceptable levels through cost-effective controls.

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

A. Human resource management

DG SCIC's local HR strategy with a medium to long-term outlook (3-5 years) is currently under development and shall be ready in the first months of 2021. It will be consistent with the overall corporate HR strategy where applicable. Defining a local HR strategy 2021-2024 takes place in a context of unpredictability. Therefore, DG SCIC will adopt a dynamic approach and will be prepared to adjust it to changing challenges and new corporate HR policies.

DG SCIC will resort to the **reserve list and recruit permanent staff** to accomplish tasks in the SER domain (meeting room management) in 2021. DG SCIC has requested from the

² [Communication C\(2017\)2373 - Revision of the Internal Control Framework](#)

European Personnel Selection Office (EPSO) an open competition in audio-visual engineering for 2021 at AST3 level in order to secure sufficient competencies in the domain.

EPSO currently refrains from launching open competitions in conference interpreting, in agreement with institutions' interpreting services. DG SCIC has therefore requested running an **internal conference interpreters' competition** for **Croatian, Danish, English, Irish, French and Slovene language interpreters** with the aim of ensuring the most efficient and balanced use of permanent and contractual resources in meetings.

In parallel, DG SCIC will run **inter-institutional freelance interpreters' tests for various languages**, which were partly put on hold due to COVID-19 and will be rescheduled in an adapted format so as to ensure business continuity. In addition to EU languages, tests for Russian and Albanian have been programmed in order to respond to ongoing interpretation demand and preparing for future needs.

The new 2020 **Equality Strategy** broadens the view on equality from gender balance to an inclusive and non-discriminatory approach in all fields of life. The new strategy includes ensuring gender-balanced representation among speakers and panellists in conferences, according to the Commission's Conference Chart initiated by DG SCIC. Resources permitting, DG SCIC provides International Sign language interpretation in the weekly College press conference as a contribution to corporate objectives.

New targets for each DG in terms of appointing **female middle managers during the period 2020-2022** are part of the Equality Strategy. The strategy aims to reach 50-50 parity in management positions at all levels by 2024. DG SCIC had reached its previous target of 6 female first time managers in 2019 and has got the new target to increase the number of new female colleagues joining the management team by 5 before the end of 2022.

The lockdown due to the COVID-19 pandemic and, consequently, the biggest ever telework experiment, created a life-size classroom where staff quickly acquired **new digital skills**. More skills and competencies are required in the near future, as the use of **remote working methods** will stay with us. DG SCIC is committed to enhancing its whole range of digital skills and to ensure that all staff has undergone cyber-awareness training.

The working environment is changing considerably. A Europe fit for the digital age is one of the general objectives where DG SCIC contributes. DG SCIC took steps to provide **interpretation via platforms in virtual and hybrid meetings** sooner than expected because of the COVID-19 situation. During 2020, a need has emerged for **contact persons** following through a specific meeting request from A to Z, in contact with the meeting organisers and other DG SCIC services, to also take into account this new delivery mode. Secondly, the **meeting moderators**, assisting the chair, need to have some **knowledge of technological tools** and, above all, be proficient in their use. If they are DG SCIC staff, the service need to provide appropriate training for both of these new functions. Thirdly, **conference operators need upskilling** to help meeting organisers in

virtual and hybrid meetings. In fact, the **new virtual and hybrid meeting set-ups require new skills from all who use them**. On the other hand, it provides new type of work opportunities to staff who carry out the new role in virtual meetings, independently of their other tasks.

DG SCIC contributes to reducing the environmental impact of conferences. Greening of meetings and conferences via enhanced use of web conferencing tools calls for more new skills, which will now become part of the **Conference managers' professionalisation**. The professionalisation path links to newly emerging needs in skills and competencies as well as enhanced focus on project management. It is also in line with the other actions related to Staff engagement and My Professional Future of the Staff Opinion Survey follow-up plan.

The **staff engagement rate** in DG SCIC was 75% in 2018, which was 1% more than in the previous survey. All staff were involved in setting up a follow-up plan, the implementation of which continues in 2021. DG SCIC's **follow-up plan to the Staff Opinion Survey** focuses on three topics: **Staff engagement, My Professional Future** and **Change and Innovation**.

The pilot scheme of a limited internal temporary redeployment of interpreters to non-interpreting tasks continues in 2021. Moreover, limited and partial temporary allocation of Directorate A staff to Directorate B is being stepped up. These new postings, like 'rotateur' jobs, allow participants to use, develop and enhance their competencies in a new environment. Change and innovation imply mastering the digital working environment.

