

ANNUAL ACTIVITY REPORT 2015
DG INTERPRETATION AND CONFERENCES

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0. OVERVIEW OF BUDGET EXECUTION

			INTE
Code	Appropriation type	Type de crédits	EUR ou %
	Appropriations of 2015	Crédits 2015	
A	Initial appropriations	Crédits initiaux	57.238.900,00
B	Final appropriations	Crédits finaux	53.608.250,00
C	Commitments	Engagements	53.348.526,18
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	100%
E	Payments	Paiements	45.482.775,65
F	Payments in % of commitments	Paiements en % des engagements	85%
G	Cancellations of 2015 final appropriations	Annulations de crédits finaux 2015	259.723,82
H	Cancellations appropriations in % of final appropriations	Annulations en % des crédits finaux	0%
	Appropriations carried over from 2015 to 2016	Crédits reportés de 2015 à 2016	
I	Automatic carryovers from 2015 to 2016	Crédits reportés automatiquement de 2015 à 2016	7.865.750,53
J	Automatic carryovers from 2015 to 2016 in % of commitments	Crédits reportés automatiquement de 2015 à 2016 en % des engagements	15%
K	Non-automatic carryovers from 2015 to 2016	Crédits reportés non-automatiquement de 2015 à 2016	0,00
L	Non-automatic carryovers from 2015 to 2016 in % of final appropriations	Crédits reportés non-automatiquement de 2015 à 2016 en % des crédits finaux	0%
	Appropriations carried over from 2014 to 2015	Crédits reportés de 2014 à 2015	
M	Automatic carryovers from 2014 to 2015	Crédits reportés automatiquement de 2014 à 2015	2.529.232,70
N	Payments against automatic carryovers from 2014 to 2015	Paiements sur crédits reportés automatiquement de 2014 à 2015	2.190.483,14
O	Payments against automatic carryovers from 2014 to 2015 in % of automatic carryovers from 2014 to 2015	Paiements sur crédits reportés automatiquement de 2014 à 2015 en % des crédits reportés automatiquement de 2014 à 2015	87%
P	Cancellations of automatic carryovers from 2014 to 2015	Annulations de crédits reportés automatiquement de 2014 à 2015	338.749,56
Q	Cancellations of automatic carryovers from 2014 to 2015 in % of automatic carryovers from 2014 to 2015	Annulations de crédits reportés automatiquement de 2014 à 2015 en % des crédits reportés automatiquement de 2014 à 2015	13%
R	Non-automatic carryovers from 2014 to 2015	Crédits reportés non-automatiquement de 2014 à 2015	0,00
S	Payments of non-automatic carryovers from 2014 to 2015	Paiements sur crédits reportés non-automatiquement de 2014 à 2015	
T	Payments against non-automatic carryovers from 2014 to 2015 in % of non-automatic carryovers from 2014 to 2015	Paiements sur crédits reportés non-automatiquement de 2014 à 2015 en % des crédits reportés non-automatiquement de 2014 à 2015	
U	Cancellations of non-automatic carryovers from 2014 to 2015	Annulations de crédits reportés non-automatiquement de 2014 à 2015	
V	Cancellations of non-automatic carryovers from 2014 to 2015 in % of non-automatic carryovers from 2014 to 2015	Annulations de crédits reportés non-automatiquement de 2014 à 2015 en % des crédits reportés non-automatiquement de 2014 à 2015	

	Assigned revenue in 2015	Recettes affectées 2015	
W	Appropriations from assigned revenue in 2015 (current)	Crédits de recettes affectées courants 2015	5.158.133,39
X	Assigned revenue carried over to 2015	Crédits de recettes affectées reportés à 2015	1.079.697,66
Y	Balance of commitments on assigned revenue carried over to 2015	Solde des engagements reportés à 2015 sur crédits de dépenses spécifiques sur recettes affectées	82.136,74
Z	Payments in 2015 against appropriations from assigned revenue (current and carried-over)	Paiements sur crédits de recettes affectées 2015 (courants et reportés)	4.073.864,05
AA	Payments in 2015 against assigned revenue in % of assigned revenue in 2015 (current and carried-over)	Paiements sur crédits de recettes affectées 2015 en % des crédits de recettes affectées 2015 (courants et reportés)	64%

1. OBJECTIVES

1.1 Objectives of the Directorate-General

The general objectives of the DG in 2015 are:

- i) **Resource-efficient demand management.** – Consolidation of structures and internal procedures put in place for further enhancement of compliance with the Bureau decision of December 2011, on Resource Efficient Full Multilingualism. Increasing resource-efficiency and further developing the role of DG INTE as service provider for the EP and other institutions and bodies.
- ii) **Preparing for the future needs of the Institution by stimulating the supply of high quality interpretation and conference services.** Continuation of efforts to ensure future pools of expertise in the interpretation field by offering support for language training in order that interpreters can add languages to their repertoire, offering support and assistance to universities and other stakeholders working in the field of interpretation to promote the profession in general, and more specifically to meet the particular needs of this institution.
- iii) **Conference Services – Strengthening of the structure of the Conference Technicians Unit.** Continuation of the project launched to up-date the ageing facilities and equipment of our conference rooms, bringing them up to date with regard to new technologies and making them more efficient to run. Further enhancement of project management and optimisation of the use made of available skills.
- iv) **Restructure the service in order to better achieve objectives.** Conduct a stock-taking exercise with regard to processes, procedures, and actions underway, in order to further focus the DG's activities on providing an efficient service for MEPs and to help us achieve our goals, all whilst making the most efficient use of the resources available.

No substantial modifications to the objectives set are registered since the beginning of the reporting period.

1.2 Feasibility and risk assessment

In 2015, risk management continued to be firmly embedded in DG INTE daily activities.

Six meetings of the Risk Management Team of the DG were organised in order to provide advice to the Director-General, regularly monitor the risk register and ensure a pro-active governance of risk management throughout the DG. The follow-up exercises organised at the very end of 2014 (finalised in January 2015) and in November 2015 demonstrated a strong involvement of risk owners and a pragmatic approach to risk detection and mitigation.

As mentioned to the Risk Manager of the European Parliament in the framework of his annual meeting with DG INTE in March 2015, developments were foreseen in two main domains:

1. Develop knowledge of risk management approaches and techniques among DG INTE staff

As far as courses offered by the European Parliament are concerned, it is worth noting that, in 2015, “Risk management” was attended by 7 staff members, “Risk management for financial actors” by 3 additional staff (16 since 2013) and “Project Management” by 11. The project management approach is spreading in the Directorate General as 15 units have at least one staff member trained in this domain.

2. Enhance the detection and handling of risks at project level

With regard to project risk management, the creation on 1 December 2015 of a new Strategy Unit in charge of project implementation monitoring, is an important step forward. Enhanced co-operation will be sought with the Risk Management Team in order to build on the valuable experience already gained within the Directorate General in the field of risk management.

Most of the main risks reported, in 2015, to the EP manager can be related (directly or indirectly) to cross-cutting risks identified at the level of the EP (e.g. efficiency in providing IT applications / business continuity / staff development). They involve – *to a large extent* – other EP Directorates General, interpretation users, inter-institutional partners or Member-States.

