

ANNUAL ACTIVITY REPORT 2010
DG INTERPRETATION AND CONFERENCES

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0. BUDGETARY OVERVIEW

Code	Appropriation type	Type de crédits	€ or %	Formula
	Appropriations of 2010	Crédits 2010		
A	Initial appropriations	Crédits initiaux	60.125.000,00	
B	Final appropriations	Crédits finaux	60.085.000,00	
C	Commitments	Engagements	58.668.311,96	
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	98	D=C/B
E	Payments	Paiements	45.508.009,26	
F	Payments in % of commitments	Paiements en % d'engagements	78	F=E/C
G	Cancellations of 2010 final appropriations	Annulations de crédits 2010	1.416.688,04	
H	Cancellations in % of final appropriations	Annulations en % des crédits finaux	2	H=G/B
	Appropriations carried over (automatic and non-automatic carryovers) from 2010 to 2011	Crédits reportés (automatiques et non-automatiques) de 2010 à 2011		
I	Automatic carryovers from 2010 to 2011	Crédits reportés automatiques de 2010 à 2011	13.160.302,70	
J	Automatic carryovers from 2010 to 2011 in % of commitments	Crédits reportés automatiques de 2010 à 2011 en % des engagements	22	J=I/C
K	Non-automatic carryovers from 2010 to 2011	Crédits reportés non-automatiques de 2010 à 2011	0,00	
L	Non-automatic carryovers from 2010 to 2011 in % of final appropriations	Crédits reportés non-automatiques de 2010 à 2011 en % des crédits finaux	0,00	M=K/B
	Appropriations carried over (automatic and non-automatic carryovers) from 2009 to 2010	Crédits reportés (automatiques et non-automatiques) de 2009 à 2010		
M	Automatic carryovers from 2009 to 2010	Crédits reportés automatiques de 2009 à 2010	13.317.349,07	
N	Payments against automatic carryovers from 2009 to 2010	Paiements de crédits reportés automatiques de 2009 à 2010	8.288.320,38	
O	Payments in % of automatic carryovers from 2009 to 2010	Paiements de crédits reportés automatiques de 2009 à 2010 en % des crédits reportés automatiques	62	O=N/M
P	Cancellations of automatic carryovers from 2009 to 2010	Annulations de crédits reportés automatiques de 2009 à 2010	5.029.028,69	
Q	Cancellations of automatic carryovers from 2009 to 2010 in % of automatic carryovers from 2009 to 2010	Annulations de crédits reportés automatiques de 2009 à 2010 en % des crédits reportés automatiques de 2009 à 2010	0,00	Q=P/M
R	Non-automatic carryovers from 2009 to 2010	Crédits reportés non-automatiques de 2009 à 2010	0,00	
S	Payments of non-automatic carryovers from 2009 to 2010	Paiements de crédits reportés non-automatiques de 2009 à 2010	0,00	
T	Payments against non-automatic carryovers from 2009 to 2010 in % of non-automatic carryovers from 2009 to 2010	Paiements de crédits reportés non-automatiques de 2009 à 2010 en % des crédits reportés non-automatiques de 2009 à 2010	-	T=S/R
U	Cancellations of non-automatic carryovers from 2009 to 2010	Annulations de crédits reportés non-automatiques de 2009 à 2010	0,00	
V	Cancellations of non-automatic carryovers from 2009 to 2010 in % of non-automatic carryovers from 2009 to 2010	Annulations de crédits reportés non-automatiques de 2009 à 2010 en % des crédits reportés non-automatiques de 2009 à 2010	-	V=U/R
	Assigned revenue in 2010	Recettes affectées 2010		
W	Appropriations from assigned revenue in 2010 (current)	Crédits de recettes affectées courantes 2010	138.437,00	
X	Payments in 2010 against appropriations from assigned revenue	Paiements de crédits de recettes affectées 2010	1.260,00	
Y	Payments in 2010 against assigned revenue in % of assigned revenue in 2010	Paiements de crédits de recettes affectées 2010 en % des crédits de recettes affectées 2010	0,9	Y=(X/W)
Z	Assigned revenue carried over to 2010	Crédits de recettes affectées reportés à 2010	309.901,04	
AA	Appropriations for mopping up transfer	Crédits pour le transfert de "ramassage"		

1. OBJECTIVES

1.1. Objectives of the Directorate-General

Main mission: Ensure interpretation services in 23 languages (and further languages upon specific demand) for the plenary sessions and other meetings of the Institution and its bodies; ensure the new service of Interpretation ad personam (IAP); ensure – outside the normal working places – the logistical organisation of meetings requested by the political groups and governing bodies of the European Parliament; manage the rooms in the three places of work and the conference technicians.

At interinstitutional and international cooperation level: to organise interpretation services required in other institutions and bodies of the EU strengthening the interinstitutional cooperation and to continue to develop relations with international institutions' interpretation services (HINTS, IAMLADP) .

At human resources level: to optimise human resources (interpreters) by encouraging them to learn new languages, improving the passive language coverage and the EUR 10+2 pivots and retours, preparing for "La relève", preparing for future enlargements; to better integrate Luxembourg based personnel; and to consolidate the integration of conference technicians.

At organisational level: to complete DG INTE's internal re-organisation, to improve working conditions as a motivation tool and to develop a 'Total Quality Management' system.

1.2. Feasibility evaluation and associated potential risks

With regard to risks for meeting the objectives of the DG:

The greatest risk for the DG is that of not being able to recruit sufficient interpreters to be able to abandon the exceptions on Article 147 of the Rules of Procedure, as enabled in Article 146 and laid down in the decision of the Bureau of 3 March 2009 thereon. The reason is the shortage on the market for international conference interpreters of sufficiently highly qualified interpreters, the inability to offer a sufficient number of higher-graded temporary agent contracts – unlike the other Institutions – which renders working for the EP as an interpreter financially less attractive than freelance work, and the insufficient number of competitions organised by EPSO leading to the fact that staff interpreter positions cannot be filled internally and thus increasing the necessity to recruit freelance interpreters to be paid from budget line 1402-01.

A major risk for the execution of the 2010 budget was identified in the fact that the number of overhead administrative staff is far too low compared to the expansion of the DG. **The insufficient internal human resources risk to severely hamper a better utilisation of the appropriations available.**

With regard to financial risks:

The last evaluation and identification of the posts associated with potential risks in budgetary management was carried out at the end of 2008. A new campaign currently is ongoing and the results will be available in January 2011.

2. RESOURCES OF THE DG, EVALUATION OF THE RESULTS AND DEVIATIONS FOUND

2.1. Environment of the Directorate-General

DG INTE is currently in a phase of restructuring in accordance with the Administrative Work Programme 2009-2011. Ever since the creation of the new individual DG in 2008, the resources allocated in terms of staff and logistics have been far from sufficient and the situation is only slowly improving on some levels.

With regard to staffing, the number of vacant posts remains high at 76, 72 of them ADs, mostly interpreter posts. The aging problem has a negative impact on DG INTE's efforts to fill the vacant posts. A considerable number of staff interpreters is reaching retirement age. There is a risk that more interpreters will retire than there are new interpreters to replace them resulting in an unavoidable shortage of interpreters. Furthermore, the new interpreters will usually arrive with fewer languages in their linguistic combinations than the colleagues leaving which exasperates the problem further as interpretation capacity is being lost.

The high rate of vacancies in some booths has to be of concern in budgetary terms since ACI colleagues need to be recruited and paid from line 1402-01 to offset the lack of staff interpreters.

The staffing situation in middle management improved during 2010. However, 6 Head of Unit posts (5 linguistic units + 1 total quality management) remain currently unoccupied. Furthermore, throughout the year strains have become more and more apparent resulting from the fact that the administrative staff is far from sufficient to respond to the growing needs and tasks of the DG.

The lack of staff is beginning to severely hamper the prospects of a smooth functioning of the DG, and evidence is beginning to show in low levels of budgetary execution of budget lines managed by administrative units and structures with insufficient human resources to develop and follow-up projects that would be essential to prepare the DG for the future (in particular in response to the wave of retirement of staff interpreters), e.g. line 1404-04, vital for the preparation of DG INTE for the future.

2.2. Budgetary Execution 2010

2.2.1. Final appropriations and initial appropriations

There is a difference of 40 000 EUR between the final and the initial appropriations. A transfer from DG INTE's line 3042-03 to DG IPOL's one 3042-01 was done in June on the latter's request.

