

**Annual Activity Report**  
**2011**  
**Directorate-General for**  
**Interpretation and Conference**

## Summary

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## 0. SYNTHÈSE DE L'EXÉCUTION DU BUDGET

Code	Appropriation type	Type de crédits	€ or %
	<b>Appropriations of 2011</b>	<b>Crédits 2011</b>	
A	Initial appropriations	Crédits initiaux	63507000,00
B	Final appropriations	Crédits finaux	63449000,00
C	Commitments	Engagements	61388659,13
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	0,97
E	Payments	Paiements	48309776,21
F	Payments in % of commitments	Paiements en % d'engagements	0,79
G	Cancellations of 2011 final appropriations	Annulations de crédits 2011	2060340,87
H	Cancellations in % of final appropriations	Annulations en % des crédits finaux	0,03
	<b>Appropriations carried over (automatic and non-automatic carryovers) from 2011 to 2012</b>	<b>Crédits reportés (automatiques et non-automatiques) de 2011 à 2012</b>	
I	Automatic carryovers from 2011 to 2012	Crédits reportés automatiques de 2011 à 2012	13078882,92
J	Automatic carryovers from 2011 to 2012 in % of commitments	Crédits reportés automatiques de 2011 à 2012 en % des engagements	0,21
K	Non-automatic carryovers from 2011 to 2012	Crédits reportés non-automatiques de 2011 à 2012	0,00
L	Non-automatic carryovers from 2011 to 2012 in % of final appropriations	Crédits reportés non-automatiques de 2011 à 2012 en % des crédits finaux	0,00
	<b>Appropriations carried over (automatic and non-automatic carryovers) from 2010 to 2011</b>	<b>Crédits reportés (automatiques et non-automatiques) de 2010 à 2011</b>	
M	Automatic carryovers from 2010 to 2011	Crédits reportés automatiques de 2010 à 2011	13160302,70
N	Payments against automatic carryovers from 2010 to 2011	Paiements de crédits reportés automatiques de 2010 à 2011	10764678,61
O	Payments against automatic carryovers from 2010 to 2011 in % of automatic carryovers from 2009 to 2010	Paiements de crédits reportés automatiques de 2010 à 2011 en % des crédits reportés automatiques	0,82
P	Cancellations of automatic carryovers from 2010 to 2011	Annulations de crédits reportés automatiques de 2010 à 2011	2395624,09
Q	Cancellations of automatic carryovers from 2010 to 2011 in % of automatic carryovers from 2010 to 2011	Annulations de crédits reportés automatiques de 2010 à 2011 en % des crédits reportés automatiques de 2010 à 2011	0,00
R	Non-automatic carryovers from 2010 to 2011	Crédits reportés non-automatiques de 2010 à 2011	
S	Payments of non-automatic carryovers from 2010 to 2011	Paiements de crédits reportés non-automatiques de 2010 à 2011	
T	Payments against non-automatic carryovers from 2010 to 2011 in % of non-automatic carryovers from 2010 to 2011	Paiements de crédits reportés non-automatiques de 2010 à 2011 en % des crédits reportés non-automatiques de 2010 à 2011	-
U	Cancellations of non-automatic carryovers from 2010 to 2011	Annulations de crédits reportés non-automatiques de 2010 à 2011	
V	Cancellations of non-automatic carryovers from 2010 to 2011 in % of non-automatic carryovers from 2010 to 2011	Annulations de crédits reportés non-automatiques de 2010 à 2011 en % des crédits reportés non-automatiques de 2009 à 2010	-
	<b>Assigned revenue in 2011</b>	<b>Recettes affectées 2011</b>	
W	Appropriations from assigned revenue in 2011 (current)	Crédits de recettes affectées courantes 2011	440350,29
X	Assigned revenue carried over to 2011	Crédits de recettes affectées reportés à 2011	482030,74
Y	Payments in 2011 against appropriations from assigned revenue (current and carried-over)	Paiements de crédits de recettes affectées 2011 (courantes et reportés)	1252,56
Z	Payments in 2011 against assigned revenue in 2011 (current and carried-over)	Paiements de crédits de recettes affectées 2011 en % des crédits de recettes affectées 2011 (courantes et reportés)	0,00
AA	<b>Appropriations for mopping up transfer</b>	<b>Crédits pour le transfert de "ramassage"</b>	

## **1. OBJECTIVES**

### **1.1. Objectives of the Directorate-General**

The overall objective of the Directorate General is to provide interpretation services in the 23 languages of the current EU, and other languages upon specific demand, for the plenary sessions and all other meetings of the Institution and its bodies in the three places of work of the Institution. To organise all logistics for meetings of the political groups and parliamentary delegations and commissions outside of the three working places and to manage all meeting rooms and technical support required for the smooth running of the meetings schedule.