- In the IT domain, the accelerated obsolescence of the Pericles application deserves particular attention and is pro-actively addressed in DG INTE project “Meeting and interpretation management system for the future” included in the PPP. This key priority for DG INTE, and interpretation users in general, will continue to require significant efforts and resources in the coming years.
- The unavailability of documentation for interpreters remains a major concern as it may impact negatively on the quality of interpretation. The recent launch of the “Knowledge Management Portal” in close co-operation with DG ITEC, as well as other current initiatives (Meetings Information and Notes Application project, use of Sharepoint technology, DG INTE PP projects “Knowledge profiles for interpreters”), contribute to an enhanced circulation and sharing of information. Efforts should continue to obtain the co-operation of interpretation-requesting services to provide documentation (both in digital and paper format thus acknowledging specific constraints of the interpretation activity in the wider framework the EP paperless strategy).
- As to succession planning and sustainable development of linguistic competences in certain languages, targeted competencies development programmes combined with active management of the interpretation demand to some extent already reduced the pressure on some of the most exposed booths. Moreover, the Virtual Coaching Tool - currently being developed - is expected to be a key resource for interpretation students.
- With regard to the inter-institutional co-operation in the area of payments to ACIs, the enhanced interaction with the Commission-based joint payment office and with DG Interpretation (SCIC) IT Unit aims at improving the currently-available financial reports and at facilitating access to the data stored in the European Commission budgetary/financial IT systems.

In 2015, DG INTE risk register has proven to be both an important business continuity tool and an effective contributor to priority-setting. The diversification of risk management approaches, already initiated, will contribute to translate the Directorate-General strategic vision in even more concrete, realistic and resource-efficient initiatives.

2. ASSESSMENT OF RESULTS IN THE LIGHT OF THE OBJECTIVES - USE OF RESOURCES

2.1 Environment of the Directorate General

The major change for the DG, at the outset of the exercise, was the changeover of the Director General. Although work continued as usual at the beginning of the exercise, certain changes have been introduced during the course of the year. The main changes to the organigram were to establish a new advisory function, to consolidate the secretariat for the incoming Director General, and the subsequent creation of a new Strategy Unit, directly attached to the Director General.

Following the entry into force of both the Lisbon Treaty and the new Staff Regulations, interpretation duties are being performed in an environment with outdated working conditions. New working conditions for interpreters were under discussion and development during the course of 2014. At the beginning of the reporting exercise an outline of the new conditions was agreed by both negotiating parties, i.e. the representatives of the management and the representatives of the staff interpreters. However, when put to the vote of the interpreting staff, these were rejected. The gains foreseen to stem from implementing the new working conditions for interpreters, and the opportunities to enhance competitiveness as provider of interpreting services to the Committee of Regions and the European Economic and Social Committee were therefore not achieved. At the end of the exercise the Secretary General has initiated discussions with DG INTE, and more specifically with interpreting staff, on a process aiming at establishing a new scheme for the organisation of interpreting work.

Support activities relating to Multilingualism (including ACI training, representation at language fairs, the grant programme, to name a few examples) ran at a reduced rhythm. This allowed for a period of reflection and analysis of current activities and programmes, and their results, and led to the establishment of the new Strategy for Cooperation with Universities.

2.2 Human resources of the DG

	Situation as at 01/01/2014	Situation as at 01/01/2015	Staff as at 31/12/2015
	Establishment plan posts		
AD	392	391	384
Permanent (1) (2)	367	366	365
Temporary	25	25	19
AST	122	121	118
Permanent (2)	113	113	114
Temporary	9	8	4
SC	0	0	4
Permanent	0	0	3
Temporary	0	0	1
Total 1	514	512	506
	Number of staff estimated in FTE		
Contract staff (3)	26	21.2	20.2
National experts on secondment	0	0	0
Temporary agency workers	10.75	12.84	14
Interpreters (ACI) (4)	178	234	234

(1) Includes 4 posts cut in the context of 5% reduction. 1 post returned in redeployment context.

(2) Figures include vacant posts.

(3) 1 previous session auxiliary at 20% worktime for Strasbourg only, includes both 3a and 3b contracts.

(4) Number of days converted into FTE taking as an average 220 days/year.

2.3 Budgetary implementation 2015

2.3.1 Initial and final Appropriations

The overall, initial appropriations, amounted to €57.238.900 Following the two mopping up procedures and five 'S' transfers, the final total appropriations amounted to €53.608.250. The detail of transfers are as follows:

Mopping up exercise 1 and 2 and 'S' - transfers resulted in following movements:

Budget Line	Movement
01402-01	-3.000.000
01402-02	-50.500
01404-04	-330.000
02103-19	0
02105-19	+229.850
02140-04	0
03042-03/04	-35.000
03245-04	-445.000
Total	-3.630.650

Budget item 01402-01 -€3.000.000

Interpretation activity was lower than anticipated in 2015; this was mainly a result of the decrease in legislative activity requiring interpretation. Additionally, there was a shift in the activity with more meetings being organised in Brussels and less in Strasbourg. This shift has contributed to a lower average daily cost for ACIs because in Strasbourg there are very few local interpreters, whilst the availability of local ACIs in Brussels has improved as a result of the decrease in the demand for interpretation in the other Brussels-based institutions. The lower average daily cost, combined with the lower level of activity, resulted in a remainder of available appropriations which were returned during the first mopping-up exercise.

Budget item 01402-02 -€50.500

2015 was the first full year in which DG INTE used the framework contract of DG PERS to purchase services of auxiliary conference technicians. The required number of technicians, used to cover the weeks of parliamentary activity in Brussels, increased from 4 at the beginning of the year to 6 at the end of the year.

Budget item 1404-04 -€330.000

The low utilisation rate is due to efforts and work being focussed on staff training activities which are paid from the institution training budget and not directly from this budget line. Certain activities on this line were held in abeyance awaiting analysis and reflection of a working group set up in 2015 to review the DG's policy for support to multilingualism.

Budget item 02105-19 +€229.850

3 de-centralised managed IT projects are underway and at different stages of development. 2 "S" transfers were requested from DG ITEC budget during the course of the year. The amounts concerned, totalling €6.350, were foreseen in the IT plan of DG ITEC. The contract for the development of a Virtual Coaching Tool (VCT), an application to provide remote teaching assistance to interpreting students, was signed at the end of 2014. The financial commitment was made on 2014 appropriations. Due to technical difficulties beyond the control of both DG INTE and the contractor, the testing of the prototype suffered delays and the final deliverable was not ready during December 2015, as planned. The result was that the carried forward commitment was cancelled at the end of N+1 (2015) and DG INTE did not have sufficient funds foreseen on the budget line or on DG ITEC's IT plan to honour the legal commitment on 2016 appropriations. A third "S" transfer was arranged during the mopping up procedure and an amount of €143.500 of 2015 appropriations was transferred in order to be able to make the final payment due during the course of 2016. This exceptional situation

and solution will enable the prototype to be properly and thoroughly tested before final payment is cleared.

Budget item 03042-03 and 03042-04 - €35.000

These appropriations are, by definition, difficult to forecast accurately as the activity level is totally dependent on demand from both the Political Groups and from other bodies covered by these budget items for meetings organisation. Demand has been lower than foreseen this year and one "S" transfer of €15.000 was made to assist DG EXPO. €20.000 was returned to the mopping up procedure.

Budget item 03245-04 -€445.000

Fewer applications for grants were received for the 2015/2016 grant programme, and fewer agreements were signed than has been the case in previous exercises. Additionally, several activities have been placed on hold awaiting the outcome of discussions and review of the strategy for the promotion of multilingualism and cooperation with universities.

A small "S" transfer of €5.000 was made to DG TRAD and a total of €440.000 was returned during the two mopping up exercises.

2.3.2 Final appropriations and appropriations committed

Committed appropriations against final appropriations represent an overall utilisation rate of 99.52%. This includes large provisional commitments on the budget line 1402-01 "Conference Interpreters".