Line 3042-03: Meetings, congresses and conferences: political group meetings

Initial appropriations: 1 100 000 EUR

Final appropriations: 1 060 000 EUR

Commitments: 729 131.78 EUR

Utilisation rate: 67.51 %

2.2.2. *Final appropriations and committed appropriations*

The utilisation rate for the 2010 budget stands at 98%. At sub-lines level, the highest rates are for 1402-01 (99.98%) and 2140-04 (92.67%) and the lowest one for 1404-04 (38.17%) and 3245-04 (22.72%). Explanations for the latter are given below.

Line 1404-04: : Graduate traineeships, grants and exchanges of officials: grants for training and further training of conference interpreters

Initial appropriations: 1 300 000 EUR

Final appropriations: 1 300 000 EUR

Commitments: 496 240.31 EUR

Utilisation rate: 38.17 %

The low utilisation rate is predominantly explained by the fact that the human resources available within the DG for the management of this budgetary line are far too few to allow for the number of projects – essential in the context of preparing the DG for the future by contributing to the training of interpreters – to be increased to the desirable level. The structural changes in the DG - a new Unit has been created - will affect the management of the line, a higher usage is expected in future but human resources for the team concerned can be increased.

Still, one other possibility to achieve higher usage rates might be to actually use the line for training measures for staff interpreters. It should be explored firstly whether the use of that line for courses for staff interpreters is possible and secondly what the interplay with DG PERS is (i.e. why certain activities are financed via DG PERS when DG INTE has its own training funds for interpreters but placed in the chapter AUTRES PERSONNELS ET PRESTATIONS EXTERNES).

Line 3245-04: Meetings, congresses and conferences: other meetings

Initial appropriations: 20 000 EUR

Final appropriations: 20 000 EUR

Commitments: 4 543 EUR

Utilisation rate: 22.72 %

The low utilisation rate is related to the specificity of the line: to cover the expenses of the organisation of meetings outside the three working places for the Conference of Presidents, the Bureau, the Questors, and the President's visits abroad (hiring of interpretation equipment), Euro-Mediterranean Forum, Youth Summits whose number and time are out DG INTE's control. In 2010, we had only two meetings of this type.

2.2.3. *Committed appropriations and effected payments*

The rate of payments against the total of committed appropriations in 2010 stands at 78%.

The difference to full utilisation (11 560 000 EUR) is mainly due to the necessary use of provisionnel commitments for payments of external interpretation services (ACI) which represents the most important line on DG INTE's budget in terms of appropriations – 91,5% of the total budget. The regularisation of request originating from the interpreters is unpredictable as regards the timing of these requests since it is the individual interpreters having to supply their request. A major part of their travel expenses is invoiced by EP's travel agency. The payments for the last two months of 2010 are still to be done. Hence many payments relating to the previous year, in particular the last quarter, still have to be dealt with in the following year once the interpreters have made requests.

A relatively low payment rate is the one for line 2140-04 - 51.3%. The reason for it is the fact that some of the equipment and spare parts orders were placed during the last quarter of 2010 and are to be invoiced in 2011.

2.2.4. Use of appropriations carried over from 2009 to 2010

The rate of payments against automatic carry-overs from 2009 to 2010 stands at 62%.

It is 59.97% for chapter 1 where we use provisional commitments and payments depend on when requests of ACI interpreters are sent. An additional factor that makes estimation difficult is the fact that when these are carried over at the end of the year, it is unpredictable which amounts really still need to be paid (for example, the travel costs of ACI colleagues hired for services but only requested for payment in the following year. The reason why these carry-overs could not be fully used lies in the unpredictable nature of the demands for interpretation services. These demands originate from the bodies of Parliament and are totally outside the control of DG INTE. Provisionnel commitments are used to guard against any shortfall of funds for the services.

On the other hand, the rate of payments in chapter 2 where commitments are done according to standard procurement procedures stands at 99.05%

In chapter 3, we have 78,22% mainly due to post 3042 used for the organisation of meetings of the political groups outside the three working places. The nature of the expenditure also requiring the use of provisional commitments makes impossible the full use of the carried-over appropriations.

2.2.5. Use of appropriations corresponding to assigned revenue

0.01% of the appropriations corresponding to assigned revenue for the current year were used in 2010. According to the Financial Regulation, priority is given to the appropriations corresponding to assigned revenue carried over from 2009. Those appropriations are mainly under chapter 1 (92.2% of the total assigned revenue) where the unpredictable nature of expenses and payment timing make it difficult to plan the use.

The revenues of 2010 are carried over for use in the following year.

2.3. Performance indicators

The measurable indicators presented by DG INTE during the 2010 budget estimations when the allocations requested were justified as per every single budget line and sub-item are given below.

We believe that the full circle of reporting should be closed by actually using these indicators in the reporting activity.

Some of those indicators were slightly modified and adapted in order to better reflect the link between DG INTE's activity and budget execution.

Budget line	Indicators to measure the objectives realisation	Jan - Dec 2010
1 4 0 2.01	Number of meetings with more than 6 active languages (European Parliament with interpretation)	2283
	Number of all meetings (European Parliament with interpretation)	5664
	Number of staff interpreters	
	Number of ACI interpreters	2261
	Number of working days of staff interpreters	51977
	Number of working days of AIC interpreters	57279
1 4 0 2.02	This line is 'pour mémoire' and no indicators are followed-up	p.m.
1 4 0 4.04	Number of successful candidates in EPSO competitions	106
	Number of successful candidates in AIC accreditation tests	111
	Number of successful candidates in language adding test	113
	Number of upgrading of working languages added by AICs following a bursary*	14
	Number of individual bursaries given for language perfection (proficiency)/new languages	54
	Number of grants given to university courses (2009/2010: 9 universities, 2010/2011: 6 universities)	15
	Number of organised group classes (perfection for interpreters)	6
2 1 4 0.04	Number of meetings (Brussels + Strasbourg with technical assistance inside meeting rooms)	5110
	Number of other events (Brussels and Strasbourg, sound et projections, outside meeting rooms)	3002
	Number of procurement procedures	118
2 1 4 0.10	n/a	
3 0 4 2.03	Number of meetings of the political groups	38
	Number of site visits	20
3 0 4 2.04	Number of meetings (other bodies)	2
3 2 4 5.04	Number of meetings/seminars organised	5
	Number of Trade Fairs where DG INTE has participated	4

* long-term indicator

2.4. Results obtained

Main objective

DG INTE provided interpretation for the European Parliament for 5664 meetings including missions outside the three working places and IAP services. It has provided interpretation for 590 meetings for the European Commission, 69 meetings for the Committee of the Regions, 136 for the Court of Auditors including missions and 6 for the Translation Centre.

Inter-institutional and international cooperation

Inter-institutional cooperation is being strengthened and structured: regular contacts with the European Commission services organising meetings in Luxembourg and the Court of Auditors as well with interpreters working in those meetings; exchange with the OIL for the EC in Luxembourg is done on a regular basis.

DG INTE provided interpretation for 3 plenary sessions of the Committee of the Regions in 2010.

In 2010 DG INTE continued the staff exchange with SCIC (the Interpretation Directorate General of EC). In both semesters there were between 7 and 10 interpreters that participated in it. A first exchange of staff interpreters was launched with the United Nations Headquarters. One staff interpreter was sent to UNHQ from 1 to 31 October 2010.

DG INTE participated in the annual IAMLADP meeting in June and was co-hosting the HINTS meeting on 30 September - 01 October this year. The HINTS worldwide list of free-lance interpreters was launched on 1 October 2010 during this meeting.

Human resources

Focus has been put on interpreter training and awareness raising activities.

5 summer universities were organised. 103 staff interpreters have participated. 129 staff interpreters followed a language course during 2010. 54 bursaries were granted to ACI interpreters with a view to language addition within the next two years. In 2010 the number of the accreditation tests was 50 or 105,5 days. As a result, there are 111 newly accredited ACI. The number of language adding tests was 164 and 113 interpreters (staff and ACI) have added a new language or a return.

Strong involvement with the awareness raising activities is to be observed during the reporting period. DG INTE gave pedagogical assistance (participation in the final exams for EMCI) to the universities in the Czech Republic, Slovakia, Hungary, Denmark, Estonia, Bulgaria, France, Portugal, Poland, and Germany. Furthermore, a survey was completed of the training in 30 universities. Together with DG SCIC (European Commission) 13 training grants were approved. In view of the preparation of a new network with the universities, two more Memoranda of Understanding were exchanged, bringing the total to 14. The process of a reform of the EMCI was launched.

Organisation

In line with the Administrative Work Programme 2009-2010 DG INTE started an internal reorganisation to better face its challenges. Three new units (Interpreter Training and Contacts with Universities, Communication – Interinstitutional & International Cooperation, Total Quality Management) have been created and three new helpdesks within the Programming Unit are in the process of being set up. Two of the new units (Interpreter Training and Contacts with Universities, Communication – Interinstitutional & International Cooperation) are now operational but lack staff to fully take on their role. The helpdesk for other institutions is expected to be operational in early 2011. The selection procedure for the other two has finished without a positive result and will be repeated early in 2011.

