



Management Plan 2024

DG Interpretation

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Introduction

The mission of DG Interpretation (DG SCIC) is to facilitate the EU's democratic multilingual decision-making process by providing high quality **conference interpretation** to EU institutions ⁽¹⁾, 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 2024 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 Commission's following two 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. Improved customer journey 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

2024 being the year of the European elections and the end of the current Commission's mandate, it is a transition year with unpredictable needs as regards demand for meetings and interpretation. In a context of multiple crises (namely Russia's war of aggression against Ukraine, the consequences of Hamas terrorist attacks on Israel, and the climate crisis), DG SCIC needs to continue responding at very short notice to unforeseen needs while remaining cost effective. Against the backdrop of this increased volatility, DG SCIC will be preparing for the new political cycle, and accelerating the ongoing process of adapting in line with its six key priorities, namely SCIC as a Workplace, Sustainability of the

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

Service, Succession Planning, New Delivery Modes, Digitalisation and Modernisation of IT tools, and Greening.

In the context of **SCIC as a Workplace**, effective internal communication continues to be a key priority, particularly given the adaptation of the service to new challenges.

On **Sustainability of the Service**, for DG SCIC to be able to continue delivering the services that users expect in ways that meet their varied expectations, it will need to review the framework of cooperation with customers and diversify its offer to other institutions. In addition, DG SCIC will follow closely developments with the call for tenders launched by the Council of the European Union (Council) for the provision of interpretation services, to analyse its possible impact and prepare scenarios to enable it to adapt to changes in the pattern of demand from this principal customer.

DG SCIC will also focus on adapting the overall framework of interpreters' working conditions (the 1987 Agreement on interpreters' working conditions and its annexes) as well as on streamlining its work processes and concentrating on its core business, thus ensuring that DG SCIC can remain cost-effective in the context of reduced resources.

As far as **Succession Planning** is concerned, DG SCIC will continue to support the training of young talent up to the standard required by the European Institutions to increase the number of accredited freelance interpreters, thereby compensating for high numbers of retirements and the reduction in statutory posts which affect interpreter availability.

Regarding **New Delivery Modes**, DG SCIC needs to continue adapting to deliver better in meetings with platforms and remote interpretation. DG SCIC will continue to provide meeting room management services and ensure that the European Commission's meeting rooms are equipped for hybrid meetings with and without interpretation. It will also continue to provide modern and sustainable conferences for the European Commission.

In the area of **Digitalisation and Modernisation of IT tools**, DG SCIC will start an ambitious multi-annual Digital Transformation programme, aiming to align DG SCIC with the standard processes and tools of the Commission, and to decrease the technical debt of the applications owned by DG SCIC. In line with the AI@EC Action Plan ⁽²⁾, and in partnership with Directorate General for Informatics (DG DIGIT) and other Directorates-General (DGs), DG SCIC will continue developing language technologies, in particular speech-to-text and text-to-speech services, with a view to enhancing the accessibility of meetings, achieving savings and improving the working environment for Commission staff.

On **Greening**, DG SCIC is an important enabler and promoter of environmental sustainability at the Commission. It offers multilingual videoconferencing, provides infrastructure for online and hybrid meetings and conferences, sustainable-by-default services through framework contracts and advice on steps to make events greener and more inclusive.

⁽²⁾ [Communication COM\(2018\) 795: Coordinated Plan on Artificial Intelligence](#) and review [COM\(2021\) 205 Fostering a European approach to Artificial Intelligence](#).

PART 1. Delivering on the Commission's priorities: main outputs for 2024

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

The Action Plan to **better satisfy demand** in the last year of the political cycle will run until the European election recess. It will ensure that interpreters are assigned to interpretation in the booth as a priority, to deliver in this period of high activity. Recruitment targets for long-term recruitment of freelance interpreters have been modulated to secure basic resources while leaving DG SCIC a margin of manoeuvre to adapt to the volatile political context and the uncertain activity levels in the second half of the year. Close follow up will be necessary to be able to react quickly as new data become available.

DG SCIC will start implementing a longer-term solution for providing **interpretation at meetings with platforms**. This updated framework corresponds better to customer needs by reducing organisational constraints while also paying due attention to **protecting interpreters' health and safety**, particularly their auditory health. Through a client-oriented account management approach, DG SCIC will cooperate with meeting organisers and end users to raise awareness about the importance of optimal communication, sound quality and meeting etiquette. We will also work to improve the technical conditions and support for virtual and hybrid meetings.

In the same spirit, the **review of interpreters' working conditions**, a recast of the 1987 *Agreement* will bring DG SCIC services closer to up-to-date needs by taking account of technological developments, modern work and travel patterns, sustainability and greening.

Where DG SCIC customers wish to complement its services by also using external providers to ensure business continuity and budgetary discipline, the **organisation of interpretation services** will be reviewed. The terms of cooperation with customer institutions will need to be adapted through revised Service Level Agreements (SLAs), to allow DG SCIC to continue playing its public service role and meet customer needs in a sustainable manner.

Following the extensive Business Process analysis completed in 2023, DG SCIC will start an ambitious multi-annual **Digital Transformation Programme**. A Digital Transformation Roadmap will be defined at the beginning of the year followed by a first wave of Proof-of-Concepts (PoCs) to confirm that the chosen tools are fit for purpose. This PoC phase will also include pilots using Artificial Intelligence tools to support the programming of interpretation, and to analyse feedback (using sentiment analysis tools) from users and customers.

To support evidence-based decision making to adapt policies and working conditions to the new multi-faced business reality, an analysis of the **key dashboard and forecasting needs** will be started at the beginning of the year with the objective of setting up a permanent statistical capacity within DG SCIC.

Cooperation with corporate initiatives will continue as planned. In particular, the integration of DG SCIC's local GRIF system with the new corporate financial system SUMMA via Payment Factory (a local system of the Paymaster Office, PMO) will be completed before the summer. Participation in the HR Transformation programme will concentrate on customisation of business processes to support the needs of DG SCIC.