2.3.3 Appropriations committed and payments made

Over 85% of committed appropriations were paid during the exercise.

Remainders on provisional commitments on 2015 appropriations on the budget line 1402-01 (4.178 million euro) will be carried forward to 2016 to honour payments of Conference Interpreter Agents salaries and travel tickets, related to services provided in 2015.

The remaining credits on commitments on the line 2140-04 (2.995 million euro) mainly concern payments for the large maintenance contracts for Brussels and Strasbourg and for payments due in 2016 for contracts relating to up-date and renewal of installations in meeting rooms and equipment purchase.

In relation to total final appropriations available, 84.8% were paid in 2015; 14.7% were carried forward to 2016 to cover payments due on contracts for goods and services ordered in 2015; and 0.5% were cancelled at the end of the year.

2.3.4 Use of automatic and non-automatic carryovers from 2014 to 2015

The overall rate of payments against automatic carry-overs 2014 to 2015 is 86.61%.

The total amount of unused carried forward appropriations is relatively low at €38.749. The unused amounts relate mainly to:

- the cancelled carried forward appropriations foreseen to finalise the Virtual Coaching Tool project on line 2105-19, as detailed at point 2.3.1 of this report and,

- budget line 3245-04 carried forward appropriations to pay remaining amounts due on grant agreements from the 2014/2015 grant programme. Final amounts due were less than foreseen as beneficiaries had overestimated the cost of their projects.

Comparison of carried forward appropriations.

Exercise	2012 to 2013	2013 to 2014	2014 to 2015	2015 to 2016
Current credits	10.403.357	3.786.406	2.529.233	8.371.189
Carried forward				
Utilisation CF credits	9.535.895	3.481.571	2.190.483	
% utilisation	91.6	91.9	86.61	

2.3.5 Use of appropriations corresponding to assigned revenue

2.3.5.1 Situation of specific expenditure appropriations/assigned revenue

The amount of assigned revenue for 2015 is €5.158.133,39 of which 66.83% has been committed in 2015. Of the committed amount 85% was already paid in 2015. This largely concerns the budget line 1402-01. The remaining assigned revenue is carried forward to 2016 (€1.711.157,16) and will be utilised in priority.

2.3.5.2 Situation of specific expenditure appropriations/assigned revenue carried over

Carried forward revenue amounts to €1.079.697,66 (type 5)

Carried forward committed revenue amounts to €82.136,74 (type 3)

The overall utilisation rate of carried forward assigned revenue (type 5) is 99.8%

The overall utilisation rate of committed carried forward revenue (type 3) is 67.09%

2.4 Results Achieved

The following table provides a mixture of quantitative indicators showing activity levels in the different work areas, with some result indicators included.

Objective n°	Indicators	Results for the 2015 exercise
iii	MEETINGS	
	Total number of meeting sessions with interpretation attended by conference technicians	4771
	Total number of meeting sessions requiring sound equipment set up and support	1169

	Total number of meeting sessions requiring projection equipment set up and support	3832
i	Total EP meeting sessions with interpretation provided Brussels: 3029 Strasbourg: 1946 Luxembourg: 226 Outside 3 work places: 204 TOTAL 5405	
	Number of meetings outside of places of work organised by the Conference Service (Political groups, Conf. Presidents and Bureau)	31
i	Meetings with interpretation organised for other institutions total: Commission (Lux) 79 Commission (outside) 0 Commission (EP premises) 1 Court of Auditors (Bxl, Lux, outside) 33 Comm. of Regions (Bxl, outside) 116 Eur. Economic and Social Comm. 24 Ombudsman 0 Translation Centre 0 DG SCIC meeting in Strasbourg 0 Total for other institutions 253	
	Files treated for requests for meetings in the EP premises by outside bodies: Brussels 74 Luxembourg 4 Strasbourg 46 TOTAL 124	
	Total of staff interpretation days in 2015 for the needs of the EP/all institutions	46882/47498 days
i	Total of Conference interpreting agents (ACI) days in 2015 for the needs of the EP/all institutions	47902/51466 days
ii	TRAINING & TESTING	
	Total number of added languages in 2015/total applicants tested 87/134 Interpreter days spent assisting testing process/number of successful candidates at language adding tests 1:6	
	Total number of new ACI's /total candidates tested	38 / 234

	Bursaries granted to ACIs for language learning/enhancement	33
	Assistanceships granted to ACIs for language learning	1
ii	Thematic training organised in cooperation with EPs services, permanent representations and other Institutions Total events Total participants	114 1921
	Total number of participants in language courses 2015-2016 In-house specific e-learning	96 9
	External language courses for staff <ul style="list-style-type: none"> • Short term • Long term 	31 interpreters 7 interpreters
	Success rate of language adding projects following external language courses	72%
ii	GRANTS/ASSISTANCE TO UNIVERSITIES	
	Number of grants awarded to universities in 2015	6
	Number of universities who received pedagogical assistance at final exams	18 universities
	Remote teaching assistance (virtual classes)	63 classes with 240 students & 126 staff interpreters
	Total n° of visits by universities	28 universities
	Total number of students visiting DG INTE	253 students
ii	INTER-INSTITUTIONAL & INTERNATIONAL COOPERATION	
	Participants to structured exchange programme with SCIC (EP & SCIC)/total n° of exchange days of interpretation	33/764
	N° EP interpreter days placed at disposal of SCIC during Strasbourg session	336
	N° EP interpreter days placed at the disposal of the SCIC outside Strasbourg sessions	308

2.4.1 Resource efficient demand management

In 2015, Parliament's activity has progressively increased, although the decision by the European Commission to trim down its legislative programme has had an effect, notably on trilogues and related meetings. Consequently, committee activity in particular was lower than in the pre-electoral period for most of 2015, with a peak in the final weeks of the year. Activity outside the places of work has also resumed, but again not at a level comparable with 2013. It has to be noted that both committees and delegations show increased interest in using portable interpretation equipment (valise) when travelling, to the extent that demand might prove difficult to satisfy completely in busy mission weeks. A shift is also observed from Strasbourg to Brussels, with regard to interpreting requirements, this has led to further savings as recruiting ACI interpreters for Brussels is less expensive than for Strasbourg. A total of €3.000.000 were returned during the mopping up exercise.

Regarding service provision to other institutions, the European Economic and Social Committee expressed interest in agreeing terms for a service level agreement with DG INTE as a basis for cooperation in line with the political agreement of 2014 and discussions are ongoing. The Committee of the Regions, which already has a service level agreement with DG INTE, explored the possibility of requesting interpretation from the DG for some of their statutory meetings. However, the fact that DG INTE currently remains bound by the existing decision on interpreters' working conditions, and therefore is not able to offer competitive terms as a service provider, makes it difficult for DG INTE to achieve the status of 'standard provider of interpretation' for both advisory committees.

2.4.2 Meetings and interpretation management

The Meetings and Conferences Unit is in charge of administrative management and follow-up of meetings organised by all parliamentary bodies, with the exception of the bodies managed by DG IPOL and DG EXPO, and by authorised external organisations. The Meetings Office dealt with 5800 bookings for meetings with and without interpretation from outside DG INTE and 1900 DG-internal bookings (unit meetings, training sessions, practice sessions, tests, etc.). 18% of those bookings resulted in a cancellation.

The Conference Service handled 31 missions for Political Groups and Governing Bodies in 2015, which was a notable increase from the 20 missions organised in 2014. The number of requests from external bodies did not increase in 2015 and it is expected, on the contrary, that this activity will continue to be hampered by the restrictions resulting from the application of the yellow alert level.