The secretarial support for the linguistic and other units was reinforced with contract agents which can only be a temporary solution to the severe staff shortage in the AST category.

As a part of the working conditions improvement, meetings and seminars in cooperation with other DGs of the Parliament were organised during the year:

- DG PRES : to search ways of making plenary work run more smoothly
- DG ITEC : to improve the videoconferencing equipment used in meetings and to make it compatible with the requirements for interpretation
- DG INLO : care for interpreter rooms handed to linguistic units.

A full overview table with regard to the objectives by DG INTE achieved in 2010 is attached to this report.

3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS

Internal controls are generally functioning and effective and no irregularity occurred during the reporting period. A major task is an overhaul of the policy on sensitive posts which was not followed up further since the last initiative in 2008. A new campaign for their evaluation started in September. The questionnaires being filled in by the financial actors, the final conclusions are to be done in January 2011.

A compatibility analysis of financial actors' rights has been carried out and changes implemented. The current situation is in compliance with the valid rules and instructions.

4. CONCLUSIONS

- Global evaluation of the activity

DG INTE keeps fulfilling its main mission: To ensure interpretation services in 23 languages (and further languages upon specific demand) for the plenary sessions and other meetings of the Institution and its bodies in and outside the three working places; to ensure – outside the normal working places – the logistical organisation of meetings requested by the political groups and governing bodies of the European Parliament. Interpretation and conference technician services were provided whenever requested. This overall result shows the commitment of all staff to the success of the DG.

- Assessment of the adequacy of the resources made available

We consider that budgetary resources for 2010 were adequate.

With regard to human resources, the consideration is to be made that the resources put at the disposal of the DG INTE are **inadequate** with regard to the needs that follow from the creation of a new administrative structure and with regard to the growing amount of tasks to be handled by DG INTE.

As a consequence of the entry into force of the Lisbon Treaty we have observed an increase in the requests for interpretation which translates into the respective increase in the workload both of interpretation units and of the operational services of DG INTE. The need for adequate staffing in particular of the operational units has thus once again been highlighted in the past year.

Meanwhile, DG INTE has further restructured, trying to catch up with the delay in its creation and the implications thereof. It is now developing its capacity in order to respond to future challenges, such as an even greater number of meetings, ad personam requests and interpretation days, web streaming, videoconferencing, preparing the service for the future etc.

Furthermore, the inadequate number of administrative staff is associated with the capacity of the DG to utilise in full its budget.

- Synopsis on strong and weak points and possible measures to better adapt available human and financial resources

Strong points:

Since its creation as an independent DG in January 2008, the DG has always been able to deliver the services requested. This is undoubtedly the strong point of the services owed to the professionalism and dedication of its staff. This result was ensured despite difficult conditions posed by the fact that the DG is new and despite the scarcity in the market and the increased number of last-minute requests for meeting (up to 6 languages) since the start of the new legislative term.

Weak points:

Staffing remains insufficient in the AST category on almost all levels.

The number of conference technicians is insufficient to cover (without creating further overtime!) the necessary service and new management and maintenance tasks resulting from the 5 new meeting rooms having been made available in Brussels in December 2008. The increased demand of videoconferencing resulting from the Lisbon Treaty and the need for more intense cooperation with the national parliaments and the project for acquisition of such equipment would imply additional need for qualified conference technicians.

5. DECLARATION OF THE AUTHORISING OFFICER BY DELEGATION

I, the undersigned, **Olga COSMIDOU**

Director-General of the Directorate General for Interpretation and Conferences,

in my capacity as an authorising officer by delegation,

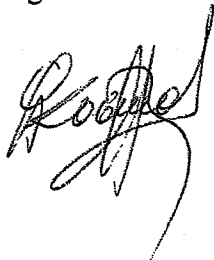
hereby declare that the information contained in this report is provided in good faith;

certify that I am reasonably certain that the resources allocated to the activities described in this report have been used for the intended purposes and in accordance with the principle of sound financial management and that the control procedures established afford the requisite guarantees as to 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, for example, the results of self-assessment, ex-post controls and remarks by the Internal Audit Service, as well as information derived from the reports of the Court of Auditors on financial years preceding that in which this declaration is made;

certify that I am not aware of any fact which has not been stated which could damage the interests of the institution.

Done at Strasbourg
on 19/01/11

Signature

A handwritten signature in black ink, appearing to read 'Olga Cosmidou', written over a light blue horizontal line.

0. LIST OF ANNEXES

Annex 6.1. Overview of budgetary execution 2010

Situation at the end of the reporting period

- 6.1.1. Current appropriations*
- 6.1.2. Appropriations carried over automatically*
- 6.1.3. Crédits de dépenses spécifiques/Assigned revenue (AR)*
- 6.1.4. Crédits reportés de dépenses spécifiques/RA*
- 6.1.5. Revenue*

Annex 6.2. Report on payment delays

Annex 6.3. List of exceptions (Derogations to the rules)

Annex 6.4. Long-term contractual obligations

Annex 6.5. Exceptional negotiated procedures

Annex 6.6. Ex-post evaluation results

Annex 6.7. Sensible posts

Annex 6.6. Evaluation of the implementation of minimum standards for internal control

Poste	Intitulé		Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
01...										
014..										
0140.										
01402										
	Total Poste	01402	55.005.000,00	0,00	55.005.000,00	54.990.000,00	99,97	43.425.206,72	11.564.793,28	15.000,00
01404										
	Total Poste	01404	1.300.000,00	0,00	1.300.000,00	496.240,31	38,17	332.143,84	164.096,47	803.759,69
	Total Article	0140.	56.305.000,00	0,00	56.305.000,00	55.486.240,31	98,55	43.757.350,56	11.728.889,75	818.759,69
	Total Titre	01...	56.305.000,00	0,00	56.305.000,00	55.486.240,31	98,55	43.757.350,56	11.728.889,75	818.759,69

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles	
02...										
021..										
0214.										
02140										
	Total Poste	02140								
			2.505.000,00	0,00	2.505.000,00	2.321.320,88	92,67	1.191.789,64	1.129.531,24	183.679,12
	Total Titre	02...								
			2.505.000,00	0,00	2.505.000,00	2.321.320,88	92,67	1.191.789,64	1.129.531,24	183.679,12

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles	
03...										
030..										
0304.										
03042										
	Total Poste	03042	1.120.000,00	40.000,00-	1.080.000,00	729.131,78	67,51	521.250,07	207.881,71	350.868,22
032..										
0324.										
03245										
	Total Poste	03245	195.000,00	0,00	195.000,00	131.618,99	67,50	37.618,99	94.000,00	63.381,01
	Total Titre	03...	1.315.000,00	40.000,00-	1.275.000,00	860.750,77	67,51	558.869,06	301.881,71	414.249,23
	Total Général		60.125.000,00	40.000,00-	60.085.000,00	58.668.311,96	97,64	45.508.009,26	13.160.302,70	1.416.688,04

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion	
01...									
014..									
0140.									
01402									
	Total Poste	01402	12.181.550,20	12.181.550,20	12.181.550,20	7.267.134,24	59,66	4.914.415,96	0,00
01404									
	Total Poste	01404	256.269,85	256.269,85	256.269,85	191.737,06	74,82	64.532,79	0,00
	Total Article	0140.	12.437.820,05	12.437.820,05	12.437.820,05	7.458.871,30	59,97	4.978.948,75	0,00
	Total Titre	01...	12.437.820,05	12.437.820,05	12.437.820,05	7.458.871,30	59,97	4.978.948,75	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion	
02...									
021..									
0214.									
02140									
	Total Poste	02140	663.936,04	663.936,04	663.936,04	660.804,27	99,53	3.131,77	0,00
	Total Titre	02...	663.936,04	663.936,04	663.936,04	660.804,27	99,53	3.131,77	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion	
03...									
030..									
0304.									
03042									
	Total Poste	03042	161.899,76	161.899,76	161.899,76	116.733,59	72,10	45.166,17	0,00
032..									
0324.									
03245									
	Total Poste	03245	53.693,22	53.693,22	53.693,22	51.911,22	96,68	1.782,00	0,00
	Total Titre	03...	215.592,98	215.592,98	215.592,98	168.644,81	78,22	46.948,17	0,00
	Total Général		13.317.349,07	13.317.349,07	13.317.349,07	8.288.320,38	62,24	5.029.028,69	0,00