Interpretation into **International Sign** (IS) also facilitates citizens' inclusion in the European project. DG SCIC will continue developing its capacity to make high-profile Commission events more accessible. The project for the provision of speech services will also contribute to this objective through automated subtitling of videos and oral contributions from meeting participants.

The relevant performance table can be found in the [Annex \(page 22\)](#).

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.

Meetings held by EU Institutions are complex and diverse in nature. They require quality interpretation rendered in line with high professional standards by interpreters with excellent analytical and communication skills and language combinations that meet the needs of meeting participants.

The roll-out of the **Interpreter's Digital Toolbox** deliverables, such as the New Metadata (an IT tool for meeting preparation), plays a key part in improving the quality of interpretation as it facilitates and modernises meeting preparation for interpreters and assists their work in the booth by simplifying and enhancing management of the necessary resources (access to documents, glossaries and terminology, exchange of information and cooperation in the team). Additional functionalities for interpreters are planned for 2024 and 2025. Easy access to electronic documents, together with the provision of suitable devices and the completion of the Paper-Smart Project ⁽³⁾, will allow interpreters to **rely less on paper documents**. In the area of terminology, alongside consolidation of the DG

⁽³⁾ The Paper-Smart Booth Project reduces the volume of paper documents provided to interpreters, taking into account the fact that interpreters need a minimum of paper documents for quick reference in the booth while providing simultaneous interpretation.

SCIC collections in [IATE](#) ⁽⁴⁾, use cases for **various AI tools** will be identified, in line with DG SCIC's approach in this area.

DG SCIC will simplify and integrate the various sets of **interpreters' working conditions** for in-person, remote and platform interpretation in a comprehensive set of operational rules. In addition, DG SCIC will monitor developments in ISO standards for a future-proof interpreter working environment and draft requirements for the **booth of the future**. Finally, DG SCIC will continue its close cooperation with the Medical Service in the Directorate General for Human Resources and Security (DG HR), the Office for Infrastructure and Logistics in Brussels (OIB) and staff representatives to **protect interpreters' auditory health and overall well-being** in the current changing working environment.

Language learning plays an important role in maintaining the quality of interpretation and anticipating future demand. It is a long-term investment which focuses on priority languages. Also, interpreters with a potential second active language can take part in training to be able to interpret into that language. The ability to interpret into more than one language contributes to quality and demand satisfaction. DG SCIC will continue to support interpreters learning languages.

DG SCIC continuously supports interpreters by offering **life-long language and thematic training** as well as opportunities to **develop further professional skills**. Although onsite learning is indispensable (notably for language learning), online and hybrid courses as well as e-learning modules have a clear added value in terms of participation rates, and in widening the pool of experienced speakers and experts as trainers. In 2024, particular attention will be given to **digital upskilling** and other professional skills for interpreters, as well as on **pedagogical assistance skills** and the training of selection jury members, which are essential to prepare future staff interpreters and recruit new freelancers to satisfy demand.

DG SCIC will continue to invest in **capacity development and succession planning** by supporting universities that train conference interpreters and focusing on priority languages, while deploying strategies tailored to the needs of individual official EU languages. DG SCIC will continue to contribute to establishing standards, best practices and benchmarks, and **create a pool for future recruitment**, not only for EU languages, but also for those of the candidate countries, working in close cooperation with Directorate General for European Neighbourhood Policy and Enlargement Negotiations (DG NEAR).

The **training offer to universities** will remain hybrid: in-person and online training sessions, virtual classes, study visits, mock conferences, training of trainers and other ad hoc training activities organised according to needs. DG SCIC will adapt its offer to universities, prioritising languages for which an important shortage has already been identified or has been projected for the foreseeable future. New initiatives and **new technical instruments** will be developed, where appropriate, to contribute to greening and

⁽⁴⁾ Interactive Terminology for Europe - [IATE - Search - Standard view \(europa.eu\)](#).

making those actions as cost-effective as possible. A modern and state-of-the-art solution for **remote simultaneous training** will enhance DG SCIC's training offer.

This also means fostering the mutual learning process by making use of what universities are already doing, and by making the most of communities of the **Knowledge Centre of Interpretation**. The tool developed for Interpreter Training Support to Universities, the **ITSU communities**, will continue to contribute to the digitalisation of support activities. Adapting to new circumstances and diversifying the range of activities on offer will help DG SCIC to design a coherent approach which focuses on those profiles and language combinations which are of interest to the service.

DG SCIC will organise **ad hoc training programmes**, namely the Blue Book interpreting traineeship and the Finnish traineeship ('stage'), which mirror its linguistic priorities and the EU Institutions' medium and long-term interpretation needs.

Depending on the availability of interpreters and corporate priorities, DG SCIC may consider further adapting training activities for non-EU languages in cooperation with its **international partners**.

External communication actions

External communication actions will continue to support capacity building, **promote multilingualism**, languages, DG SCIC's professions (interpreter, conference organiser, conference operator, room manager) and DG SCIC as a reference for conference interpreting on a global level. To inspire younger generations to pursue a career in the field of conference interpreting, DG SCIC will continue using **digital communication channels**, including social media, the Europa website and the Knowledge Centre on Interpretation. DG SCIC will also continue reaching out to stakeholders at **language shows and similar events** as well as organising targeted, tailor-made awareness-raising campaigns. This work will be carried out in cooperation with the interpretation services of the European Parliament and the Court of Justice of the European Union, and using the appropriate channels (virtual participation and/or physical presence).

The relevant performance table can be found in the [Annex \(page 22\)](#).

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

As a domain leader for meeting room management, DG SCIC already offers corporate services to all DGs in Brussels, following the successful completion of the roll-out of services in 2022. Moving forward, DG SCIC will continue to provide **meeting room management services** in line with its latest Meeting Space Strategy. This covers, among others, ensuring that meeting rooms are equipped with **state-of-the-art audio-visual equipment allowing** staff to easily set up and run **hybrid meetings**. The solutions

proposed by DG SCIC take into account the latest technological advances in the audio-visual field, with a particular focus on user-friendliness, security and energy saving. In 2024, DG SCIC plans to add new equipment in at least 20 meeting spaces in Brussels. DG SCIC follows the evolution of the Commission's building policy, with the gradual move of DGs to **dynamic collaborative spaces**.