COVID-19 has postponed some of the HR actions. Well-being and health actions are the focus of the development plan to nurture staff engagement in 2021. Adjustment to the 'new normal' and responding to resistance after the pandemic is best achieved by ensuring safety and security, transparent communication, empathetic leadership and particular attention to general well-being of employees.

Effective and proactive internal communication constitutes an essential link between management and various DG SCIC staff (administrators, staff interpreters and freelance interpreters). The COVID-19 crisis highlighted the central role played by two-way communication as well as the importance of listening and showing empathy towards each other. Internal communication policy includes more **updates about ongoing discussions affecting staff**, the organisation of live, **virtual information sessions with staff** and **more communication via video**, while keeping an emphasis on Commission priorities, sustainability and digitalisation. Within the Commission, DG SCIC contributes to the **DG HR communication modernisation campaign**, promoting DG SCIC as the **domain leader in conference organisation and management of meeting rooms**.

Outputs for this section 2 A: *Human resource management* are listed in a dedicated performance table in annex, on page 28.

B. Sound financial management

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

1. Controls put in place are effective: *ex ante* controls result in a low risk at payment, *ex post* controls ensure keeping the risk at closure at a low level and the physical inventory exercise confirms the effective safe-guarding of assets.
2. Controls are cost-efficient, measured by the cost of controls.
3. DG interpretation collects revenues in a timely manner hereby supporting the financing of planned activities and continuity of operations.
4. The timely execution of payments are guaranteed, hereby complying with the Commission's corporate commitment.

In order to digitalise its working methods, DG SCIC has fully dematerialised its financial circuits as part of business continuity measures adopted in response to COVID-19 crisis. DG SCIC now manages all types of financial transactions remotely. The only exception are VAT forms for which no digital solution has been yet agreed between the Commission and Belgian Ministry of Finances.

For 2021, DG SCIC plans to roll out the use of **Qualified Electronic Signature** with all its contractors, to further reinforce the legal value of arrangements with contractors and to further streamline digitalised procedures for financial management.

Outputs for this section 2 B: *Sound financial management* are listed in a dedicated performance table in annex, on page 28.

C. Fraud risk management

2021 will see a continuation of the training activities and other awareness raising actions for sensitive staff in the area of ethical behaviour and Anti-Fraud measures. This is part of DG SCIC Anti-Fraud Strategy and in line with the 2019 CAFS (Commission Anti-Fraud Strategy), especially actions A.I.3 (professional ethics) and A.I.4 (awareness raising).

DG SCIC is classified as a low risk DG, as its spending is in quantity and quality or typology does not pose any particular risks. Hence, the issue of anti-fraud measures is dealt within the wider context of ethical behaviour in a professional context.

The DG established its own Anti-Fraud Strategy back in 2015, with updates in 2016 and 2018. The strategy itself remains valid until a new version is adopted by the Director-General. The DG has appointed an Anti-Fraud Correspondent who acts also as an OLAF contact point and is a member of the Fraud-Prevention and Detection Network (FPDNet)

organised by OLAF. In order to continue the assessment of risks, interviews with staff and management are planned.

Outputs for this section 2 C: *Fraud risk management* are listed in a dedicated performance table in annex, on page 29.

D. Digital transformation and information management

In 2021, the DG will continue implementing the following IT projects which make up the DG's Digital Modernisation Plan:

- Expanding the use of **Simultaneous Interpretation Delivery Platforms** (SIDPs) at the Commission and with other institutional customers in an endeavour to deliver high-quality interpretation services in meetings where participants are connected remotely.
- As business domain leader, providing the Commission with a user-centric, state-of-the-art **corporate tool for management of rooms, meetings and interpretation services** (MIRA).
- **Modernisation of corporate management tools for the provision of interpretation**, with the aim of improving business process from meeting and interpretation request to meeting outcomes. One key aspect will be the digital management of requests from external clients.
- Digitalising the meeting preparation workflow (documents, terminology) with the **Interpreter's Digital Toolbox**.
- Modernising the delivery of public services with the development of voice-based services (**Speech Recognition**), together with DGs DIGIT, CNECT and DGT.

DG SCIC will carry on **implementing records management and archives policy** in the European Commission (e-Domec) with a view to the **digital transformation** of the DG's files and archives. DG SCIC will implement the specific measures of the Synergies and Efficiencies exercise in the document management domain.