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
01...									
014..									
0140.									
01402	INTERORETES DE CONFERENCE								
	Total Poste	01402	0,00	196.833,00	196.833,00	0,00	0,00	0,00	196.833,00
	Total Titre	01...	0,00	196.833,00	196.833,00	0,00	0,00	0,00	196.833,00

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles		
02...											
021..											
0214.											
02140											
	Total Poste		02140	0,00	1.402,75	1.402,75	1.402,75	100,00	1.260,00	142,75	0,00
	Total Titre		02...	0,00	1.402,75	1.402,75	1.402,75	100,00	1.260,00	142,75	0,00

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles		
03...											
030..											
0304.											
03042											
	Total Poste		03042	0,00	9.269,25	9.269,25	0,00	0,00	0,00	9.269,25	
	Total Titre		03...	0,00	9.269,25	9.269,25	0,00	0,00	0,00	9.269,25	
	Total Général			0,00	207.505,00	207.505,00	1.402,75	0,68	1.260,00	142,75	206.102,25

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles	
01...									
014..									
0140.									
01402	INTERORETES DE CONFERENCE								
	Total Poste	01402	295.694,00	295.694,00	295.694,00	19.908,26	6,73	275.785,74	0,00
	Total Titre	01...	295.694,00	295.694,00	295.694,00	19.908,26	6,73	275.785,74	0,00

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles	
03...									
030..									
0304.									
03042									
	Total Poste	03042	14.207,04	14.207,04	9.680,00	9.680,00	*****	0,00	4.527,04
	Total Titre	03...	14.207,04	14.207,04	9.680,00	9.680,00	*****	0,00	4.527,04
	Total Général		309.901,04	309.901,04	305.374,00	29.588,26	9,69	275.785,74	4.527,04

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles	
05...									
055..									
0551.									
05510									
	Total Poste	05510	0,00	0,00	0,00	0,00	306.309,25-	306.309,25	0,00
	Total Titre	05...	0,00	0,00	0,00	0,00	306.309,25-	306.309,25	0,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
09...								
090..								
0900.								
09000	EXEDENT VERSE AUX FOURNISSEURS							
	Total Poste 09000	0,00	0,00	0,00	0,00	1.259,94-	1.259,94	0,00
	Total Titre 09...	0,00	0,00	0,00	0,00	1.259,94-	1.259,94	0,00
	Total Général	0,00	0,00	0,00	0,00	307.569,19-	307.569,19	0,00

Report on Payment delays

1. Summary Table - Invoices paid via FINORD

<u>Factures payées en 2010</u>		<u>Intérêts de retard à payer d'office (>200€)</u>	<u>Intérêts de retard à payer à la demande (<=200€)</u>	<u>Pas d'intérêts de retard à payer</u>	<u>Total</u>
Endéans le délai	Nombre de factures			300	300
	Montant total des factures (EUR)			6.572.260,47	6.572.260,47
Hors délai	Nombre de factures		19	3	22
	Montant total des factures (EUR)		358.795,45	26.620,79	385.416,24
	Montant des intérêts de retard (EUR)		275,68		275,68
Nombre total de factures			19	303	322
Montant total des factures (EUR)		0	358.795,45	6.598.881,26	6.957.676,71

(1) *montant total des intérêts de retard de moins de 200€ payés à la demande des fournisseurs*

2. Comments

The sum of all interest for invoices where the interest generated by the payment delay was less than 200 EUR per invoice, is 275,68EUR for 19 invoices. No requests for their payment have been received and thus no payment has been made.

In 8 of those 19 cases, the date of signature of the payment order by the AOS was before the 45 days payment term, however, the delay between signature of the payment order and actual payment meant that the 45 days were not adhered to.

In 6 of the 19 cases, the invoices were not issued correctly, however, they were not suspended.

In 4 cases the invoices were treated with delay by our services for different reasons (lack of personnel, late suspension).

One invoice was wrongly registered by the treasury and sent to DG INLO which caused the delay.

List of exceptions
(Derogations to the rules)

In 24 cases, article 126 was applied in compliance with article 7(4) of the Rules governing meetings of the Political Groups.

Results of controls of long-term contractual obligations towards third parties over 4 years

DG INTE does not have contracts over 4 years.

**List of the exceptional negotiated procedures
(art. 126/127)**

Reference ED		Description	Legal basis	Reasons to use it	Number of candidates	Criteria for accepting the offer	comments
70024	S	Location facilités de conférences à Budapest	Art 126 (sans publication)	Choix du groupe PPE	5	salle de réunion adéquate	Bureau PPE Budapest
70036	S	Boissons de conférence	Art 126 (sans publication)	fournisseur imposé par le lieu de la réunion	1	-	Delegation Greens Madrid
70040	S	Location salle et bureaux, inst.techn, pauses café et autres services	Art 126 (sans publication)	seul lieu adéquate	3	seul offre valable	PPE Madeira
70041	S	Location salle et bureaux, pauses café et lignes ASDL	Art 126 (sans publication)	seul lieu adéquate	5	seule offre valable	ECR Budapest
70043	S	Location projecteur et écran	Art 126 (sans publication)	fournisseur obligé	1	-	ECR Utrecht
70045	S	Location salles et bureaux et pauses café	Art 126 (sans publication)	choix du groupe	3	salle de réunion adéquate	ALDE Naples
70050	S	Location salles et bureaux, pauses café, déménageurs	Art 126 (sans publication)	choix du groupe	5	offre le moins cher	PPE Kosice
70051	S	location salles et bureaux, pauses café, consommation tél, projecteur+techniciens	Art 126 (sans publication)	choix du groupe	1	seul lieu disponible	EFD Cison di Valmarino
70062	S	Location ordinateurs, imprimantes, fax, photocopieuse	Art 126 (sans publication)	fournisseur obligé	1	lieu de la réunion	ECR Budapest
70068	S	Location salle, pause café	Art 126 (sans publication)	choix du groupe	1	salle de presse adéquate	ALDE Naples
70077	S	Location salle, bureaux, photocopieuse, fax, tel, lignes TEL et ADSL, ordinateurs, pauses café	Art 126 (sans publication)	choix du groupe	9	offre le plus valable	GUE/NGL Madrid
70082	S	Lignes ADSL suppl., consommation tél	Art 126 (sans publication)	fournisseur obligé	1	lieu de la réunion	ECR Budapest
70085	S	Location projecteur	Art 126 (sans publication)	fournisseur obligé	1	lieu de la réunion	ECR Budapest

70097	S	Location salles, syst vidéo, assistance technique, déménageurs, nettoyage	Art 126 (sans publication)	choix du groupe			VERTS Barcelona
70098	S	Boisson de conférence	Art 126 (sans publication)	fournisseur obligé	1	-	VERTS Barcelona
70099	S	location et installation système d'interprétation	Art 126 (sans publication)	fournisseur obligé	1	-	VERTS Barcelona
70113	S	Internet, fax,téléphones, beamer,	Art 126 (sans publication)	fournisseur obligé	1	-	Bureau PPE Kosice
70128	S	Facilités de conférences) salles, personnel, assist. techn,tél, connexion internet, photocopieuse)	Art 126 (sans publication)	choix du groupe	1	salle de réunion adéquate	VERTS Bonn
70136	S	Location lignes internet, power point, tel	Art 126 (sans publication)	fournisseur obligé, lieu de réunion	1	-	PPE Karlovy Vary
70142	S	Location projecteur, photocopieuse, papier, copies	Art 126 (sans publication)	fournisseur obligé	1	-	ECT Varsovie
70208	S	Location salles et services annexes, photocopieurs, internet, pause-café etc.	Art 126 (sans publication)	seul lieu disponible	6	seul offre recu	Gr S&D, Budapest
70237	S	Aménagement salle de réunion et pause-café	Art 126 (sans publication)	fournisseur obligé	1	Lieu de la réunion	Gr PPE Madeira
70249	S	Lignes internet	Art 126 (sans publication)	fournisseur obligé	1	Lieu de la réunion	Gr S&D, Budapest
70262	F	Pièces de rechange	Art 126 (sans publication)	fournisseur obligé	1		
70275	F	Projet BARCO, projecteurs PHS et ASP	Art 126 (sans publication)	fournisseur obligé	1		
70278	F	Achat micros fixes	Art 126 (sans publication)	contrat-cadre	1		

Results from the ex-post evaluation

DG INTE did not have an ex-post control in 2010.

Postes sensibles

Sur la base de la liste des agents financiers mise à jour par les Services centraux de la DG INTE en coopération avec la DG PERS, l'ordonnateur délégué a décidé le 19 novembre 2008 (D 2008/69322), de lancer un exercice visant à identifier les postes potentiellement sensibles, à l'appui d'un questionnaire basé sur l'expérience menée en 2007 par la Direction générale des Infrastructures et de l'Interprétation (dont les actuels Services de la DG INTE faisaient partie jusqu'au 31 décembre 2007).