In addition, work will continue to **upgrade the interpretation infrastructure** in corporate meeting rooms so that they comply with the latest **ISO standards** for interpretation systems ⁽⁵⁾. This upgrade is also an opportunity to expand the availability of **interpreting platforms** and thus the capacity to provide simultaneous interpretation for virtual and hybrid meetings. New services such as **automated closed captioning and transcriptions** will be further proposed on interpreting platforms as well as on the web streaming service, providing an opportunity to expand the range of services offered to participants.

In addition to providing the necessary equipment in meeting rooms, DG SCIC will also offer efficient **support services**, including **guidance on the organisation of meetings and events, sound quality tests** and **training sessions** on the use of meeting room solutions and platforms for online meetings with interpretation. Delays in the construction of the new conference centre increase the need to maintain use of meeting rooms in the Albert Borchette Conference Centre (CCAB).

As the meeting room management domain has been extended to include **Luxembourg**, in 2024 DG SCIC will also continue to support OIL in phasing-in corporate meeting room management services for DGs located in Luxembourg.

The relevant performance table can be found in the [Annex \(page 24\)](#).

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 enhance the customer journey by upgrading its service delivery model and optimising its internal processes and workflows. DG SCIC will continue working with DG DIGIT to determine optimal conditions for working in a hybrid setting with a strong focus on the user experience.

DG SCIC will reinforce the customer service **My Meeting & Conference Support** (MACS), a **single-entry point** for staff who need guidance and support on meetings and conferences. Due to the complexity of events, in particular virtual and hybrid events, organisers across the Commission sometimes struggle to find their way among the

⁽⁵⁾ The 2016 ISO standards relating to interpreting infrastructure and equipment led to the development of a new generation of equipment for interpretation. They improve the working environment and sound and image quality for interpreters and also foresee crucial improvements like hearing protection.

different services, including meeting rooms and equipment, interpretation and conference management. This customer service relies on relevant teams in DG SCIC and their expertise, while also liaising with other service providers (e.g. DG DIGIT). In 2024, DG SCIC will focus on further streamlining the processes for handling customer requests and refining the levels of service.

DG SCIC will also aim to complete the rollout of the **Meeting management and Interpretation Reservation Application (MIRA)**, the corporate tool for booking and managing meeting rooms, meeting room services and interpretation requests. MIRA will gradually cover all meeting spaces and provide simple, user-centric processes. In addition, it will offer a user-friendly interface that allows users to make requests for various types of meeting and technical set-ups, including requests for interpretation or meeting services such as web streaming or logistics.

The relevant performance table can be found in the [Annex \(page 24\)](#).

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 by supporting the adoption of green practices and contributing to corporate efforts to reduce the carbon footprint of events. DG SCIC will further promote **greener events** and continue to support the conference management community in its **shift towards virtual and hybrid conferences to build and share the necessary expertise**. In line with the 'Greening the Commission' Communication ⁽⁶⁾, virtual and hybrid conferences will contribute to the European Commission's objective of becoming climate neutral by 2030. Virtual and hybrid conferences will also play a key role in the process of digital transformation as a modern and professional way of interacting with stakeholders and citizens. Digitalisation of conferences allows them to be **more inclusive** and have a **larger outreach** than purely 'physical' events.

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

The **new framework contract** for 'conference services' is expected to enter into force at the beginning of 2024. As in the past, the new framework contract will cover all the services related to the organisation of state-of-the-art corporate conferences, whether in person, hybrid or virtual, and with a clear political and external communication dimension. Throughout 2024, DG SCIC will roll out the necessary governance structure to oversee the correct implementation of the new framework contract, which will remain in force until the

⁽⁶⁾ [Communication COM\(2022\) 2230: Greening the Commission](#)

end of 2027. We will promote it within the Commission and the Executive Agencies and organise training for users.

A pilot project of a corporate **virtual conference platform** will be run in 2024 to test uptake by client DGs, adapt it to real needs and define the further use of the platform as of 2025.

The conference management helpline team will continue contributing their expertise to **My Meeting & Conference Support** (MACS), the single-entry point for all questions on meeting and conference organisation.

DG SCIC will continue to enhance the **corporate registration tool**, which was moved to the cloud in 2023, and provide the necessary training and support to DGs, enabling more DGs to use the tool independently.

DG SCIC will continue to ensure that a substantial number of major Commission conferences – be they virtual, hybrid or in-person – benefit from **modern and professional conference management services** through its in-house team of conference managers. Striving to ensure the best quality of service for colleagues, DG SCIC always proposes feed-back tools and has a structured approach to following up on suggestions received.

Furthermore, DG SCIC will continue to collaborate with EMAS on the **sustainable events and conferences competition**. Organised jointly by DG SCIC, DG HR and Directorate General for Communication (DG COMM), the objective of the competition, now in its fifth edition, is to raise awareness to the need to align all aspects of conference organisation with objectives of the Green Deal, aiming at emissions reductions and budget savings. The updated **Commission guide on sustainable meetings and events** will be submitted for approval to the EMAS Steering Committee and then promoted within the Commission.

As specified in the Greening the Commission Communication, DG SCIC has been looking into possible options for a **Carbon Footprint Calculator for events** (objective 18 of the Action Plan), to support conference organisers in assessing the environmental impact of their events. To create synergies with existing corporate solutions while standardising and simplifying data collection for conference organisers, DG SCIC, in cooperation with PMO (Office for Administration and Payment of Individual Entitlements), will explore the possibility of including the calculation of carbon emissions in its corporate participants registration tool. The focus will initially be on calculating conference participants' travel emissions, based on the same methodology used for staff travel (with the MiPS tool) and in future also for experts (with the AGM tool).

The relevant performance table can be found in the [Annex \(page 25\)](#).

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

DG SCIC's decentralised domain leadership model relies on working hand in hand with user DGs. The **Network of Conference Correspondents (CoCoNet)**, with representatives in each DG, is the main forum for professionalisation, the core community of practitioners and go-to place for guidance, information and ideas.