Core document management staff will follow the specific trainings proposed within the competence framework developed by SG and DG HR. This measure will ensure the professionalisation of the community. DG SCIC will also embed this staff in the broader data, information and knowledge management domain.

The service delivery of document management is expected to be improved. SG will carry out a satisfaction survey of the service delivered by Document Management Officer (DMO) teams. The survey results will help to develop key performance indicators focused on service delivery by the DMO teams. The overall objective is to develop a more service-oriented mind-set in document management teams and to improve the user-friendliness of document management tools.

In line with the strategy on Data, Information and Knowledge Management DG SCIC will continue to open as many files and data assets as possible to either to the DG or the Commission, thus ensuring smooth information sharing and the promotion of collaborative workings methods. DG SCIC will do this in accordance with data protection rules and the principles defined in the Commission's data governance and data policies, thus ensuring the access right to sensitive information is based on the 'need to know' principle.

As DG SCIC holds personal information on accredited freelance interpreters (ACIs), with a significant share on paper, it will launch a project aiming at digitalising this information, building on the experience of DG HR and PMO. It will also prepare rules and guidelines on what types of documents should be kept by DG SCIC, as part of personal files, and which retention periods should apply to them.

DG SCIC will create and update the suite of corporate records for personal data processing operations for a number of key procedures and tools which are linked to meeting and event organisation, in particular to the organisation of virtual and hybrid meetings.

DG SCIC will also continue to give briefings and updates to its senior and middle management during meetings throughout the year. However, in 2021, the DG will focus on newcomers and prepare information and a brief presentation on data protection basics for all newcomers in the DG. In addition, a survey will be conducted among all Assistant Controllers to assess their awareness of their role and the way they manage their data processing operations. Moreover, an updated intranet page will be developed, aimed at giving support and further guidance to all DG SCIC staff, to ensure continued awareness.

DG SCIC increasingly uses **collaborative working methods**. Wikis are increasingly used for work on the main digital transformation projects. These wikis are used to exchange information with the project team members as well as with colleagues in collaborating DGs. Microsoft Teams is also increasingly being used for multiple purposes, such as collaborative work on cross-services projects (e.g. risk assessment, 'project teams' set up by the Commissioner) and online workshops or meetings.

Outputs for this section 2 D: *Digital transformation and information management* are listed in a dedicated performance table in annex, on page 29.

E. Sound environmental management

The **Green SCIC Committee** is taking stock of ideas and staff requirements to increase sustainability as well as looking at initiatives ongoing in other parts of the Commission, including the EMAS network. The Committee has drafted an **Action Plan**. The Action plan includes specific projects on **waste reduction** and **better use of energy** as well as **communication actions**. Implementation of the Action Plan has been impacted by the pandemic and the Green SCIC committee has therefore prioritised some of the projects and extended implementation of the plan into 2021.

The Green SCIC Committee will play a key role in ensuring that staff is aware of and involved in forthcoming plans to achieve carbon neutrality in 2030.

Outputs for this section 2 E: *Sound environmental management* are listed in a dedicated performance table in annex, on page 31.

F. Examples of initiatives to improve economy and efficiency of financial and non-financial activities

As more meetings are being organised through virtual or remote settings, DG SCIC will continue working with the Council on the **automatic transfer of meeting documentation for interpreters**. The Service Level Agreement with the Council stipulates that interpreters should be provided with adequate documentation, both electronically and on paper. The Council has developed an API which allows delegates to access the documents they need, including through a mobile app. DG SCIC will aim at reaping the benefits of this solution: fast sharing of documents and later, with the Interpreter's Digital Toolbox (IDT), it will be possible for interpreters to organise the documents, e.g. by language.

As corporate domain leader for meeting room management, DG SCIC will continue the rollout of **services for managing meeting rooms and meeting services**. This will involve the progressive installation of **standard audio-visual solutions** in meeting rooms across the Commission, coupled with the provision of **professional support services for meeting rooms**. The rollout will greatly improve user experience thanks to modern, easy-to-use equipment in meeting rooms and dedicated on-site or remote support to users. DG SCIC will offer a **one-stop-shop service** for all aspects related to virtual and hybrid meetings and conferences and will ensure efficient communication with other related services (in particular DG DIGIT, HR, COMM, OIB and OIL).