Dans les conclusions de l'exercice 2007, l'ancien ordonnateur délégué prévoyait la possibilité de ne distribuer que la partie 2 du questionnaire à la plupart des agents financiers ; toutefois, le nouvel ordonnateur délégué a considéré opportun de distribuer les 2 parties à tous les agents financiers de la nouvelle DG INTE en raison du fait qu'il s'agissait du premier exercice de la DG en tant que telle dans un nouveau cadre de subdélégations/habilitations budgétaires et avec de nouveaux ordonnateurs subdélégués.

Cet exercice a permis de conclure que les mesures reprises de la DG IFIN avec les mêmes mesures de garantie et sauvegarde restent encore valables dans leur ensemble, et notamment :

- le strict respect des règles exigeant l'intervention d'au moins trois acteurs (initiateur, vérificateur ex-ante et ordonnateur) dans chaque procédure,
- la poursuite des actions de sensibilisation ainsi que l'utilisation de modèles d'actes permettant à tous les intervenants d'agir de façon approfondie et ordonnée dans le respect du Règlement financier,
- le contrôle des chefs d'unité sur les fonctionnaires qui sont en relation directe avec les fournisseurs externes, soit pour le suivi des contrats, soit lors de l'établissement de bons de commandes,
- la pleine indépendance du travail des vérificateurs ex-ante rattachés à l'Unité de Coordination générale et agissant selon des procédures établies.

Ces mesures ont fait l'objet d'adaptations partielles et de compléments ponctuels au cours de première année d'existence de la DG INTE, notamment dans le cadre du Manuel des procédures budgétaires et administratives.

L'ordonnateur considère donc qu'en général les mesures préexistantes et celles qui ont été introduites en 2008 ont été de nature, même dans un nouvel environnement, à fournir des garanties suffisantes contre les risques d'atteinte aux intérêts du Parlement européen. Toutefois l'ordonnateur juge opportun de continuer à sensibiliser davantage tous les agents financiers à la pleine prise de connaissance des mesures et procédures mises en place, ainsi que de compléter et de peaufiner ces procédures. Ceci augmenterait tant le niveau de conscience des destinataires que la fiabilité du questionnaire.

Les résultats de l'exercice d'identification des fonctions sensibles ont été présentés au personnel d'encadrement à tous les chefs d'unité lors d'une réunion de service, fin janvier 2009.

En septembre 2010, après un contrôle et correction des toutes habilitations financières, une nouvelle campagne d'évaluation a commencé. Les résultats seront disponibles fin janvier 2011.

AUTOEVALUATION OF THE IMPLEMENTATION OF MINIMUM STANDARDS FOR INTERNAL CONTROL – DG INTE

1. Control environment					
1. Ethics and integrity	2. Mission, role and tasks	3. Staff competence	4. Staff performance	5. Sensitive posts	6. Delegation
<p><u>Degree of implementation:</u> <i>almost achieved</i></p> <p><u>Justification</u> All points in the aide-mémoire for the evaluation of internal control standards apply in DG INTE with regard to the categories "ethics and integrity", "mission role and tasks" and "delegation".</p> <p>If relevant, <u>measures that still need to be implemented</u> Staff competence: Point 12 needs to be implemented. Staff performance: Point 4 needs to be applied systematically. Sensitive posts: A new exercise of inventory and self-assessment has started, clear procedures applying to sensitive posts still need to be defined and implemented as a result of this campaign.</p>					

2. Performance and risk management				
7. Setting of objectives	8. Multiannual programming	9. Annual management plan	10. Monitoring performance against objectives and indicators	11. Risk analysis and management
<p><u>Degree of implementation:</u> <i>achieved</i></p> <p><u>Justification</u> All points in the aide-mémoire for the evaluation of internal control standards apply in DG INTE with regard to the categories "setting of objectives", "monitoring performance against objectives and indicators" and "risk analysis and management"</p> <p>If relevant, <u>measures that still need to be implemented</u> Multiannual programming: Currently not applicable Annual management plan: Objectives are now conjugated into concrete objectives per unit and sector of activity. There is also continuity in the objectives due to the use of the Administrative Work Programme as their basis.</p>				

3. Information and communication		
12. Ad hoc management information	13. Mail registration and filing systems	14. Reporting improprieties
<p><u>Degree of implementation:</u> <i>almost achieved</i></p> <p><u>Justification</u> All points in the aide-mémoire for the evaluation of internal control standards apply in DG INTE with regard to the category "Ad hoc management of information"</p> <p>If relevant, <u>measures that still need to be implemented</u> Mail registration and filing system: Systematic registering of incoming mail needs to be developed Reporting improprieties: Points 2 and 3 of the aide-memoire need to be developed</p>		

4. Control activities				
15. Documentation of procedures	16. Segregation of duties	17. Supervision	18. Recording exceptions	19. Continuity of operations
<p><u>Degree of implementation:</u> <i>almost achieved</i></p> <p><u>Justification</u> All points in the aide-mémoire for the evaluation of internal control standards apply in DG INTE with regard to the categories "documentation of procedures", "segregation of duties" and "recording exceptions"</p> <p>If relevant, <u>measures that still need to be implemented</u> Supervision: Point 2 of the aide-memoire needs further attention. Continuity of operations: Point 3 of the aide-memoire is existent but should be elaborated on a more systematic level</p>				

5. Audit and evaluation		
20. Recording and correction of internal control weaknesses	21. Audit reports	22. Annual review of internal control
<p><u>Degree of implementation:</u> <i>partially achieved</i></p> <p><u>Justification</u> All points in the aide-mémoire for the evaluation of internal control standards apply in DG INTE with regard to the categories "annual review of internal control" and "Audit reports"</p> <p>If relevant, <u>measures that still need to be implemented</u> Recording and correction of internal control weakness: Further reflection within the DG is needed on this point.</p>		

DG INTE 2010 OBJECTIVES**I. INTRODUCTION**

In his note of 13-11-2009, the Secretary General announced that there would be no specific note on his part establishing the General Secretariat's objectives for 2010. He suggested that each DG establish its own objectives taking into account the contents of the Administrative Working Programme 2009-2011.

II. GENERAL OBJECTIVES**1. Supply (preparing for the future)****1.1. Encouraging interpreters to learn more languages - optimizing human resources**

Together with the new Training and Contacts with Universities Unit, when established, a more targeted training programme could be worked out.

1.1.1. Moving towards full implementation of the general principles for permanent and temporary staff:

Booth	FONC	AIC	what
CS		1	DE (C) added
CS		3	FR (C) added
CS		2	ES (B) added
CS		1	EN (C) added
CS	3		FR (C) added
CS	1		SK (C) added
CS	2		EN (B) added
SV	1		FR added
SV	1		ES added
SV		1	ES added
SV	1 (T)		NL added
SV	1		IT added
CS	1		passed diagnostic test PT, PT exercises

CS	1		passed diagnostic test EN
CS		1	passed diagnostic test NL
CS		4	successful candidates at the July inter-institutional accreditation test
ET		1	RU added
ET		1	FI added
ET		1	FI diagnostic test passed
ET	1		FR added
ET	1		EN added
ET		1	EN retour added
ET		3	successful candidates at ACI accreditation tests
BG	1		EN(C) added
BG	1		FR (C) added
BG		1	FR (C) added
ES		1	IT added
ES		1	PT added
ES		2	FR added
ES		5	successful candidates in inter-institutional accreditation tests.
ES	1		HU added
HU		3	diagnostic
HU	3	1	FR (C) added
HU		1	Successful candidate at 2010 interinstitutional accreditation test
SK		2	passed diagnostic test EN
SK		1	passed diagnostic test FR
SK		1	DE added

SK		1	RN retour added
SK		6	newly accredited
SK		3	HU added
LV		1	DE added
DA	1		IT added
IT	2	1	ES (C) added
IT		9	Successful candidates at the latest interinstitutional accreditation test
IT	1	3	FR (C) added
IT	1	1	EN (C) added
IT		2	NL (C) added
IT		2	PT (C) added
MT		6	successful candidates at the latest inter institutional accreditation test
MT	1	3	IT (C) added
MT		2	DE (C) added
MT		2	IT (C) added
MT		1	EN Retour added
SL		1	EN (C) added
EL	2	2	FR IT TRx2 (C) added
EL		1	accredited
RO	1	2	ITx2 ES (C) added
RO		1	accredited
various	20		took part in weekly SCIC EL refresher course, January 2010
PT	1		NL added
PT		1	BG added

PT		2	ES added
PT		2	IT added
PT	1		FR added
NL		1	EN added
NL	1		TR added
NL		1	SV added
FR		1	IT added
FR	1	2	LB added
FR		1	PT added
FR		2	DE added
FR	2		NL added
FR		1	IT added
EN		14	newly accredited
GA		2	newly accredited
EN	1		DE added
EN	1		ES added
EN		2	FR added
EN		3	DE added
EN		1	TK added
GA		1	retour into GA
FI		2	EN added
DE		1	accredited with HU
DE		4	new, successfully integrated with HU, PL, SK
DE	1		ES added
DE	1		RO added

DE		1	FI added (after bursary)
DE		2	FR added
DE		1	NL added
DE		3	ES added
DE		7	newly accredited ACIs
PL	1		ES added
PL		2	EN added (1 after bursary)
PL		1	EN sim retour added
PL		1	IT added (after bursary)
PL		1	DE consec retour added
PL		1	ES added
PL		2	newly accredited ACIs
LT		1	NL added
FI	1	1	EN added
FI		1	HU added

- master at least 2 out of the 3 bigger languages, but preferably all three (EN, FR and DE).
- master one of the other widely used languages (IT, ES, NL and PL).