The Demand Management Service continued to implement the rules governing resource efficient multilingualism, validating all EP meetings with interpretation in an increasingly volatile context with numerous late requests and cancellations.

Programming

The Programming Unit's main task is to deploy the requested interpretation services in meetings of Parliament bodies and other users, in line with the agreed language coverage and other parameters and in compliance with the rules in force.

One of the challenges the unit faced in 2015 was a shortening of the week's programming preparation time, due to the late introduction and/or confirmation of meetings in Pericles and their subsequent volatility (cancellations, language changes). This uncertainty causes delays in the organisation of additional ACI recruitments, which are needed to rebalance supply and demand and compensate for variations in the availability of staff interpreters. Despite those constraints, service continuity overall remained good. DG INTE had to withdraw interpretation into a language previously confirmed due to sudden shortages on 112 occasions, down from 165 cases in 2014 despite the overall increase in activity. In relative terms, 2.17% of the meetings potentially at risk were affected, down from 3.67% in 2014.

The Programming Unit also deals with providing interpretation to meetings of the advisory committees and other institutions, missions away from the places of work (in cooperation with the Conference Service of the Meetings and Conferences Unit for missions of the Political Groups and Governing Bodies). A technical helpdesk provides special assistance in meetings with interpretation using new technologies, such as videoconferencing. 95 meetings required the helpdesk's intervention in 2015. The Documentation service, in charge of obtaining and making meeting documentation available to interpreters, treated 23322 documents in 2015 for a total of 3661 meetings with interpretation.

Recruitment

As the number of staff interpreters alone is not sufficient to meet the demand for teams of interpretation, the ACI Recruitment Unit provides additional resources by recruiting Conference Interpreting Agents (ACI) on daily contracts.

In 2015, the total number of ACI contracts was 51.466 days. This is well above the volume of 2014 (39.181 days) which was an election year with a long period of low interpretation activity, but below the volume of the previous year of full parliamentary activity in 2013 (53.262 days). In 2015, 93% of the ACI contract days were to cover the interpretation needs of the European Parliament, and 7% were needed to serve meetings of other institutions. The exact breakdown by institution is as follows.

European Parliament	47902	days
Committee of the Regions	1776	days
European Commission	801	days
Economic and Social Committee	583	days
Court of Auditors	299	days
European Translation Centre	78	days
European Ombudsman	27	days
Total	51466	days

Out of the total of 51.466 days, 780 (1,5%) were done for other than the official languages of the EU.

2.4.3 Enhancing skills and support tools for interpreters

2.4.3.1 Training and optimising human resources

Training for interpreters is organised according to the objectives of the DG, including mutual need for techniques and thematic skills enhancement. 96 staff participated in language classes, with an additional 9 following e-learning courses to work towards meeting the language coverage targets set. Of staff who attempted a language adding test after an external course in 2015, 72% were successful. Language learning follows clearly defined individual learning paths with annual objectives set and agreed by staff and their line managers.

In particular:

6 staff members are learning Croatian at an advanced level with a view to adding the language to their combination within the next 18 months.

9 training sessions were organised for staff and ACIs to enhance capacity to provide Russian, together with participation from EC and NATO interpreters.

To enhance our capacity to offer AR/EN as a high-quality combination, 4 AR ACIs received a week of EN "retour" training, increasing their skill level and our knowledge of the AR freelance market.

Thematic training for interpreters, organised with in-house expertise, increased in 2015 with a total of 114 training events and 1921 participants. This training was provided at zero cost and allowed DG INTE to enhance internal and interinstitutional synergies.

Additionally, the Knowledge Profiles Project (PPP P4 DG INTE) was launched with 16 participants following a mixture of online and face to face training with a view to enhancing their expertise on the economic policy strand and beginning to match interpreting assignments to that area of expertise.

2.4.3.2 IST

The application "Interpreter Support Tool" (linked to PPP Project) should allow interpreters more efficient meeting preparation in a paperless environment. The follow up in 2016 will be security and functional testing of the application.

2.4.4 Preparing for future interpretation needs

2.4.4.1 Testing PST and Speech Recording

The IT project for development of a Pre-Selection Tool -PST - (aimed at increased efficiency for the recruitment process of freelance interpreters) has been successfully tested during the German accreditation tests in 2015. A decision was taken at inter-

institutional level to use the tool for all accreditation tests in 2016. The framework contract for support and evolutive maintenance of the Pre-selection Tool was signed and first commitments were made for the support and maintenance services.

136 recordings were made by 48 interpreters (representing 24 interpreter days) for four 2015/2016 EPSO competitions for the languages - CS/HR/LT/MT. In total, 180 speech recordings with 62 interpreters (31 interpreter days) were organised over the whole 2015 exercise. Within the field of cooperation activities with DG SCIC (EC), 24 speech recordings and 5 Grading Sessions were coordinated with 10 Interpreters to contribute to the Speech Repository.

2.4.4.2 Succession planning

Based on a specific needs analysis DG INTE and DG SCIC (EC), with the participation of the Court of Justice, organised a 4 week training programme (The PASS), for recent graduates from interpreting programmes with HR, MT and ET as mother tongue. The programme resulted in a 40% pass rate at accreditation tests. The successful candidates are being recruited by the EP to meet the needs initially identified. Contacts were also fostered through the student visit programme where 28 universities sent a total of 253 students to visit DG INTE.

2.4.4.3 Support to Universities

63 Virtual Classes were organised during the exercise with 30 EU and non-EU partner universities. 3 new universities joined the e-Learning's partner network (ISIT of Paris, AMU of Pozna and the University of Malta). In view of the upcoming Maltese Presidency in 2017, and more particularly to the derogation for Maltese under Article 159 of the Rules of Procedure, priority was given to the University of Malta and 2 virtual classes were conducted.

In an effort to enlarge the pool of accredited interpreters in the Estonian Language 6 intensive retour e-exercises were organised with students of Tallinn University.

The Virtual Coaching Tool has been under development aiming at supporting universities in the context of succession planning and recruitment.

DG INTE has renewed its partnership with a number of leading interpreting schools and extended the network to other centres of excellence by concluding with them a Memorandum of Understanding on the Training of Conference Interpreters. For the academic year 2015-2016, 25 universities in Europe and beyond have counter-signed the Memorandum.

DG INTE's call for proposals for grants resulted in a total of 8 applications of which 6 projects for the total amount of 320.813,18€ were offered grants. The number of applications for grants was lower this year than in previous calls for proposals, partially due to the fact that many universities did not open an interpreting course for the academic year 2015-2016.

2.4.5 Inter institutional and international cooperation

The Director General of DG INTE took over the presidency of the Executive Committee on Interpretation (ECI) in the framework of the Interinstitutional Committee on Translation and Interpretation (ICTI) in July 2015. New working methods and a work programme were developed with the objective to reinforce synergies in the cooperation between language services. The ECI met three times in 2015. Its work was supported by seven working groups. The cooperation in the frame work of ICTI was also reinforced, especially in the area of training.

In 2015 DG INTE chaired two task forces in IAMLADP (International Annual Meeting on Language Arrangements, Documentation and Publications): One on Capacity Optimisation in Interpretation and one on e-Learning Task, for which an inter-institutional e-learning project was set up. This pilot run was organised by DG INTE with the participation of DG SCIC of the European Commission, to deliver a "live" Webinar about the use of tablets in interpretation booths, with the participation of 10 IAMLADP institutions worldwide.

2.4.6 Internal Communication

The DG reviewed its online communication strategy and intensified its internal communication to staff concerning the mission and objectives of the DG, the activities of different units, as well as EP and internal change projects affecting the operations of DG INTE. New communication tools including a bi-weekly newsletter, a news feed feature and topical pages were added to the DG intranet.