ANNEX: Performance tables

PART 1. Delivering on the Commission's priorities: main outputs for the year

General objective: A modern, high-performing and sustainable European Commission			
Specific objective 1: Interpreting services meet our customers' priorities and demand and are effectively managed			<i>Not related to a spending programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
Finalisation of working conditions applicable when using simultaneous interpreting platforms	Report of task-force	Q1	Dir A with B
Review of the procedures for registering interpreters' other activities	Reviewed procedures are agreed	End 2021	Dir B with A and C
Adaptation of testing format for accrediting freelance interpreters	Accreditation tests put on hold during the test round 2019-2020 are organised remotely	Q2	B4 with Dir A
IT project to modernise corporate management tools for the provision of interpretation	Business process analysis by the external provider launched	Q2	B2 with C3, C4 and Dir A
Automatic transfer of meeting documentation from the Council	Specific contract signed with the external provider	Q1	C3 with B3
Mentoring scheme for International Sign interpreters (suspended in 2020)	Number of international sign freelance interpreters added to the Joint list of accredited freelance interpreters	At least 2	B1 with B2
Provision of International Sign interpretation for read-out sessions of College meeting outcomes	Percentage of read-out sessions of College meeting outcomes with International Sign interpretation	98%	B1 with Dir A

Specific objective 2: The quality of interpretation meets our customers' needs			<i>Not related to a spending programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
Follow-up of quality issues in meetings served by DG SCIC interpreters	Percentage of complaints about quality of interpretation followed up	100%	Dir A
Extend direct language cover of meetings	Number of active languages and retours added by staff and freelance interpreters	40	Dir A with B3
Awareness raising and implementation of best practices in virtual and hybrid meetings with interpretation	Number of awareness raising sessions organised	> 10	Dir A with B2, C4, C1, C3
	Guidelines for meeting participants and chairs are updated	Yes	
	The workflows for follow-up of incidents are updated, including a dedicated field for incidents with virtual/hybrid meetings in RDS (application for meeting reporting)	Yes	
Interpreters' Digital Toolbox: Stage 1 (MVP) – Meeting documentation interface	Acceptance of deliverables by DG SCIC	Q1	Dir A with B3, C3, DIGIT.B4
Interpreters' Digital Toolbox: Stage 2 – Additional functionalities documentation interface	Acceptance of deliverables by DG SCIC	Q4	Dir A with B3, C3, DIGIT.B4
Migration of DG SCIC glossaries to IATE	Migration completed	Q2	B3 with C3, Dir A
Development of the IATE user interface for interpreters	IATE user interface for interpreters available for consultation of DG SCIC terms in a layout suitable for interpreters' needs	Q4	B3 with Dir A and the Translation Centre
Customer Satisfaction Survey on Interpretation	Organisation of the survey	Q4	Dir A with Dir B and C
Temporary additional	Support actions in	Q1-Q4	B3 with Dir A

support to language learning paths (to allow progression if COVID-19 still does not allow on-site stays in 2021)	place		
Interpreters' digital upskilling: learning opportunities for interpreters in the digital domain	20 courses designed and delivered	Q4	B3 with Dir A
Digitalisation of the management of the interpreter training support activities	Fully operational ITSU (Interpreter Training Support to Universities) communities of the Knowledge Centre on Interpretation	Q3	B1 with Dir A
Enhancement of virtual training actions to universities	Operational tailor-made platform for simultaneous interpreter training	End 2021	B1 with Dir A
Training project for interpreters from Mongolia	Virtual classes Training completed	Q1-Q2 Q3-Q4	01
Exhibition on 'Multilingualism in the EU' for the new Museum of Language, Shanghai University	Exhibition launched	Q2	01 with 02, B1 and DGT

External communication actions

Output	Indicator	Target	Service responsible
Keep the high level of DG SCIC's presence on social media	Number of followers (Facebook, Instagram and Twitter together)	>75 000	02
Outreach events abroad: Drongo talent festival, Netherlands	Number of participants (main event physical and/or virtual according to COVID-19 situation)	1 500 and/or 2 000	02 with Dir A
	Social media: number of impressions	20 000	
London Language Show, UK	Number of participants (main event, physical and/or virtual according to COVID-19 situation)	6 000 and/or 15 000	02 with Dir A
	Social media: number of impressions	50 000	
Languages Connect #Think	Number of participants	3 000 and/or 45 000	02 with Dir A