DG SCIC will make further efforts to **professionalise the community**, with a focus on providing information in bite-size packages, mail updates and workshops, for example on Event-Works, the participants registration system and other topics related to conference organisation.

Furthermore, DG SCIC will work closely with the network to increase the understanding among client DGs of its conference services and identify priority conferences to support.

A **competence framework** and a first **learning package** for the conference community, which was defined in 2023, will be launched on EU Learn and promoted via the Conference Correspondents Network. A more advanced package will be developed in 2024 after also exploring external training resources, such as training provided by professional associations or other external training/master classes.

The relevant performance table can be found in the [Annex \(page 25\)](#).

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

Transcription and closed captioning are essential tools to ensure that meetings, conferences and audio-visual material are **accessible and inclusive** for all audiences, in particular those with hearing impairments or a lower level of language proficiency, as mandated by Directive (EU) 2016/2102 on the accessibility of public websites ⁽⁷⁾. It also enhances the efficiency of public services, for instance by helping in the drafting of reports and minutes.

DG SCIC will launch the final stage of the development of its **live transcription portal** (named eTranscription). With this live portal, meeting organisers and participants can follow discussions on their personal devices and download transcriptions after the event. The 'live portal' features in the forthcoming **Commission Artificial Intelligence Action Plan**

⁽⁷⁾ [Directive \(EU\) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies](#) (OJ L 327, 2.12.2016, p. 1–15).

(AI@EC) ⁽⁸⁾ as an important example of the use of artificial intelligence by public administrations.

The 'live portal' is powered by **custom language models**, which have been developed building on DG SCIC's interpreters' expertise for topics under discussion in the EU Institutions, for example with the specific terminology and background information. DG SCIC will also **cooperate with interpreting platforms** to provide captioning and transcription of hybrid and virtual meetings.

The 'live portal' will be made available as reusable **open-source components for European public services and SMEs**, as foreseen in the first stage of the project supported by the Digital Europe Programme (DEP) ⁽⁹⁾. These reusable components will allow other stakeholders to build solutions that provide live captioning, subtitling and transcripts of meetings and events. DG SCIC will promote the use of these components in particular in the Commission's own audiovisual infrastructure and in combination with language models that have been created within initiatives run in the different Member States. These outreach efforts will benefit from the development of the **European Language Data Space**.

The relevant performance table can be found in the [Annex \(page 26\)](#).

⁽⁸⁾ [Communication COM\(2018\) 795: Coordinated Plan on Artificial Intelligence](#) and review [COM\(2021\) 205 Fostering a European approach to Artificial Intelligence](#).

⁽⁹⁾ [Regulation \(EU\) 2021/694 of the European Parliament and of the Council of 29 April 2021 establishing the Digital Europe Programme and repealing Decision \(EU\) 2015/2240](#) (OJ L 166, 11.5.2021, p. 1–34).

PART 2. Modernising the administration: main outputs for 2024

DG SCIC deploys its **human resources** effectively as it supports the delivery of the Commission's priorities and core business; it has a competent and engaged workforce, led by an effective and gender-balanced management team.

To further ensure **sound financial management**, in 2024 DG SCIC will need to become ready for the migration to SUMMA, the Commission's new corporate financial system.

Although DG SCIC is classified as a low-risk DG, **fraud prevention** is taken seriously. DG SCIC will implement actions defined in its newly updated Anti-Fraud Strategy.

In 2024, DG SCIC will start a multi-annual **Digital Transformation** programme, which will be a main driver towards a more modern and better-connected DG.

DG SCIC will continue '**greening**' its daily operations and working methods in line with the Commission's objective of achieving carbon neutrality in 2030.

The internal control framework ⁽¹⁰⁾ 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 DG SCIC's internal control system will be assessed on an ongoing basis throughout the year and be subject to a specific annual assessment covering all the internal control principles.

A. Human resource management

To consolidate its workforce, increase the availability of interpreters, and ensure the most efficient and balanced use of permanent and external resources (staff and freelance interpreters), DG SCIC is running internal competitions for the Czech, Danish, English, and Maltese language units and continues its efforts to accredit freelance interpreters. Teams in other parts of the service are also being strengthened in line with the service's strategic priorities.

DG SCIC will continue to implement its **Equality Mainstreaming Work Plan** to improve non-discrimination, equality and inclusion externally and internally. DG SCIC has an excellent track record in terms of **gender balance in management positions** with 66% of heads of unit and 40% of senior management being women. In 2024, the aim is to

⁽¹⁰⁾ [Communication C\(2017\)2373 - Revision of the Internal Control Framework](#)

maintain a high level of female representation within the management team and contribute to the Commission's objective in line with Commission Decision SEC (2023) 200.

Once the **Staff Survey** results are known, the Senior Management Board will decide on follow-up. As this is the first staff survey to seek specific feedback from conference interpreters, measures tailored directly to the work of interpreters could be envisaged based on responses to this part of the survey.

The Service's management culture sets great store by factors which contribute to **staff engagement** such as clarity of job descriptions, roles and expectations as well as a continuous flow of information and a commitment to the staff and their representatives. To maintain a high level of staff engagement, DG SCIC will continue organising information sessions on relevant subjects, thereby enabling staff to have a clear understanding of the Service's main objectives. DG SCIC will also increase opportunities for learning and knowledge sharing and strengthen interactions between units and Directorates, for example by use of the Internal Communication Network, the Equality Group and temporary task forces when appropriate.

In addition, efforts are continuing in DG SCIC to fulfil the Service's six priorities, the first of which addresses **DG SCIC as a workplace**. One of the specific actions here is the collaborative communication training offered to all staff in cooperation with DG HR.

Internal communication

Effective internal communication continues to be a key priority for DG SCIC and will become even more important as the service adapts to new challenges and to its customers' needs. **SCICnet**, DG SCIC's intranet, and the organisation of **information sessions** will play a crucial role in ensuring that staff feel involved and support the process. This will take place in combination with unit meetings and interactive communication flows involving management at all levels.

SCICnet will migrate to the Commission's corporate platform (SharePoint Online) by the end of 2024. Staff will continue to be well informed about the Commission's priorities, such as greening and digitalisation, and DG SCIC's contribution to them. Internal communication activities will support the mobilisation of staff for the 2024 European elections. Finally, the preparations for the arrival of the next Commission will be covered extensively via internal communication channels.