2.4.7 Conference Services – Strengthening of the structure of the Conference Technicians Unit.

In the light of the PPP-related project for increased automation of conference room installations (DG INTE project 2) 2 new framework contracts have been concluded. The first with the objective of optimising the yearly maintenance costs of the conference and audio-visual equipment managed by DG INTE. The second contract will allow for the modernisation of the equipment in line with the objectives included in the PPP. Furthermore, during 2015 a total of 7 additional meeting rooms were automated making the meeting room functionality available directly to end-users. Renovation of the central control rooms has also been initiated.

DG INTE has continued with its use of interim staff in the Conference Technicians Unit in order to provide sufficient operational meeting room coverage, during the weeks of parliamentary activity in Brussels, whilst at the same time supporting the increased project-related activity level and this in a cost-effective manner.

2.4.8 IT supporting DG INTE

Decentralised IT projects.

- The IT Unit is providing continued assistance and support for documentation and installation of the Virtual Coaching Tool and a backup and recovery scheme for the PST in cooperation with DG ITEC. The unit also provides input to the aspects for calls for tender of decentralised projects.

PERICLES developments (developments done by DG ITEC PERICLES team).

- 90% of the development of the first phase of the MINA project (Meeting Information and Notes Application) was finalized during the exercise. Release of phase 1 and the development of phase 2 are scheduled for 2016.
- The first phase of the Meeting Request System (MRS) progressed as scheduled. Release of the first phase is scheduled early 2016.
- To support the Programming unit, a new set of counters related to the interpreter working hours were developed.

DG INTE contributed extensively to preparatory work related to 2 interinstitutional IT projects

- Improvements to the Webcalendar (an application for online recruitment of ACI interpreters)
- Setting up of a data exchange between the EP and GRIF (the DG SCIC application used for the calculation of ACI remunerations)

3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS, INCLUDING OVERALL ASSESSMENT OF THE CONTROLS' COST-EFFECTIVENESS

Implementation of the internal control standards is an on-going and continuous exercise. Although no formally documented procedure for detecting weakness and assessing cost effectiveness is in place in DG INTE, reports regarding verification work (and particularly any problematic areas) are provided to the Resource Director on a regular basis. Additionally, risk assessment and sensitive post reviews and reports, and ex-post control results and regular follow up ensure that weaknesses are quickly identified and measures are taken to rectify the situation. DG INTE administrative staff numbers are relatively small, and the number of budgetary transactions and procedures are relatively low. Control work is commensurate with these factors. There are two full-time (AST staff) ex ante verifiers in the Budget Unit who, in 2015 verified 1094 transactions (this includes both FINORD and WEBCONTRACT files). The Procurement Helpdesk within the Budget Unit (1 AD) made pre-launch checks on 19 tendering procedures.

Since the introduction of systematic checks of tendering documents a substantial improvement has been made in the preparation of the DG's tendering files and there are significantly fewer problems raised at the stage of award and contracting.

The Budget Unit holds regular meetings with financial initiating staff (who work in the operational units according to the model operated by DG INTE). This is an ideal way to transmit messages, share best practice, and address any shortcomings identified. The ex-post verification team also attends these meetings. Additionally, in 2015, the budget team met directly with the operational units regularly dealing with purchasing goods and services. This allowed for a more detailed addressing of particular problems and issues between the units, and enabled the two teams involved to find specific solutions. It was agreed that such meetings will be organised on a bi-annual basis.

Ex post control was entrusted to the Total Quality Management Unit to allow for synergies between all the Unit activities as well as to increase its capacity to contribute to DG INTE

overall supervisory checks and continuous improvement of the internal control systems. Work is performed in line with the strategy defined for this function, i.e. through a combined approach of transaction and system testing, which is considered a more efficient way to draw confidence from the existing internal control system in the areas subject to control. In this framework, one AD official is dedicated to the function whilst other members of the Unit may be involved, on the basis of their expertise, in process reviews.

4. CONCLUSIONS

2015 began with the changeover of Director Generals and an initial settling in period, during which time the new working methods and workflows were established. At the outset of the exercise negotiations were underway to re-draft the out-dated working conditions of interpreting staff in order to align them to the new staff regulations in force since 2014, as well as to the European Parliament's drastically changed meeting patterns. Agreement was not reached in 2015, and work continues on this important issue into 2016.

The up-date of meeting facilities within the European Parliaments buildings has been accelerated. The ageing equipment and installations are, in most cases, over the normal life cycle expectancy and spare parts and repairs were becoming problematic. The plan is to bring all equipment up-to-date and falling within the normal life cycle, and in parallel to increase automation of the meeting rooms both in Brussels and in Strasbourg. This will increase efficiency in the meeting room's management, allow the facilities to be controlled by the meeting organisers themselves or centrally by the Conference Technicians Unit. DG INTE will then be able to manage human resources more efficiently and re-deploy them, at least partially, to other core tasks. Depending on budget availability it is hoped to complete this by 2018.

The core tasks of providing high quality interpretation services and offering meetings organisation and facilities were carried out smoothly. DG INTE fostered contacts with other providers of interpretation services, both on a European and on an international level. Additionally, the DG continued its relations with universities and centres of excellence offering training in interpreting skills. By providing professional assistance and support, DG INTE helps to ensure future generations of skilled, top quality interpreting staff, which should ultimately enable it to continue fulfilling its core task. In parallel, numerous actions are undertaken to increase language coverage of both staff and regularly employed external interpreters and to tailor language combinations to the EP's requirements. These support activities have been run at a decreased pace during this exercise in order to allow time for analysis and review of activities in these fields, and to assess results achieved.

5. DECLARATION of the Delegated Authorising Officer

I, the undersigned, Agnieszka WALTER-DROP

Director-General of Interpretation and Conferences

Hereby declare, in my capacity as authorising officer by delegation, that I have reasonable assurance that:

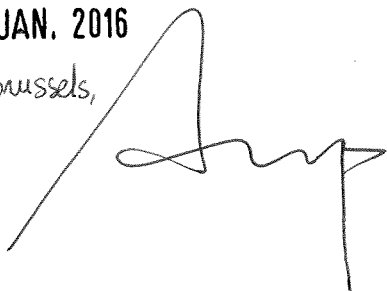
- a) the information contained in the report presents a true and fair view;
- b) the resources assigned to the activities described in the report have been used for their intended purpose and in accordance with the principle of sound financial management;
- c) the control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions.

This reasonable assurance is based on my own judgment and on the information at my disposal, such as the results of self-assessment, ex post controls and remarks by the Internal Audit Service, as well as the lessons learned from the reports of the Court of Auditors for financial years prior to that for which this declaration is being made.

I also confirm that I am not aware of any fact not set down herein that could be prejudicial to the interests of the Institution.