Languages Event, Ireland	(physical and/or virtual according to COVID-19 situation) Social media: number of impressions	20 000	
Specific objective 3: Modern meeting room services are available for the European Commission			<i>Not related to a spending programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
Support and maintenance services for all meeting rooms of newly enrolled DGs	Meeting room services (design, installation, help desk, maintenance and support) are rolled out in new meeting rooms	December 2021	C4 with C5
Interoperability of Simultaneous Interpreting Delivery Platforms	Integration with MS Teams and traditional videoconference systems	April 2021	C4 with C5
ISO deliverables on new technologies in simultaneous interpreting	Final Draft International Standard (FDIS) of the future ISO 24019 Standard	October 2021	C4 with Dir A
Support to OIB during the phases of the Commission's new conference centre project	Contract signed	February 2021	C4 (with all of SCIC) and OIB
Specific objective 4: Improved customer journey through high-quality digital solutions and workflows in meeting room management			<i>Not related to a spending programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
Deployment of MIRA	Pre-production environment ready	Q4 2021	C4 with B2 and C3
Streamlined and user-friendly process for services for meetings (including hybrid meetings)	One-stop-shop or similar structure defined (workflows, resources)	Q3	C4 with C1, C5, B2 with DIGIT, EUSA, JRC, COMM

Specific objective 5: Modern and sustainable conference organisation services are available for the European Commission			<i>Not related to a spending programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
Streamlined and user-friendly process for services for virtual conferences	One-stop-shop or similar structure defined (workflows, resources)	Q3	C1 with C4, C5, B2 with DIGIT, EUSA, JRC, COMM
On-boarding of DGs for the independent use of EventWorks as corporate participant management solution	Timeline provided to DGs, training and access provided, need for further development assessed and entered in GoviS	Q2	C1 with SCIC HR BC, HR, DIGIT, user DGs
Exploring calculation mechanism for offsetting negative environmental impacts of conferences	Report exploring options for offsetting negative environmental impacts of conferences published	Q2	C1 with EMAS, DG CLIMA, DG HR
Other important outputs			
Output	Indicator	Target	Service responsible
Standard communication/information package on sustainability of events for DGs (could be adapted individually and used by other DGs in their communication of the event)	Package completed/ available on Conference organisation wiki	Q2	C1 with O2, EMAS, DG COMM
Specific objective 6: The conference organisation community is further professionalised and engaged			<i>Not related to a spending programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
First steps for professionalisation pathways	Menu of key (mini) trainings designed	Q4	C1 with SCIC HRBC, B3, DG HR
Targeted training offers for specific groups / specific topics	Three webinars for specific groups / on specific topics are organised	Q4	C1

General objective: A Europe fit for the digital age			
Specific objective 7: A European speech recognition technology is used by the EU institutions and the public			<i>Related to the IT 'Global envelope' and a spending programme – CEF and Digital Europe Programme</i>
Main outputs in 2021:			
Main outputs			
Output	Indicator	Target	Service responsible
Pilot version for adaptive domain-specific models	Pilot finished	Q1	C3 together with DIGIT

PART 2. Modernising the administration

A. Human resource management

Objective: DG SCIC employs a competent and engaged workforce and contributes to gender equality at all levels of management to effectively deliver on the Commission's priorities and core business

Main outputs in 2021:

Output	Indicator	Target	Service responsible
An internal competition in conference interpreting	Reserve list is published	Q4	HR BC with DG HR
Implementing the Follow-up plan of the Staff Opinion survey: Completion of actions agreed for 2021	Actions agreed for 2021 completed	Q4	HR BC
First female middle manager appointments	Number of female middle managers appointed by the end of 2022	5	HR BC

B. Sound financial management

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

Main outputs in 2021:

Output	Indicator	Target	Service responsible
Effective controls: Legal and regular transactions	Risk at payment	remains < 2 % of relevant expenditure	C2
	Estimated risk at closure	remains < 2 % of relevant expenditure	C2
Effective controls: Safeguarded assets	Periodic verification (every three years) of the location of goods listed in the inventory of audio-visual equipment	Share of non-located items <5%	C5
Efficient controls	Percentage of payments on the budget made within the applicable time limits	>95% of payments on time (against total number of payments)	C2
	Average payment delays	<20 calendar days	

		including suspension periods	
Ensuring the availability of revenues for the financing of interpreting activity	Average cashing time for interpretation services	<60 days from the end of the invoicing period for interpreting services to 3 largest users	C2
Economical controls	Overall estimated cost of controls	remains 2% of funds managed by DG SCIC	C2