A new multiannual Communication and Outreach Strategy, covering both external and internal communication, will be prepared for the period of office of the next Commission (2024-2029).

The relevant performance table can be found in the [Annex \(page 27\)](#).

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

The well-established financial circuits of DG SCIC are fully digitalised, with the exception of paper-based VAT forms required by the Belgian Ministry of Finances and in cases where the Qualified Electronic Signature cannot be used for contracts and grant agreements. The regular and proper handling of these files remains an important task.

For the foreseen **introduction of SUMMA** in 2024, DG SCIC – in cooperation with DG BUDG – will need to ensure that all regular transactions can be carried out in the new system, the data in the ABAC application are ready for migration, and the financial actors are properly trained to process and validate transactions in the new environment.

The progressive **extension of the use of PPMT** (the Public Procurement Management Tool), also for middle and low value procurement, will require to continue to offer dedicated assistance to operational units responsible for managing such procurements.

The relevant performance table can be found in the [Annex \(page 27\)](#).

C. Fraud risk management

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

The Action Plan of the Commission Anti-Fraud Strategy was updated in 2023. DG SCIC will contribute to its implementation. In line with the updated action plan, a new version of the DG SCIC Anti-Fraud Strategy covering 2024-2025, including a DG SCIC specific action plan was prepared in 2023 and will be adopted in early 2024. The start of the implementation of the action plan is foreseen in 2024. Fraud awareness will continue to be improved within DG SCIC by organising an awareness raising workshop on fraud risks tailored to the activities of the DG. In addition, DG SCIC will maintain its cooperation with OLAF (European Anti-Fraud Office), in particular via participation in the Commission Fraud Prevention and Detection Network.

The relevant performance table can be found in the [Annex \(page 28\)](#).

D. Digital transformation and information management

Digital transformation

In 2024, DG SCIC will start a multi-annual Digital Transformation programme organised in three main strands:

- Simplify and automate the business processes;
- Modernise the IT landscape (e.g. standardise the technical architecture, reduce the legacy applications and reuse the corporate solutions);
- Increase the Digital Maturity using innovative technologies (e.g. Artificial Intelligence, sentiment analysis and communication technologies).

The programme will capitalise on existing corporate (e.g. HR Transformation) and local (e.g. MIRA, Interpreter Digital Toolbox) initiatives but also on a new wave of Digital Transformation projects using innovative technologies.

A Digital Transformation Roadmap will be defined at beginning of the year followed by a first wave of Proof-of-Concepts (PoCs) to confirm the chosen tools are fit for purpose. This PoC phase will also include pilots using Artificial Intelligence tools to support programming of interpretation as well as to analyse feedback (using sentiment analysis tools) from users and customers.

Moreover, the digital transformation roadmap will include a multi-annual project to comprehensively overhaul the IT architecture of DG SCIC's systems. The new IT architecture aims to transition the IT portfolio to the cloud and adopt a web microservices architecture that by its nature promotes interoperability and ensures the seamless exchange of information among systems located both on the internal and external networks.

DG SCIC is also investing in setting up tools based on Artificial Intelligence (AI) technology. In line with the strategic aim of the **AI@EC initiative**, DG SCIC is developing **speech recognition services** and **text-to-speech services**, as well as their integration with generative AI tools such as automated minuting. In the **MERASE** (Meeting Room Automation Software) project, DG SCIC uses **Internet of Things (IoT) technology** to automate the management of equipment in corporate meeting rooms. MERASE puts in place the necessary infrastructure that will contribute to 'smart building' management, and allows for continuous monitoring and automation of processes.

Information and IT security rules

DG SCIC adheres to corporate IT security rules and recommendations for managing IT security risks. The department drafts and regularly updates (at least once every two years) the **IT security plans** for all its information systems, aligning them with corporate

methodologies and rules. Every information system under DG SCIC's responsibility is duly registered and has a comprehensive and updated security plan. Security plans are updated through the use of corporate tools such as ITRSM2, GovIS, GRC, and GovSec. Risks and vulnerabilities across all systems are assessed, prioritised and addressed through implementation of the most appropriate **security measures**. Senior management acknowledges the critical nature of IT security within the Commission and supports initiatives aimed at enhancing the security of information systems (including EU Access, EU Login, and multi-factor authentication) as well as the bolstering of cybersecurity awareness among staff.

In 2024, DG SCIC will introduce a new welcome pack for newcomers, featuring a list of cybersecurity training courses in EU Learn to be completed within the first year. Additionally, DG SCIC will regularly publish security-related articles on the local intranet to maintain a high level of awareness among staff regarding cybersecurity.

Data, information and knowledge management

To support evidence-based decision making to adapt policies and working conditions to new multi-faced business reality, an analysis of the **key dashboard** and forecasting needs will be launched at the beginning of the year with the objective of setting up a permanent statistical capacity in the DG.

DG SCIC will improve access to its data sets across the DG and the European Commission and extract **relevant statistics** on its activities. This will include data generated by new IT tools such as MIRA and MERASE. DG SCIC will set up automated pipelines whenever possible to exchange data between its information systems, and an internal network of data stewards will ensure the quality and timeliness of the data. The data steward network is involved in the annual update of the EC data catalogue, which serves as an awareness-raising exercise with regard to the Commission data governance and data policies, and to promote the updating of data assets and the related metadata.

DG SCIC relies on **collaborative working methods** to communicate with its staff and with external stakeholders. SCICnet will continue to act as a tool ensuring staff are well-informed, have access to working tools, and can interact with each other. The Knowledge Centre on Interpretation continues to be used to reach out to the global interpretation community.

DG SCIC will seek **improvements in records management**. The following actions will be prioritised in 2024:

- Increased **communication with units** to improve understanding of their roles and responsibilities, as well as their knowledge of the records management and archiving policy and rules, and how to implement them in the context of their activities;
- Reinforcement of **compliance monitoring** activities; and

- Close follow-up of the implementation of the **Digital Preservation Strategy** by the Secretariat-General, DG DIGIT and the Historical Archives Service in OIB, and provision of technical expertise to system owners, data owners and system providers for the assessment of record preservation needs.