29 JAN. 2016

Done at *Brussels,*
On
Signature



6. ANNEXES

6.1 Budget execution statements 2015

Situation at the end of the period

6.1.1 Crédits courants

6.1.2 Crédits reportés automatiques

6.1.3 Crédits de dépenses spécifiques/recettes affectées (RA)

6.1.4 Crédits reportés de dépenses spécifiques/RA

6.1.5 Recettes

6.2 Report on the respect of payment delays

6.3 List of exceptions

6.4 Long-term contractual obligations - There are no long-term contractual obligations for DG INTE in 2015.

6.5 Exceptional negotiated procedures – There were no exceptional negotiated procedures in 2015.

6.6 Results of ex post evaluation

6.7 Sensitive posts

6.8 Evaluation of implementation of minimum internal control standards

ANNEX 6.1.1

DG. INTE

Situation des Crédits courants Exercice: 2015 (en EUR)

Edité le 19/01/2015 à 10:05

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Poste	Intitulé	Crédits Initiaux	Virements+ Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
01402-01	DEPENSES D'INTERPRETATION : INTERPRETES	49.309.900,00	-3.000.000,00	46.309.900,00	46.309.900,00	100,00	42.131.523,53	4.178.376,47	0,00
01402-02	DEPENSES D'INTERPRETATION : ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE DANS LA DOMAINE LINGUISTIQUE	215.000,00	-50.500,00	164.500,00	113.956,43	69,27	86.456,43	27.500,00	50.543,57
01404-04	STAGES, SUBVENTIONS ET ECHANGE DE FONCTIONNAIRES: SUBVENTIONS POUR FORMATION ET BOURSES ACCORDEES POUR LE PERFECTIONNEMENT D'INTERPRETES DE CONFERENCE ET FRAIS ANNEXES	449.000,00	-330.000,00	119.000,00	91.691,06	77,05	88.879,87	2.811,19	27.308,94
02105-19	INFORMATIQUE ET TELECOMMUNICATION - INVESTISSEMENTS EN PROJETS-INTE- PROJETS IT DECENTRAISES	0,00	229.850,00	229.850,00	224.191,15	97,54	3.000,00	221.191,15	5.658,85
02140-04	ACHAT, RENOUVELLEMENT, LOCATION, ENTRETIEN ET RAPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCES	5.470.000,00	0,00	5.470.000,00	5.446.334,28	99,57	2.451.102,63	2.995.231,65	23.665,72
03042-03	REUNIONS DES GROUPES POLITIQUES	1.000.000,00	-15.000,00	985.000,00	857.005,69	87,01	513.952,31	343.053,38	127.994,31
03042-04	AUTRES REUNIONS	40.000,00	-20.000,00	20.000,00	0,00	0,00	0,00	0,00	20.000,00
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME Y COMPRIS LE PROGRAMME DE SUBVENTION DESTINE AUX UNIVERSITES , ECOLES ET AUTRES QUI FOURNISSENT UNE FORMATION EN INTERPRETATION	755.000,00	-445.000,00	310.000,00	305.447,57	98,53	207.860,88	97.586,69	4.552,43
Total Général		57.238.900,00	-3.630.650,00	53.608.250,00	53.348.526,18	99,52	45.482.775,65	7.865.750,53	259.723,82

ANNEX 6.1.2

DG. INTE

Situation des Crédits reportés automatiques

Exercice: 2015 (en EUR)

Edité le 19/01/2015 à 16:35

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Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion
01402-01	INTERPRETES ET OPERATEURS DE CONFERENCE	365.448,51	365.448,51	365.448,51	337.118,49	92,25	28.330,02	0,00
01402-02	DEPENSES D'INTERPRETATION : ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE DANS LA DOMAINE LINGUISTIQUE	0,00	0,00	0,00	0,00	0,00	0,00	0,00
01404-04	ACTIONS DE FORMATIONS (Y COMPRIS LES SUBVENTIONS ET BOURSES ACCORDEES	0,00	0,00	0,00	0,00	0,00	0,00	0,00
02105-19	INFORMATIQUE ET TELECOMMUNICATION - INVESTISSEMENTS EN PROJETS-INTE- PROJETS IT DECENTRAISES	205.000,00	205.000,00	205.000,00	61.500,00	30,00	143.500,00	0,00
02140-04	ACHAT, RENOUVELLEMENT, LOCATION, ENTRETIEN ET RAPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCES	1.677.399,59	1.677.399,59	1.677.399,59	1.642.253,14	97,90	35.146,45	0,00
03042-03	REUNIONS DES GROUPES POLITIQUES	115.313,89	115.313,89	115.313,89	91.740,13	79,56	23.573,76	0,00
03042-04	AUTRES REUNIONS	0,00	0,00	0,00	0,00	0,00	0,00	0,00
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME Y COMPRIS LE PROGRAMME DE SUBVENTION DESTINE AUX UNIVERSITES , ECOLES ET AUTRES QUI FOURNISSENT UNE FORMATION EN INTERPRETATION	166.070,71	166.070,71	166.070,71	57.871,38	34,85	108.199,33	0,00
Total Général		2.529.232,70	2.529.232,70	2.529.232,70	2.190.483,14	86,61	338.749,56	0,00

DG. INTE

Exercice: 2015 (en EUR)

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ANNEX 6.1.4

DG. INTE

Situation des Crédits de dépenses spécifiques/RA

Exercice: 2015 (en EUR)

Edité le 19/01/2015 à 16:33

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Poste	Intitulé	Crédits an. précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Solde des Engag. E.C.	Crédits Disponibles
01402-01	INTERPRETES ET OPERATEURS DE CONFERENCE	0,00	5.156.259,39	5.156.259,39	3.446.305,73	66,84	2.943.024,72	503.281,01	1.709.953,66
01402-02	DEPENSES D'INTERPRETATION : ACTIVITES DE COOPERATION INTERINSTITUTIONNELLE DANS LA DOMAINE LINGUISTIQUE	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
01404-04	ACTIONS DE FORMATIONS (Y COMPRIS LES SUBVENTIONS ET BOURSES ACCORDEES	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
02105-19	INFORMATIQUE ET TELECOMMUNICATION - INVESTISSEMENTS EN PROJETS-INTE- PROJETS IT DECENTRAISES	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
02140-04	ACHAT, RENOUVELLEMENT, LOCATION, ENTRETIEN ET RAPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCES	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
03042-03	REUNIONS DES GROUPES POLITIQUES	0,00	1.203,50	1.203,50	0,00	0,00	0,00	0,00	1.203,50
03042-04	AUTRES REUNIONS								
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME Y COMPRIS LE PROGRAMME DE SUBVENTION DESTINE AUX UNIVERSITES , ECOLES ET AUTRES QUI FOURNISSENT UNE FORMATION EN INTERPRETATION	0,00	670,50	670,50	670,50	100,00	670,50	0,00	0,00
Total Général		0,00	5.158.133,39	5.158.133,39	3.446.976,23	66,83	2.943.695,22	503.281,01	1.711.157,16

ANNEX 6.1.5

DG. INTE

Situation des Crédits reportes dep. spec RA

Exercice: 2015 (en EUR)

Edité le 19/01/2015 à 16:35

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Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Solde des Engagements	Crédits Disponibles
01402-00	DEPENSES D'INTERPRETATION	1.044.480,38	1.044.480,38	1.044.480,38	1.044.480,38	100,00	0,00	0,00
03042-03	REMBOURSEMENT FRAIS REUNIONS DES GROUPES POLITIQUES	4.461,18	4.461,18	1.983,93	1.983,93	100,00	0,00	2.477,25
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME Y COMPRIS LE PROGRAMME DE SUBVENTION DESTINE AUX UNIVERSITES , ECOLES ET AUTRES QUI FOURNISSENT UNE FORMATION EN INTERPRETATION	30.756,10	30.756,10	30.756,10	28.598,73	92,99	2.157,37	0,00
Total Général		1.079.697,66	1.079.697,66	1.077.220,41	1.075.063,04	99,80	2.157,37	2.477,25

ANNEX 6.1.6

DG. INTE

Situation des engagements reportés de dépenses spécifiques /RA Exercice: 2015 (en EUR)