NL simultaneous exercises Jan - Jul, Sep - Dec 2010

NL summer university 19 - 30 July 2010

IT simultaneous exercises Jan - Jul, Sep - Dec 2010

FR summer university

DE summer university - 28 staff participants with DE C/B

EL simultaneous exercises Jan-Jul, Sep-Dec 2010

PL (C) exercises

DE (C) exercises

- master one of the other used languages.
- interpreters from the 10+2 languages who have only one passive language should have at least one retour.
- set up training targets and a time frame for each individual interpreter in his/her staff report.

1.1.2. Improving the passive language coverage among EUR 10 + 2 interpreters

Continue the language courses and seek to improve them if need be.
Emphasis on learning DE and FR.

Booth	FONC	AIC	what
PL	17		language courses (2 DE)
CS	all (9)		learning a new language
CS	3		Special initiative Paris
CS	1		IT intensive course
CS	1		DE summer university
CS	1		PT language courses
CS		2	FR language courses
CS		1	NL language courses
CS	2		FR exercises
CS	1		PT exercises
SK	all (11)	4	learning a new language
SK	1		FR exercises
SK	1		FR summer university
SK	1		EN retour Summer university
SK	3	1	EN retour course Cambridge
SK	1		ES retour refresh course Santander

SK	4		DE retour refresh course Germersheim
ET	all (10)		learning a new language
DE	8		language courses
ES	6	4	language courses
ES	1		FR summer university
ES	2		NL summer university
ES	1		EN retour course
HU	8	2	languages courses
HU		6	ACI language-learning bursaries
SL	1		ES language course
SL	1		DE language course
SL	2		FR language courses
SL	1		PL language course
EL	10		language courses
EL	7		Summer universities and external summer courses
RO	14		language courses
RO	7		Summer universities and external summer courses
various	13(speakers +students)	11	EL simultaneous exercises
IT	3		language courses
ET	1		DE summer university
ET	1		FR summer university
ET	1		FI external language course
ET	5		inhouse language courses
ET	all (10)		learning a new language

ET	1	7	RU exercises
BG	13		in-house language learning (EN, DE, FR, Es, IT, NL)
BG	1		FR summer university
BG	3		EN external language course
BG	1		IT external language course
NL	3	10	Language learning
(NL)		17	NL summer university, participants with NL C
FR	1		IT language course
FR	1		EL external language course
FR	1		NL external language course
FR	2	1	DK intensive course with SCIC
FR	1		DE summer university
FR	1		NL external language course + NL summer university
FR	1		IT intensive course
FR	1		IT intermediate course
FR	1		EL advanced course
FR	2		HR beginners course
various		47	bursaries granted with a view to language addition within the next two years
PT	7	4	language courses
PT	1		ES summer university
PT	2		FR university
SV	2		DE summer university
SV	1		FR summer university

SV	1		EL external summer language course
SV	1		IT external summer language course
SV		1	EN external summer language course
SV		1	IT external summer language course
SV		2	DA external summer language course
SV	1		IT internal language course
SV	2		FR internal language course
SV	all		have speakers during SV simultaneous exercises.
EN	4		RO inhouse language learning
EN	1		IT inhouse language learning
EN	1		FI inhouse language learning
EN	1		PI inhouse language learning
EN	1		RU inhouse language learning
EN	1		FR external language learning
EN		1	PT external language learning
EN		1	ES external language learning
EN		1	TK external language learning
FI	10	3	language courses
LT		1	FR courses
LT		1	DE courses
LT		2	NL courses
FI	1		EN inhouse language courses
FI	1	1	FR inhouse language courses
FI	1		DE inhouse language courses
FI	1	1	NL inhouse language courses

FI	1		PT inhouse language courses
FI	1		ES inhouse language courses
FI	1		IT inhouse language courses
FI	1		BG inhouse language courses
FI	1		RO inhouse language courses
FI	1		DE external summer courses
FI	1		IT external summer courses
FI	1		BG external summer courses
FI	1		HU summer university in Sopron
FI	1		FR summer university in Paris
FI	1		DA inhouse lectures participation
DE	2		Participation in NL summer university

1.1.3. Improving the EUR 10+2 pivots and retours

Booth	FONC	AIC	what
CS	2		EN retour enhancement exercises
CS	1		DE retour enhancement exercises
CS	2		EN retour enhancement summer course
SK	3	1	EN retour enhancement exercises
SK	3		EN retour enhancement exercises (May)
SK	2		EN retour enhancement retour (Novembr)
SK	4	1	DE retour enhancement exercises
SK	4	1	DE retour enhancement exercises (May)
SK	2		DE retour enhancement exercises (November)
SK	4		FR exercises

ET			retour exercises
BG	1	1	DE retour exercises during turquoise week
BG	1		DE retour summer university at SCIC
BG	2		EN retour summer university
BG	3	1	EN retour enhancement exercises
BG	1	1	DE retour enhancement exercises
HU			retour and pivot exercises week 7
SL	2		DE retour enhancement exercises
FR	2		EN retour summer university
IT	1		EN retour summer university
PT		1	EN retour exercises
HU			retour and pivot exercises week 7, resumed in September including SCIC participation (Sep 17th; Oct 1st, 8th, 15th; Nov 12th and 19th; Dec 3rd)
PL	2		Participation EN retour summer university
PL	2		Participation in DE summer university
RO	5		EN retour enhancement external summer course
EL	2		EN retour enhancement external summer course
LT		1	retour into EN added
LT		5	Participation in FR summer university
FI	1		EN retour summer university in Leeds

1.1.4. Succession planning in the EUR-15 booths (la relève) (see 1.2. below)

- Active involvement in the organisation of EPSO competitions.

The new round of competitions, including EN, NL, BG, RO and SL was launched in July.

EPSO NL AD/AD7 published in July 2010.

- Contribute to regular update of statistics on ageing of interpreters, scheduling of retirements and loss of passive language coverage (pivot booths)
- Active involvement in Awareness raising activities.

Financing is in place for participation in the London Language Show on October 15-17

Getting in touch with the grid of Lycées français around Europe and with interpreters' schools.

- Active involvement in Testing.

FR	Accreditation test in July: 2 successful candidates 1 with EN, DE 1 DE, EN, ES, PT
NL	Accreditation test in November 2010: 2 successful candidates 1 with EN, FR, IT 1 with EN, ES, FR
The test calendar for 2011 is in process of being finalised with around 100 days of tests foressen.	
DE accreditation test in March/June/September/October - 14 successful candidates	
PL accreditation tests in October - 2 successful candidates	

- Active involvement in Calls for expression of interest (e.g. for Summer Universities)
- Focus on adding retours for interpreters of the less widely used languages.