Data protection

In line with the [Commission's Data Protection Plan](#), DG SCIC will continue to ensure that all records are updated on an annual basis in line with Objective 3 of the Plan, focusing on the duties and obligations of controllers when dealing with external processors and subprocessors. It involves a more proactive engagement of all Commission staff in ensuring and demonstrating compliance with the data protection rules in line with Objective 1 of the Plan. Particular attention will be given to the **management of data subjects' requests and data breaches**, as well as reinforcing compliance with the data protection rules, in particular in conference organisation and meeting room management. In cooperation with the Data Protection Officer (DPO), **targeted investigations** will be carried out in line with Article 45(2) of the EUDPR. ⁽¹¹⁾ General **awareness raising activities** will continue and support will be provided to all staff, both online and through dedicated sessions in management meetings.

DG SCIC will seek to conclude a **Joint Controllership Agreement** with European Parliament (EP) and Court of Justice of the European Union (CJEU) for the different processing operations linked to ACIs (accredited Conference Interpreting Agents).

The relevant performance table can be found in the [Annex \(page 28\)](#).

E. Sound environmental management

DG SCIC is committed to the 'greening' of its daily operations by reviewing its working methods and fostering individual awareness, thereby contributing to the European Commission's goal of being climate neutral by 2030. In 2024, DG SCIC will continue to implement the *Greening the Commission Communication* ⁽¹²⁾ and Action Plan on Greening the Commission ⁽¹³⁾.

This will include participation in the corporate energy saving actions, as well as several locally based actions, and awareness raising on reducing energy consumption. DG SCIC will make further efforts to reduce its CO₂ footprint from missions by following the principles in the corporate *Guidance note on business travel and external experts' travel in the*

⁽¹¹⁾ [Regulation \(EU\) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation \(EC\) No 45/2001 and Decision No 1247/2002/EC](#)

⁽¹²⁾ [Communication COM\(2022\) 2230: Greening the Commission](#)

⁽¹³⁾ [Annexes to the Communication to the Commission. Greening the Commission.](#)

framework of greening the Commission, as well as updated corporate mission guidelines. Moreover, more sustainable means for staff mobility and commuting will be promoted. DG SCIC also aims that green public procurement criteria are systematically used wherever relevant.

DG SCIC's main office location is now the L107 building. Occupancy of the other building – CCAB – will be wound down in the future. DG SCIC thus wants to concentrate mainly on actions in L107. The building is very energy efficient, and its meeting rooms are already well equipped for **hybrid/virtual meetings**. Moreover, DG SCIC already works on a largely **paperless** basis and various **collaborative working tools** are widely used.

DG SCIC is part of the **EMAS taskforce for the One building**, together with DG HR, DG DIGIT and EPSO, with whom it shares the L107 building. In 2024, DG SCIC intends to further cooperate with them, as well as with OIB, on various environmental and awareness-raising actions.

In February 2025, the Global EMAS Action Plan will be submitted to the EMAS Steering Committee, which DG SCIC is part of. After the approval of the plan, more concrete actions will be designed to reduce the DG's environmental footprint.

The **Green SCIC Committee** plays a key role in ensuring the **awareness and involvement of staff** in forthcoming plans to achieve carbon neutrality by 2030. The monthly *Green Digest* newsletter and the *Green SCIC Corner* on the intranet will continue to inform staff about the corporate environmental actions of central services and encourage staff to get involved. DG SCICs EMAS team also regularly holds a presentation during the welcome information session for newcomers in the DG.

The relevant performance table can be found in the [Annex \(page 29\)](#).

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

DG SCIC will continue working with the General Secretariat of the Council to improve the digital exchange of data. One of the priorities in this area is to **digitalise the management of interpretation requests**, which would mean a significant improvement. This project follows up on the project on the automated transfer of meeting documentation for interpreters, which has been completed and will run as soon as the Interpreters Digital toolbox is rolled out.

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 installation of **standard audio-visual solutions** in meeting rooms in line with the Commission building and greening policies and coupled with the provision of **professional support services for meeting rooms**. These actions will greatly improve the user experience thanks to modern, easy-to-use equipment in meeting rooms and

dedicated on-site or remote support for users. DG SCIC will further consolidate the **My Meeting & Conference Support** (MACS) customer service. This is a **single-entry point** for all meeting and conference-related issues, which also ensures efficient communication with other related services (in particular DG DIGIT, DG HR, DG COMM, OIB and OIL).

As the body responsible for provision of **sickness and accident insurance for freelance interpreters** recruited by the European Institutions, DG SCIC will launch an open call for tenders to renew the group insurance contract for its freelance workforce. To guarantee the **widest possible competition** but also to **reduce the administrative workload for contract implementation**, DG SCIC aims to align the current policy conditions with standard market products.

ANNEX: Performance tables - main outputs for 2024

Part 1 - Delivering on the Commission's priorities

<p>General objective: A modern, high-performing and sustainable European Commission</p> <p><i>Specific Objective 1: Interpreting services meet our customers' priorities and demand and are effectively managed</i> <i>Not related to a spending programme</i></p>		
<p>Main outputs in 2024:</p>		
<p>Main outputs</p>		
Output	Indicator	Target
Support for meetings with new delivery modes	Mapping of specific needs of main users of hybrid multilingual meetings completed	December 2024
Management of new working conditions for hybrid meetings	Development of the required functionalities completed	April 2024
Longer-term solution for interpreting distant speakers over platforms	Trial period launched	June 2024
Revised Service Level Agreement (SLA) with the Council	Negotiation with General Secretariat of the Council (GSC) launched	June 2024
Modernised business processes and tools supporting the management of interpretation services	Digital Transformation roadmap completed	February 2024
Proof-of-Concepts Digital Transformation first wave	First wave of Digital Transformation Proof-of-Concepts completed	September 2024
Analysis of key dashboard and forecasting needs	Requirements analysis completed	June 2024
Integration financial management of freelance interpreters' rights with SUMMA	Integration with SUMMA completed	June 2024
Provision of International Sign Language	Analysis of technical alternatives to increase provision of service completed	June 2024
<p><i>Specific Objective 2: The quality of interpretation meets our customers' needs</i> <i>Not related to a spending programme</i></p>		
<p>Main outputs in 2024:</p>		
<p>Main outputs</p>		
Output	Indicator	Target
DG SCIC collections in IATE	Number of collections updated	100
	Number of collections created	25