Edité le 19/01/2015 à 16:04

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Poste	Intitulé	Crédits reportés	Crédits actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer
01402-00	DEPENSES D'INTERPRETATION	79.752,94	79.752,94	79.752,94	54.439,63	68,26	25.313,31
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME Y COMPRIS LE PROGRAMME DE SUBVENTION DESTINE AUX UNIVERSITES , ECOLES ET AUTRES QUI FOURNISSENT UNE FORMATION EN INTERPRETATION	2.383,80	2.383,80	2.383,80	666,16	27,95	1.717,64
Total Général		82.136,74	82.136,74	82.136,74	55.105,79	67,09	27.030,95

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Annex 6.2 Report on respect of payment delays

1. An amount of 225.23€ was paid in 2015. This related to a single payment for late interest to be paid on one overdue invoice for the value of 202,242.84€ to one contractor.
2. < 200€- The total of 20 invoices registered in this band equals an overall value of 565,835.40€. The interest calculated across all 20 invoices amounts to a total of 398.93€. Amongst these 20 invoices there are 13 (65% of the total number of invoices paid with a delay in this band) totalling 464,011.32€ (82% of the total amount concerned) were paid with a delay of between 1 and 5 days exceeding the legal deadlines

The main reasons for these small delays are:

- Delays encountered due to the closing/opening procedures of the budgetary exercise.
- Delays encountered between the date of registering the arrival of the invoice to the EP by the Official Courier Service and the arrival of the invoice to the services of the DG.
- Most of the late invoices relate to the same unit and can be attributed to the complexity of the nature of the services / supplies concerned. Efforts are ongoing with the operational unit and will continue in 2016 to find ways to improve payment time delays.

SOO25:Invoices paid from 01/01/2015 to 31/12/2015

Factures payées		Intérêts de retard à payer d'office (>200€)	Intérêts de retard à payer à la demande (<=200€)	Pas d'intérêts de retard à payer	Total
Endéans le délai	Nombre de factures			371	371
	Montant total des factures (EUR)			35,255,697.87	35,255,697.87
	Montant des intérêts de retard (EUR)				
Après le délai	Nombre de factures	1	20	1	22
	Montant total des factures (EUR)	204,242.84	565,835.40	12,814.10	782,892.34
	Montant des intérêts de retard (EUR)	225.23	398.93		624.16
Nombre de factures		1	20	372	393
Montant total des factures (EUR)		204,242.84	565,835.40	35,268,511.97	36,038,590.21
Montant des intérêts de retard (EUR)		225.23	398.93		624.16

6.3 List of exceptions

Derogations from the rules							
Réf. document	Ordonnateur compétent	Objet	Montant	Avis vérificateurs		Décision	
				conforme avec observation / non conforme	Justification	Ordonnateur compétent	Justification
OR 344/31	Philip Tulkens	Remboursement DG Pers pour intérimaires	18.148,80€	Conforme avec observation	Engagement 70186 couvrant cet OR fait après la date de début des pestations . Engagement à posteriori	Philip Tulkens	Les prestations était couvertes par un engagement financier de la DG PERS
ED 70095	Philip Tulkens	Contrat de maintenance des installations de conférence à Bruxelles	820.673,07€	Conforme avec observation	Engagement destiné à couvrir les 3 derniers trimestres de l'année validé le 06/05/2015. Engagement à posteriori .	Philip Tulkens	L'unité à du faire face à des problèmes de manque de personnel et de surcharge de travail
ED 70096	Philip Tulkens	Contrat de maintenance des installations de conférence à Strasbourg	313.653,90€	Conforme avec observation	Engagement destiné à couvrir les 3 derniers trimestres de l'année validé le 06/05/2015. Engagement à posteriori .	Philip Tulkens	L'unité à du faire face à des problèmes de manque de personnel et de surcharge de travail
ED 70155	Marc Jorissen	Réunion du groupe PPE à Copenhague	53.720€	Conforme avec observation	Non respect de l'art. 124 b) des RAP concernant l'obligation de publication ex-ante pour les contrat de faible valeur	Marc Jorissen	L'initiateur a omis de cocher la case pour la publication ex-ante dans les délais impartis. Annuler et recommencer la procédure aurait généré de gros problèmes pour l'organisation de la réunion du groupe politique .

Annex 6.6 Result of ex- post evaluation

In the beginning of 2015, a risk analysis was carried out in order to take into account any significant changes in the budgetary and financial risk profile of DG INTE since the initial risk assessment of May 2013 (start of the ex post function). The changes identified did not substantially modify the overall assessment of risks per type of expenditure.

A reviewed strategy for ex post controls and the related annual work plan for 2015 were endorsed by the newly-appointed Authorising Officer by Delegation.

The strategy made clear that the added-value of ex post controls carried out by the Total Quality Management Unit would rather stem from a combination of approaches (in particular system and process reviews) than from purely transaction-based checks.

The outcome of ex post controls in 2015 can be summarized as follows:

- Reliability of Pericles information supporting payments to ACIs: the main conclusions and issues for consideration were submitted to the AOD. Within the scope of the control work performed, no systemic concern was evidenced as to the data-encoding process in Pericles. Suggestions were put forward in order to ease the work of the actors concerned and to support more automated controls on operations. This engagement also aimed at identifying possible improvements in the wider context of the implementation of the project “Meeting and interpretation management system for the future” included in the PPP.
- Procurement procedure EP/DGINTE/2014/VCT/PR/1 (Virtual Coaching Tool): some minor observations on very specific aspects were made but they do not put into question the overall compliance of the procedure followed with the applicable public procurement rules.
- Use of WebContracts: overall, transactions controlled were compliant with the applicable rules.

Two follow-up exercises were performed in order to check the degree of implementation of the recommendations issued in 2013 and 2014. The overall rate of implementation of recommendations is 87% and only 4 recommendations out of 31 are still ongoing. These open recommendations aim at streamlining part of the current financial circuits or to consider the digitalisation of ACIs confirmations of recruitment which logically entail a longer implementation period.

Annex 6.7 Sensitive Posts

<i>Post identified as sensitive.</i>	<i>Measures taken</i>
<i>Director of Interpretation Director of Resources</i>	<i>No action proposed. Sensitive due to powers of decision making inherent to the nature of the post.</i>
<i>Director of Organisation & Planning</i>	<i>Actions to improve reporting & controls to be introduced within the units concerned plus proposed developments to the Pericles application to mitigate risks.</i>
<i>Clerical and financial officers in ACI Payment Unit 4 x AST posts</i>	<i>Working within DG SCIC at the Commission - limited positive residual risk, enhanced access to information related to EP contracts, but stored in the Commission financial information systems is being sought. Development of reporting and supervisory (IT) tools needs further development.</i>
<i>Head of ACI Recruitment Unit</i>	<i>Reinforcement of the control environment including systematic approach to management reporting with emphasis on exception reporting.</i>
<i>Administrative/Interpretation Manager ACI Recruitment Unit 4 x AD posts</i>	<i>Idem to above remark for head of Unit</i>
<i>Head of Meetings and Conferences Unit</i>	<i>Consolidation of unit with recruitment of additional AD to ensure back up and re-distribution of tasks already completed. Pre-verification checks by Budget Unit of all tendering above €15.000. Framework contract now in place to assist with tasks.</i>
<i>Administrative Manager Meetings and Conferences Unit</i>	<i>Considered more sensitive than Head of Unit as is involved in both preparatory tasks as well as being AOSD. Mitigating measures for Head of Unit above are equally applicable to this post plus Administrative manager does not act as AOSD where has been involved in any of the preparatory stages.</i>
<i>Meetings Organisers Meetings and Conferences Unit 4 x AST posts</i>	<i>Mitigating measures for Head of Unit above are equally applicable to these posts.</i>
<i>Head of HR Unit</i>	<i>Sensitive due to powers of decision-making. Inherent to the post but mitigated by increased supervisory role of Director of Resources. Increased reporting for HR related activities and in particular the management of mission expenditure (follow up and derogations).</i>
<i>Head of Conference Technicians Unit</i>	<i>Deemed highly sensitive, mostly related to level of expertise required to fulfil tasks. It is specifically for this reason also that this function is not considered in terms of mobility. Mitigating measures include increased controls particularly regarding pre-launch check</i>