Booth	what
PL	EPSO AD5/7 finished - 40 candidates on the reserve list, 5 staff

	interpreters recruited, further recruitment pending
SV	Update of the future retirements
SV	Visit to Stockholm - awareness raising activities; new course in Conference Interpreting at Stockholm University
CS	<p>screening for AIC accreditation tests, observing language adding tests at SCIC</p> <p>EMCI final tests in Prague and Lisbon</p> <p>AIC accreditation tests</p> <p>EN-C interpreting exercises, inter-institutional course, 2 weeks, Prague</p> <p>1 temporary recruitment undergoing</p> <p>Call for interest to the CS unit</p>
HU	8 new staff members (6 Temporary Agents to Probationary Officials plus 4 “new” Probationary Officials)
SL	EPSO Competition AD5 / AD7 published in July 2010
EL	EPSO AD7, February 2010, 5 laureates
EL	EPSO AD 5, March 2010, 2 laureates
EL	Organising 3 adding tests, 1 orientation test, participation in 1 adding test at SCIC
SK	<p>Screening fro AIC accreditation tests, observing language adding tests at SCIC</p> <p>1 temporary agent recruitment</p>
FI	EPSO January 2010 AD7 - 4 laureates
FI	EPSO February 2010 AD5 - 3 laureates
BG	<p>EPSO Competition AD5/AD7 published in July 2010 - preselection tests finished.</p> <p>Participation in FR adding test at SCIC</p> <p>1 new official recruited (job interview on November 15th 2010 - taking up duties on March 1st 2011).</p>
FR	One successful candidate with FI, PL and EN to be recruited soon

PL	Visit to universities in Poznan, Warsaw and Krakow, participation in final exams in Poznan
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1.1.5. Preparing DG INTE for possible enlargements (see also 1.3. below)

Test for adding TR organised on 22/02/2010

FONC	AIC	what
3 (FR, NL, EL)	4 (EN, ES, EL, DE)	TR added
1 (NL)		TR added
	1 (DE)	HR added

1.1.6. Preparing DG INTE for EUROMED and EURONEST (see also 1.4. below)

Conclude the stock-taking exercise on interpreters with an active and/or passive knowledge of RU. Analyse availability of other EURONEST languages.

Booth	what
CS, SK, PL, HU	stock-taking carried out by HoU on potential interpreters with RU
BG	1 FONC added RU
EN	1 FONC learning RU
EN	1 ACI newly accredited with RU
DE	Advance private tuition in RU for 1 FONC
FR	Contacts with 4 ACIs from the common list with 2 EU languages + RU, possibility for recruitment Continuous efforts in finding interpreters with 2 EU languages and RU or AR
PL	2 ACIs added RU
DE	recruitment preparations for a temp agent with RU

1.1.7. *Preparing interpreters for IAP and President's Desk (see also 3.1.5. below)*

Stimulate learning retour languages also in the EUR 15 units.

Booth	FONC	AIC	what
SV	1 (temp)		EN retour added
ES		1	EN retour added
FR	candidates with retour on the waiting list after the last screening		
EN		4	new ACI retours for IAP - DE, ES, FR, GA
DE	1		Participation EN retour summer university
DE		3	EN sim retour added
DE		1	EN consec retour added

1.2. Preparing for "La relève"- Succession planning

1.2.1. *Promote cooperation with universities and awareness-raising activities*

- Create and consolidate the new Unit for Training and Contacts with Universities.

A survey was compiled of the training of thirty universities. Together with DG SCIC 13 training grants were approved.

- Make I-coach fully operational (with help from DG ITEC).

Work continued in the individual coaching facility.

- Prepare a new network with universities (Memorandum of Understanding, etc.)

2 more Memoranda were exchanged, bringing the total to 14

- Apply the new criteria for assessing universities.

The process of reform of the EMCI was launched.

- Explore new possibilities in order to attract new and future interpreters to DG INTE.

Booth	what
SK	Awareness raising activities carried out by one interpreter in

	Slovakia Applies for the final EMCI exams in ISIT in Paris
SK	Contribution to speech repository, participation in professional integration programme (SCIC)
CS	applies for the final EMCI exams in Charles University in Prague, participation in visit of Charles University students to EP - 2 days
SV	producing, launching and distributing a SV videoclip together with other EU institutions; participation of the SV HoU in the Stockholm Open Days
DE, PL, SK, CS, IT, PT	Participation in i-coaching CS - videoconferences with EMCI, participation in professional integration programme (for 1 AIC), participation in EMCI visit to EP, contribution to speeches repository, participation in workshop on remote assessment
ES	Participation in a students fair (FORO, Madrid) Presentation of a videoclip about interpreting produced with EU institutions. Participation in final examinations at Universitat Autònoma de Barcelona. Seminar about interpretation in Comillas University (Madrid) Official launching of the new videoconference room in Comillas University by Director General (Madrid).
HU	Participation in Final Examinations (EMCI) at ELTE and USTEB, Budapest; contributions to speech repository from Combined Return and Pivot Exercises; coaching visiting students from ELTE and USTEB, Budapest
DA	Pedagogical assistance at CBS, Copenhagen
EL	Exploration of possibility of use of iCoach by the University of Thessaloniki
ET	Participation in the jury of final exams at Tallinn University and ESIT Paris Pedagogical assistance at Tallinn University Coaching visiting students from Tallinn University and ESIT Paris
BG	Participation in the jury of final exams at Sofia University, Veliko

	<p>Tarnovo University and EST Paris</p> <p>Coaching visiting students from ESIT Paris</p> <p>Christmas meeting of the BG HoU with teachers and students of the MCI in the University of Sofia, as well as with the Dean of the Faculty of Classical and Modern Philology.</p> <p>Applies for the final EMCI exams in ESIT and ISIT in Paris (June 3rd - 6th and 9th -12th 2011)</p>
FR	<p>Participation in I-coaching with EMCI schools</p> <p>Pedagogical assistance et ESIT final exams Paris</p>
PT	Pedagogical assistance FLUL - Lisbon
EN	Participation at Careers event in UK organised by Bath University
PL	Visit to all PL universities
PL	Participation in exams at Poznan
DE	Participation in exams at Germersheim
LT	Participation in Final Examinations at Vilnius University
NL	Participation in the jury final exams at Lessius Hogeschool Antwerp 25/26 May, 28/29 June 2010
NL	Coaching visiting students from Artesis Hogeschool Antwerp, Lessius Hogeschool Antwerp and University Gent
NL	Participation in the awareness raising event in the Hague organized by Ministry of the Interior.

A meeting with the Training Committee of AICC was held to explore the potential for finishing courses for graduates and training for trainers. The Traineeship Rules are in process of revision.

1.2.2. Further international cooperation

- Create and consolidate the new Unit for Communication, International and Inter-institutional Cooperation.

HoU appointed.

- Continue to develop relations with International Institutions' interpretation services, notably in the HINTS framework, and prepare DG INTE's participation in the International Annual Meeting on Language Arrangements, Documentation and Publications (IAMLADP).

The annual IAMLADP meeting took place in June.

HINTS meeting co-hosted by DG INTE in Brussels 30/09 to 01/10 2010, official launching of the HINTS worldwide list of free-lance interpreters 01/10/2010.

- Define together with DG PERS a procedure for an international exchange scheme ("ordre de missions", expenses, etc).

First exchange of staff interpreters between DG INTE and UN launched (1 staff interpreter sent to UNHQ in New York from 1 to 31 October 2010).

1.3. Preparing DG Interpretation and Conferences for Enlargement

1.3.1. *Croatia*

- Launch call for expression of interest for Croatian.

This was done in 2009.

- Organize training courses in Croatia.

A protest was lodged with the Croatian Ministry of Education upon the closure of the Zagreb course for 2010-2011.

- Develop Awareness raising activities in the Balkan States.
- Establish contacts to recruit interpreters from The Hague Tribunal.
- Co-ordinate with DG SCIC and CoJ for ad-hoc creations on common ACI list.

Booth	FONC	AIC	what
DE	1		learning HR
SK		1	possibility of adding HR
PT	1		learning HR
EL	1		learning HR, 2-week summer course in Croatia (level 3)
HU	3	1	Enrolled on HR beginners course

FR	2		learning HR
DE		1	HR language addition test 15/10/10

Visit of Director General together with HoU Recruitment to the ICTY February 2010, representation of DG INTE at ICTY's career fair 21 and 22 September 2010.

First inter-institutional meetings on procedure and first creation of ad-hoc interpreters held in May and June 2010 (Head of Recruitment responsible for non-EU languages).

1.3.2. Iceland

Explore the market for Icelandic interpreters in co-operation with other international organisations.

Establishment and update of a list of recruitable AICs with Icelandic by HoU Recruitment; inter-institutional accreditation procedure for Icelandic ACI started in June 2010; inter-institutional visit to Icelandic authorities by Director-General accompanied by Head of the Training Unit and Head of the ACI Recruitment Unit responsible for non-EU and applicant countries languages (22-23 October 2010).

1.4. Offering interpretation for more non-EU languages: Preparing DG Interpretation and Conferences for Parliament's new political priorities (EUROMED and EURONEST)

Particular emphasis should be put on Russian and Arabic.

Visit to St Joseph University in Beirut training interpreters for Arabic in May 2010 by the Director-General, her Advisor and the Head of the Recruitment Unit responsible for non-EU languages.

Visit to Moscow and St. Petersburg Universities training interpreters for Russian in June 2010 the Director-General, her Advisor and the Head of the Recruitment Unit responsible for non-EU languages.