Output	Indicator	Target
Follow-up of quality issues at meetings served by DG SCIC interpreters	Percentage of complaints about interpretation followed up	100%
Extend direct language cover of meetings	Number of active languages and retours added by staff and freelance interpreters	30
Organisation of language and thematic courses	Number of course participants	800
Interpreter's digital upskilling: learning opportunities for interpreters in the digital domain; Digital Fridays	Number of courses designed and delivered	20
Structured support activities for the training of interpreters in cooperation with universities (grants, bursaries, pedagogical assistance, virtual classes, study visits, mock conferences)	Amount (€) given to universities and students as grants and bursaries and days of pedagogical activities offered	Grants: at least 250.000€ given to universities. Bursaries: at least 70.000€ given to students. Pedagogical assistance: at least 270 days. Virtual classes: at least 30. Study visits: at least 30 groups in a year. Mock conferences: at least 1
Online Interpreter Training Tool (OITT)	Finalise the development and start roll-out in training activities with universities	Q2
Training for Trainers and Academy of Trainers seminars	2-3 seminars organised	End 2024
Continuation of support activities for Ukrainian universities training conference interpreters	Organisation of virtual study visits for students and other activities in cooperation with other Commission services	8 Ukrainian universities

External communication actions

Output	Indicator	Target
Social media campaigns for the main outputs listed above	Engagement (Emplifi benchmarks) Facebook: the sum of reactions, comments and shares divided by the number of posts published on the same profile Instagram: the sum of likes and comments divided by the number of posts published on the same profile X (formerly Twitter): the sum of replies, retweets, quotes and likes divided by the number of posts published on the same profile	Differentiated per channel: Facebook: average Interactions per Post ≥ 30 Number of interactions per 1K fans ≥ 3 Instagram: Average Interactions per Post ≥ 50 Number of interactions per 1K followers ≥ 10 X: Average Interactions per tweet ≥ 10 Number of interactions per 1K followers ≥ 5
Interpreting Europe 2024 (ex SCIC-Universities Conference)	Stakeholder groups represented Number of (remote) participants Based on participant surveys: percentage of participants that found the event useful or interesting, or have gained new insights	≥ 2 >75 >65%

Output	Indicator	Target
European Day of Languages event (dedicated KCI Virtual Café)	Number of remote participants	>100
Full-day programme of speakers with interpretation and dummy booths in the Schuman room on the occasion of Europe Day	Percentage of analysed comments/reactions to our Social Media posts relating to Europe Day with a positive tone (based on calculated percentage of positive, negative, neutral and mix tone of comments)	>50%
DG SCIC participation in IAMLADP & JIAMCATT groups	Number of IAMLADP & JIAMCATT groups of which DG SCIC is a member	≥4
Multiannual Communication and Outreach Strategy (2024-2029)	Publication of the multiannual Strategy on the SCICnet	December 2024

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

Not related to a spending programme

Main outputs in 2024:

Main outputs

Output	Indicator	Target
Corporate meeting room management services	Number of meeting rooms that benefit from new audio-visual equipment in Brussels	100
Improved accessibility, usability and security for Simultaneous Interpreting Delivery Platforms	New accessibility features and functionalities added (e.g. automation of breakout sessions), including improved security for sensitive meetings	80% of features and functionalities implemented
Extension of meeting room management services to Luxembourg	Support provided to OIL in phasing-in meeting room management services in Luxembourg	December 2024

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

Not related to a spending programme

Main outputs in 2024:

Main outputs

Output	Indicator	Target
Streamlined processes for customer service 'My Meeting & Conference Support' (MACS)	New processes are in place to ensure efficient customer service via MACS	December 2024
MIRA roll-out	DGs enrolled in MIRA	100%
Extended scope of MIRA	Meeting services managed by MIRA	At least 80% meeting services managed by MIRA

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

Not related to a spending programme

Main outputs in 2024:

Main outputs

Output	Indicator	Target
Conference services to DGs for the organisation of their conferences	Provide conference services to DG for the organisation of +/- 120 conferences	December 2024
New framework contract, governance structure, promotion and training events	Governance structure is rolled out, FWC promoted within the Commission and training events held	December 2024
Pilot project for a corporate virtual conference platform	Organisation of 3-5 virtual conferences using the corporate platform	December 2024
Award ceremony on sustainable events	Organisation of the award ceremony	Q2 2024
Inclusion of calculation of carbon emissions in corporate participants registration tool	Roll out of carbon calculator for all DGs using the corporate participants registration tool	December 2024
Update of EC guide on sustainable meetings and events	Approved by EMAS Steering Committee	February 2024

Specific Objective 6: The conference organisation community is further professionalised and engaged

Not related to a spending programme

Main outputs in 2024:

Main outputs

Output	Indicator	Target
Learning package for conference organisers	Learning package published in EU Learn and promoted to conference community	Q1 2024
Targeted training offers for specific groups/on specific topics	Organisation of two cycles of Event-Works training, comprising overall 12 sessions for different levels of users	End 2024

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

Related to the IT 'Global envelope' and a spending programme – CEF and Digital Europe Programme

Main outputs in 2024:

Main outputs

Output	Indicator	Target
Last phase of the development of the open-source speech recognition 'live portal', including additional functionalities (e.g. post editing, offline transcription)	Contract concluded	Q1 2024
Multilingual closed captioning of meetings using SIDPs	Baseline models and DG SCIC custom models available	Q4 2024
Continuous training of SCIC's custom language models (e.g. for the new Commission's priorities)	Updated models for the languages mostly used in Commission meetings (ES, DE, EN, FR IT, PL, NL, PT)	Q4 2024
Methodology for creating and updating custom language models	Draft methodology developed	Q2 2024
Methodology for assessing quality of speech recognition models	Draft methodology developed	Q3 2024
eLoqui: synthetic voices for e-learning and content creation	Project Charter validated by Information Technology and Cybersecurity Board (ITCB)	Q1 2024