Annex 6.7 Sensitive Posts

	<i>of all tendering procedures above €15.000 by the Budget Unit and the introduction of ex post controls.</i>
<i>Legal Advisor & Data protection Co-ordinator</i>	<i>The sensitive nature of this unique post is mainly due to the fact that most mitigating measures and control environments do not apply to this function. The post was subject to compulsory mobility in 2015. The job description of the post is under review.</i>

ANNEX - 6.8 Self-assessment of implementation of the Minimum Internal Control Standards

2014 standard No	2002 standard No	Achieved	Almost	Partly	Started	To be started / NA
Section 1: Mission statement and values						
1. Mission	2	√				
2. Ethical and organisational values	1	√				
Section 2: Human resources						
3. Allocation of staff and mobility	3	√				
4. Staff assessment and development	3, 4	√				
Section 3: Planning and risk management						
5. Objectives and performance indicators	7, 9, 10			√		
6. Risk management process	11	√				
Section 4: Operations and control activities						
7. Operational set-up	5, 6	√				
8. Processes and procedures	15, 18	√				
9. Supervision by management	17	√				
10. Business continuity	19	√				
11. Document management	13	√				
Section 5: Information and financial reporting						
12. Information and communication	13, 14	√				
13. Accounting and financial information	12	√				
Section 6: Evaluation and auditing						
14. Evaluation of activities	N/A.					
15. Evaluation of internal control systems	20, 22	√				
16. Audit reports	21	√				

ANNEX 6.8 - Assessment of implementation of Minimum Internal Control Standards

Section	Standard N°	Comments on achievement
1. Mission statement and values	1.Mission	The mission, role, objectives and tasks of the Directorate General and each of its services is set out on the DG's intranet site EPIWEB. The job description and individual objectives of all staff are set out in the annual staff reports.
	2.Ethical & organisational values	All rules and regulations relating to staff conduct and responsibilities, and the official statute which includes matter relating to conflict of interest, are available to all staff on the intranet of the Institution. Furthermore most links are also provided on the intranet site EPIWEB.
2. Human Resources	3. Allocation of staff and mobility	Mobility affects only part of the staff of DG INTE insofar as Interpreting staff are not mobile. Other posts follow the normal rules and instructions issued. Post allocation is strictly according to the needs of the service and, of course, can in any case only be within the "envelopes" granted by DG PERS to each DG.
	4. Staff assessment & development	Staff assessment is made each year in the annual staff reporting procedure. The Human Resource Unit's Training Officer is available to assist and advise on all matters related to training and is responsible for coordinating the annual training programme for the DG. The Budget Unit follows up and advises operational units on Financial Training matters in coordination with the Training Officer.
3. Planning and risk management	5. Objectives & performance indicators	Whilst the objectives of the DG are established overall for the Directorate General, detailed thereafter between each Directorate and then each Unit, performance indicators are not yet fully developed. Whilst a working group was set up to consider indicators and how data could be collected the work was not finalised and needs to be taken up again in 2016.
	6.Risk management process	Risk management continues to be firmly embedded in daily activities. Coordination is ensured by the Risk Management Team (as already stated in the main body of the current report). In 2015, DG INTE risk register has proven to be both an important business continuity tool and an effective contributor to priority-setting. In addition to the regular follow-up of action plans, emphasis was put in 2015 on further training DG INTE staff in risk and project management. Project (risk) management will also be enhanced via the creation of the new "Strategy" Unit (Dec. 2015) in charge of monitoring DG INTE projects.
4. Operations and	7. Operational set-	All sub-delegations (permanent and temporary) are the subject of a written and registered document. All financial delegations and empowerment decisions are recorded in writing and up-

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Control activities	up	dated on the central register maintained by the Budget Unit. The sensitive posts exercise of 2012 was reviewed in 2015 and a full report sent to the Secretary General and to DG FINS in May 2015.
	8. Processes and procedures	Control functions within the DG are segregated. Initiation is dealt with in the operational units and ex-ante verification within the Budget Unit. Tender procedures above €15.000 are pre-checked before launch by the Procurement help desk function within the Budget Unit. At the stage of evaluation and award the files are checked by ex- ante verifiers. Exceptions are duly noted in the ex-ante verifiers control table and reported in the periodical and annual activity reports. No specific outline has been established at this stage with regard to who can authorise exceptions or departures from procedures and policies, although all financial/budgetary cases are the subject of a documented account for the file.
	9.Management oversight	The majority of transactions generated by the DG are the result of a tendering procedure. All tendering above 15.000€are pre checked by the Procurement helpdesk before launch. Both the ex-ante verification team and the pre checking of tenders are documented in a monitoring and workflow table enabling regular follow up and analysis. An ex post control function has been in place since May 2013. The ex post control strategy was reviewed in the beginning of 2015 on the basis of an updated risk analysis. More details on the outcome of the ex post controls performed in 2015 are provided in annex 6.6 of the report.
	10. Business continuity*	Substitution arrangements for all key functions are organised internally by each service individually. Codification of procedures has been done by almost all units. Pending EP central guidelines, further steps could be initiated to establish a fully-fledged business continuity plan for the DG.
	11. Document management	Systematic and formal registration of incoming documents is made in GEDA. Centralised administrative archives have been set up and are maintained according to internal instructions to the institution. The financial archives are organised in the TRI building and all electronic archiving is up to date. The DG is currently developing its draft filing plan in close cooperation with the GIDOC secretariat.
5. Information & Financial reporting	12. Information and communication	Information concerning the financial irregularities panel is available via the intranet site of the EP, no separate internal procedures have been elaborated at DG level. With regard to regular communication a full service meeting (DG, Directors and all HoU) is held once per month by the Director General where upcoming issues are discussed. Each Unit holds

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		regular team meetings. Regular meetings (normally 4-6 times per year) are held between the Budget Unit and the Financial Initiators (who are placed in the operational services).
	13.Accounting and financial information	All financial procedures are documented and detailed in a manual of Procedures available on the DG intranet site. The manual will be progressively up-dated during the course of 2016 and 2017. Observation notes, file notes and comments on budget transactions are systematically registered in a workflow table used by the Budget Unit. All accounting and financial reporting required within the institution is organised with periodical and ad hoc reports. All details are registered in Finord and/or Webcontracts
6. Evaluation and auditing 5. Audit and evaluation	14. Evaluation of activities	A working group was established to set up KPI. Work in this area has come to a halt in 2015 and will be re-launched in 2016. A working group was set up to analyse and assess results of activities in the field of support to multilingualism. The resulting strategic approach was adopted at the end of 2015 ready for 2016 implementation.
	15. Evaluation of internal control systems	Monitoring and evaluation are on-going exercises. Detailed account is provided at point 3 of the report.
	16. Audit reports	All audit reports and action plans are followed up. There are no outstanding actions/recommendations from past audit work to be implemented by DG INTE. However, it should be noted that the clearance procedure of the recent audit carried out by the Internal Audit Service of the EP on the implementation of the Code of Conduct on multilingualism was ongoing as of 31 December 2015.

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