C. Fraud risk management

Objective: The risk of fraud is minimised through the application of effective anti-fraud measures and the implementation of the Commission Anti-Fraud Strategy (CASF)³ aimed at the prevention, detection and correction⁴ of fraud

Main outputs in 2021:

Output	Indicator	Target	Service responsible
Discussion at management level on anti-fraud awareness	Dedicated management level meeting on Anti-Fraud Awareness	At least 1 meeting in 2021 with 80% of management participation	C2
Workshop on Anti-Fraud and Ethics for the Directorate B (transfer from 2020 due to pandemic situation)	Training followed by the Directorate B staff	50% of eligible staff participate	C2

D. Digital transformation and information management

Objective: DG SCIC is using innovative, trusted digital solutions for better policy-shaping, information management and administrative processes to forge a truly digitally transformed, user-focused and data-driven Commission

Main outputs in 2021:

Output	Indicator	Target	Service responsible
Interoperability of Simultaneous Interpreting Delivery Platforms	Integration with MS Teams and traditional videoconference systems	April 2021	C4 with C5
Deployment of MIRA	Pre-production	Q4 2021	C4 with B2 and C3

³ Communication from the Commission 'Commission Anti-Fraud Strategy: enhanced action to protect the EU budget', COM(2019) 176 of 29 April 2019 – 'the CAFS Communication' – and the accompanying action plan, SWD(2019) 170 – 'the CAFS Action Plan'.

⁴ Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

	environment ready		
IT project to modernise corporate management tools for the provision of interpretation	Business process analysis by the external provider launched	Q2	B2 with C3, C4 and Dir A
Automatic transfer of meeting documentation from the Council	Specific contract signed with the external provider	Q1	C3 with B3
Interpreters' Digital Toolbox: Stage 1 (MVP) – Meeting documentation interface	Acceptance of deliverables by DG SCIC	Q1	Dir A with B3, C3, DIGIT.B4
Interpreters' Digital Toolbox: Stage 2 – Additional functionalities documentation interface	Acceptance of deliverables by DG SCIC	Q4	Dir A with B3, C3, DIGIT.B4
Migration of DG SCIC glossaries to IATE	Migration completed	Q2	B3 with C3, Dir A
Development of the IATE user interface for interpreters	IATE user interface for interpreters available for consultation of DG SCIC terms in a layout suitable for interpreters' needs	Q4	B3 with Dir A and the Translation Centre
Pilot version for adaptive domain-specific models	Pilot finished	Q1	C3 together with DIGIT
Setting the retention periods for the documents held by DG SCIC relating to freelance interpreters	List of different types of documents held by DG SCIC related to freelance interpreter's personal files	Q4	CAD
Digitisation of the freelance interpreters personal files	Electronic personal files with scanned content in NomCom	Q4	CAD with B4
Rolling-out of the Qualified Electronic Signature for financial documents which require blue ink signature	All authorising officers are on boarded and able to use the Qualified Electronic Signature	Q2	CAD with C2
Ensure information sharing and promotion of collaborative working practices	Percentage of files opened up at DG and Commission level	50 % at DG level 5 % at Commission level	CAD
Volume of paper files decreased in DG SCIC archives	Physical elimination and transfer of existing paper files	Q4	CAD
Continued awareness raising within the DG on data protection issues	Presentations to management	Twice a year	C3

Survey of the assistant controllers on their awareness of their roles and how they manage their processing	Survey completed	Q2	C3
Data protection presentation and information for newcomers	Presentation and information package ready	Q2	C3
Updated intranet site	DG Data Breach procedure adopted and published	Q1	C3
Complete auditable documents on personal data processing operations which use cloud services	Documentation present and linked to the record of processing	Q2	C3

E. Sound environmental management

Objective: DG SCIC takes full account of its environmental impact in all its actions and actively promotes measures to reduce the related day-to-day impact of the administration and its work

Main results and outputs in 2021:

Output	Indicator	Target	Service responsible
Newsletter Green Digest	Green Digest sent at least once per quarter to mailing list of interested colleagues	Q1 – 4	EMAS team, Green SCIC Committee
Future action plan on greening the Commission – awareness raising, staff information and involvement	Awareness raising and staff involvement where possible	Depending on publication of action plan	EMAS team, Green SCIC Committee
Waste reduction	Continuing waste reduction actions from EMAS action plan; bringing in new actions related to new ways of working (e-waste etc.)	Jointly with spring or autumn EMAS campaign	EMAS team, Green SCIC Committee