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 2024:

Output	Indicator	Target
Gender balanced management team	Maintain the high level of female representation in management positions	65% of middle managers are female
Follow-up plan to the staff survey 2023	Plan agreed	September 2024

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 2024:

Output	Indicator	Target
Effective controls: Legal and regular transactions	Estimated risk at payment	remains <2% of relevant expenditure
	Estimated risk at closure	remains <2% of relevant expenditure
Effective controls: Safeguarded assets	Share of missing items, detected via periodic verifications (every three years) of the existence of goods listed in the inventory of audio-visual equipment	<10% of the number of non-located items from the audio-visual inventory
Efficient controls	Percentage of payments (in value) made within the applicable time limits Average payment delays	remains >95% of payments (in value) made on time remains <20 calendar days including suspension periods
Ensuring revenue availability to finance interpreting activity	Average cashing time for interpretation services invoiced to the three largest users	<60 days from the end of the invoicing period
Economy of controls	Overall estimated cost of controls	remains 3% of funds managed

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 (CAFS) ⁽¹⁴⁾ aimed at the prevention, detection and correction ⁽¹⁵⁾ of fraud.

Main outputs in 2024:

Output	Indicator	Target
Implementation of updated DG SCIC Anti-fraud action plan	Percentage of actions envisaged for 2024 implemented	100%
Fraud risk awareness raising and ethics workshop	Workshop held	Q2 2024

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 2024:

Output	Indicator	Target
Modernised business processes and tools for the provision of interpretation	Digital Transformation roadmap completed	February 2024
Proof-of-Concepts Digital Transformation first wave	First wave Digital Transformation Proof-of-Concepts completed	September 2024
Management of new working conditions for hybrid meetings	Development of the required functionalities completed	April 2024
Analysis of key dashboard and forecasting needs	Requirements analysis completed	June 2024
Implementation of the corporate principles for data governance for DG SCIC key data assets	Percentage of implementation of the corporate principles for data governance for DG SCIC's key data assets	80%
Data steward assigned to every DG SCIC data asset registered in the EC data catalogue	Percentage of DG SCIC data assets that have a data steward assigned	100%
All security plans are up to date with the respect to the two-year plan	Percentage of security plans that are less than two years old	100%

¹⁴⁾ [Communication to the Commission - Greening the Commission](#)
[Commission 'Commission Anti-Fraud Strategy Action plan - revision 2023 COM\(2023\) 405 of 11 July 2023 – 'the Communication on the 2023 revision' – and the accompanying document, SWD\(2023\) 245 – 'the revised Action Plan'.](#)

¹⁵⁾ Correction of fraud is an umbrella term, which notably refers to the recovery of amounts unduly spent and to administrative sanctions.

Output	Indicator	Target
Awareness-raising and compliance with the EUDPR	One information session for controllers on data breach procedure or data subjects' requests	Q2 2024, expected number of participants: 50
	Data Protection Day article on SCICnet raising awareness and reminding all staff to follow a Data Protection training on EU Learn	Q1 2024
	Launch of a survey of operational controllers and record editors to assess compliance	Q1 2024
	Launch and follow up of investigations on the compliance of key processing operations	Q1 2024
Joint controllership agreement with EP and CJEU on the interinstitutional test procedure for ACIs	Formalisation of the joint controllership agreement	Q2 2024

E. Sound environmental management

Objective: DG SCIC takes account of the environmental impact of its day-to-day actions, taking measures to reduce the impact of the administration work, supported by their respective EMAS Correspondents or EMAS Site Coordinators.

Main outputs in 2024:

I Reducing emissions from staff and expert' business travel and reducing CO2 and other atmospheric emissions

Output	Indicator	Target (2019 as baseline)
Reduced emissions from staff missions ⁽¹⁶⁾	Percentage of reduction in CO ₂ emissions from DG's staff missions	-50% ⁽¹⁷⁾
Staff awareness actions on reducing GHG emissions (such as actions on sustainable commuting during EU Mobility week and VeloMay corporate events)	Article in <i>Green Digest</i> newsletter during EU Mobility Week and VeloMay to promote the sustainable commuting	End 2024

⁽¹⁶⁾ Data provided by PMO/MiPS

⁽¹⁷⁾ Overall reduction of CO₂ emissions from missions for department from 2019-2024 (%). Overall corporate target is 50 % under the Greening Communication.

II. Reducing resource use in buildings and workspace (energy)

More efficient use of resources (energy):

Output	Indicator	Target
Participation in corporate energy saving actions by closing down DG buildings during the Christmas and New Year's/summer holiday period, and optimisation of the temperature in EC buildings	L107 and CCAB closed when applicable and spaces in L107 offered to be shared with other DGs whose buildings are closed. L107 and CCAB participating in corporate optimisation of the temperature in EC buildings	End 2024

III. Organise sustainable events

Output	Indicator	Target
Implementation of the EC Guidelines for sustainable meetings and events, e.g. sustainable catering, reduce/eliminate single-use plastics, gadgets/gifts	Percentage of events following the guidelines	100%

IV. Circular economy (public procurement (GPP), waste, biodiversity and sustainable food

Output	Indicator	Target
Usage of GPP (Green Public Procurement) criteria in contracts	% of contracts with 'green' provisions	100%
Plant pots in front of the L107 building to promote biodiversity	Two large plant pots installed and cultivated with local plants	Q2 2024

V. Staff awareness

Output	Indicator	Target
Staff awareness actions on waste reduction and sorting in the framework of EMAS corporate campaigns and/or staff awareness actions on DG/service's waste generation run in collaboration with OIB	At least one collection of used objects to give them a second life organised (in cooperation with other DGs occupying the L107 building)	End 2024
Green Digest newsletter sent to DG SCIC staff informing about 'green' news/events/tips in the DG, European Commission and beyond	Number of newsletters sent in 2024	10