A virtual visit was organised with Herzen University, St Petersburg.

Visit to Astrakhan University in July 2010 by Director-General, HoU for Multilingualism and HoU for ACI Recruitment responsible for non-EU languages.

2. Demand

2.1. Raising internal awareness for users of interpretation

- 2.1.1. Develop Inter-DG cooperation for a better application of the Code of Conduct and better planning, notably through training schemes, etc.

An enhanced cooperation and exchange of information have been established between Directors A and B with the Plenary Services. Both Directors meet on a regular basis during the Strasbourg week with Director Paul Dunstan, from DG PRES, with a view to search ways of making the plenary work run more smoothly, giving interpreters as much information as possible.

Two seminars for interpreters were organised in Brussels on December 3rd and December 6th, with a high attendance rate, on Plenary proceedings.

A further seminar is foreseen in the Spring 2011.

In order to facilitate and improve the information flow for interpreters working in Plenary, a specific assistance team was set by Directorate A in close cooperation with the Documentation service of directorate B, which provides interpreters with speakers' lists, speeches and all relevant documents made available.

- 2.1.2. Improve cooperation with users of interpretation for the organisation of conciliations, dialogues and major events organized in Parliament.
- 2.1.3. Improve cooperation with DG IPOL/EXPO and political groups for entitlements to IAP.
- 2.1.4. Possibly together with other stakeholders, make MEP's more aware of efficient use of interpretation during meetings and when using IAP.

Booth	what
SK, CS	Awareness raising activities - get-together with CS and SK MEPs
ET	Meeting with Estonian PR with the participation of Estonians from other DGs
HU	Meeting with Budget Rapporteur Dr. László Surján to discuss budget terminology, 24th November 2010.
BG	Celebration "Eminent figures of the Bulgarian National Revival" - interpreters invited by BG MEPs. Awareness raising among MEPs and strengthening contacts between their assistants and DG INTE's structures.

Awareness raising - done regularly on the basis of reports by interpreters

assigned to IAP.

- 2.1.5. Enhance synergies with users of interpretation outside the EP's working places and further inform them about interpreters' work on mission. Continue training sessions for administrators in DG's that are organizing meetings with interpretation outside the working places.

A meeting with Ciril Stokelj, Director at DG EXPO and HoU and members of staff in his directorate took place on 21 May. A working meeting with the HoU for Europe: Eastern Partnership and Russia took place on 11th October.

- 2.1.6. Set up a Missions Helpdesk within Programming Unit of Dir. B.

Selection procedure completed without a positive result (offer declined by the selected candidate).

2.2. Strengthening inter-DG cooperation when interpretation is requested together with the application of new technologies

- 2.2.1. Create a Technical Helpdesk within Programming unit of Dir.B to deal with interpretation requests involving new technologies (videoconferencing, remote interpreting, etc.) in order to inform and better support meeting organizers using these technologies.

Selection procedure completed without a positive result (no suitable candidates).

- 2.2.2. Implement the technical measures to link safeguard clause and VOD content.
- 2.2.3. Together with DG ITEC organise better conditions for meetings

CS, SK - recording of MEP's names

Several meetings have taken place with DG ITEC to improve the videoconferencing equipment used in meetings, to make this equipment compatible with the requirements for interpretation.

In view of the expected increase in the demand for videoconferencing in multilingual meetings, as a result of the Lisbon Treaty and the need for more intense cooperation with the national parliaments, DG INTE has introduced a project request for the acquisition and installation in a number of meeting rooms of fixed videoconferencing equipment which would be of a sufficient quantity to be used in meeting with interpretation.

An inter-DG project, led by DG INTE, has been launched to develop an integrated videoconferencing solution for the EP's meeting rooms, which will meet the requirements for multilingual meetings. The first results of this project are expected mid 2011.

- 2.2.4. Together with DG COMM and DG ITEC to organise better possibilities to correct, if need be, interpreted speeches stocked for Web TV

Booth	what
EL (HoU)	Participation in numerous meetings, admin meetings, WG and tests on videoconferencing and other technical issues
<p>In cooperation with DG COMM, a project request has been elaborated and introduced for the IT Plan 2011 to develop a post-production tool, which, if approved, will allow the correction post hoc of interpreted speeches which have been stocked as VOD.</p> <p>Work has started on the development of a post-production tool. A series of workshops have taken place, involving DG INTE, DG ITEC, and DG COMM.</p>	

- 2.3. Continuing active participation in EP's overall communication policy in as far as it is relevant to interpretation

- 2.4. Strengthening Interinstitutional cooperation with other European institutions

Concentrate all inter-institutional programming activities (ad hoc and structured exchanges, meetings for the EC in LUX, meetings for the Committee of the Regions, ad hoc cooperation initiatives) within a Helpdesk for interpretation requests from other institutions with specific remit and competencies.

Regular contacts with European Commission services organising meetings in Luxembourg and Court of Auditors as well with interpreters working in those meetings; Mrs Ramponi has taken over the task of contact person with the interpreters working in Luxembourg meetings as of the 1st of September 2010.

Committee of Regions - agreement DG INTE to provide 3 CoR sessions in 2010 at first stake. Cooperation being strengthen and structured.

Exchange with OIL fro CE in Luxembourg in a regular basis. Meeting OIL with Head of Programming and Head of Recruitment on 17 June 2010.

Helpdesk - Selection procedure in progress.

3. Organisation

- 3.1. Completing DG INTE's internal re-organisation

- 3.1.1. Integrate 3 new units (Training and Contacts with Universities - Communication, International and Interinstitutional Cooperation - Quality Management) in the overall structure of DG INTE, in view of the creation of a third directory.

Heads of Unit appointed for Training and Contact with Universities and for

Communication and International & Interinstitutional Cooperation. 3 AST previously working in the same field moved to the Training Unit. Budgetary responsibilities and habilitations put in place.

3.1.2. Integrate the 3 new helpdesks within Programming Unit of Dir. B.

Helpdesk for other institutions expected to be operational early 2011.

3.1.3. Improve coordination among language units in order to mainstream the RAPNOT exercise and ensure a more homogeneous application of decisions taken at Directorate and Directorate General level.

3.1.4. Further rationalize work, notably financial and budgetary procedures, in as far as it involves General Coordination and Financial Management on the one hand and Directorates A and B on the other.

General overhaul of budgetary habilitations for the different financial actors throughout the DG completed. Further staff members took part in financial training courses.

3.1.5. Reinforce administrative and secretarial support for language and other units.

Following release of funds for contract agents, recruitment procedures were initiated for secretarial support for linguistic units and other units in need of reinforcement.

3.1.6. Complete the restructuring of IAP and consolidate President's desk.

3.2. Improving working conditions for DG INTE staff and other personnel as a motivation tool

3.2.1. Better integrate Luxembourg based personnel in DG INTE's overall operation.

Continued work of Budgetary Procedures Working Group incorporating staff from Luxembourg and Brussels with financial duties.

Regular unit meetings of units being split over the places of work (General Coordination Unit and Financial Management Unit).

Meeting of all staff based in Luxembourg with Director General.

3.2.2. Consolidate the integration of conference technicians in DG INTE.

The Director General, directors, Heads of Unit and staff of the operational unit

have met all of the conference technicians during a special social gathering organised to further integrate the conference technicians in the DG.

A second article about the functioning of specific services of the conference technicians has been published in Focus, the only magazine for DG INTE staff.

- 3.2.3. Improve infrastructure and support specifically designed for interpreters (open access rooms, service laptops, lockers, etc.).

Stocktaking of existing lockers finished, reassignment of unused lockers started, new locker expected to be delivered by DG INLO in 2011.

First 50 light-weight laptops delivered to interpreters with special innovative configuration, awaiting delivery of a further 50 laptops from DG ITEC.

Projects for desktop computers behind booths ongoing

Care for interpreter rooms handed to linguistic units who can order their equipment from General Coordination Unit. Staff members are about to be issued with their key to their room (since electronic key system is put on hold by DG PRES).

- 3.2.4. More targeted training for conference technicians.

3.3. Developing a "Total Quality Management" system

- 3.3.1. Complete the analysis of the current scattered sources of data on quality of service provided (Code of Conduct reports, team leader reports, reserve team deployment, language coverage, overall workload, inter-institutional loans and exchanges etc.).

New template for the Code of Conduct approved by the Bureau on 5th May 2010 and implemented for half-yearly reports. Business intelligence (BO) solutions in early development to automate and improve CdC data collection and analysis.

- 3.3.2. Set up a new Quality Management Unit and concentrate all reporting tasks in it.
- 3.3.3. Organize satisfaction surveys for users of interpretation.