Specific Objectives:

#### **A) SUPPLY - Preparing for the future**

In order to meet the needs of this Institution, both now and in the future, with regards to interpretation services, the DG aims to:

- I. Actively encourage interpreting staff to learn more languages - both existing official languages and new non-EU languages, and to prepare the service for enlargement;
- II. Encourage and promote the profession amongst students to ensure a future supply of interpreting staff who can meet the high standards set by the Institution ;
- III. Promote cooperation, exchange of best practice between the EP and other institutions and bodies working in the field of interpretation services.

#### **B) DEMAND - Meeting the demand whilst maintaining the standard of service**

In order to optimise efficiency the DG had as its objective to:

- I. Further develop inter-DG cooperation, cooperation with political groups and inter-institutional cooperation, aim for a better application of the Code of Conduct and consolidate the role of the Helpdesks in the Programming Unit;
- II. Raise awareness amongst users of DG INTE's services of the efficient use of interpretation during meetings and the possibilities and alternatives afforded by new technologies.

#### **C) ORGANISATION**

- I. Complete the DG's internal re-organisation

### **1.2. Feasibility evaluation and associated potential risk**

As reported in the AAR for the 2010 exercise, a major risk identified for the DG, and one which impacts directly on the DG's capacity to fulfil it's objectives in 2011, was the lack of administrative staff in post, combined with the continuing rise in demand for the DG's services. This situation persisted for much of the year and meant that, whilst core tasks were covered and normal levels of service assured, there was limited scope for reaching the full potential of actions indicated in the administrative work programme.

In the last quarter of 2011 some of these staff shortages have been addressed, the DG will now move forward with its planned reorganisation as the new teams are integrated into the service.

A key concern to be addressed is the difficulty in recruiting suitably qualified interpreters to cover the language combinations needed to meet demand, and to find ways of mitigating the effects of an aging interpretation service where staff leaving the institution on retirement, with sound professional experience and several languages in their repertoire, are replaced by newly recruited staff often with fewer languages and less experience.

With regard to financial risks:

Considering the specific activities of the DG and the relatively low level of tendering the current control arrangements are considered adequate. Nevertheless, and as reported in the DG's report on sensitive posts, further consolidation and formalisation of internal control mechanisms and the development of an integrated management reporting system is planned. This will include systematic and continual risk assessment cycles, ex-post evaluation and improved performance reporting, essential for supporting strategic and operational decision making.

## **2. EVALUATION OF THE RESULTS OF OPERATIONS WITH REGARD TO THE OBJECTIVES - UTILISATION OF RESOURCES**

### **2.1. Environment of the Directorate-General**

DG INTE is a relatively new DG, existing in its present form since the beginning of 2008, coinciding with the adoption by the Bureau of a revision of the Code of Conduct on Multilingualism, the coming into effect of the Lisbon Treaty and consequent steady rise in demand for the services provided by the DG. The total number of meeting sessions\* with interpretation in the three places of work of the Institution in 2010 was 4.865; the total for 2011 was 5.263, representing an increase in activity of some 8.2% in this particular field of DG INTE's work.

Since commencing operations the DG has struggled with the effects of an understaffed administration and at the beginning of the 2011 exercise 7 Head of Unit posts (5 for linguistic units + 1 for the Total Quality Management Unit and 1 for the Conference Technicians Unit) were unoccupied. It was also evident that further posts would be required for recruitment of administrators and assistants, necessary to assure the smooth functioning of the DG. As mentioned at point 1.2 this has had a direct effect on the development and follow-up of projects that are essential to prepare the DG for future demands for its services.

During the course of this exercise there have been various movements within the language units but the understaffing situation at the level of Head of Unit has remained and, in fact, worsened - by the end of 2011 there are 7 vacant posts for language unit managers.

The heads of the Total Quality Management Unit and the Conference Technicians Unit took up post during the last quarter of 2011, reinforcing the administrative structure of the DG. Additional administrators, assistants and conference technicians, were also recruited during the latter part of the year and once the new teams are fully operational the Directorate General will be in a position to:

- ✚ Review its operations on a global basis and streamline procedures where necessary,
- ✚ Develop an integrated system for reporting and quality control
- ✚ Achieve a more consolidated approach to planning and programming.

The establishment of the new Resources Directorate, although becoming effective only as from 1/1/2012, was nevertheless the subject of a number of preparatory measures to prepare for the new structure.

No open calls for tender were launched during the course of 2011 and purchases of goods and services were the subject of a number of low value tendering procedures.

A total of 321 invoices were processed in 2011; no payment of interest on late payment was due during this reporting period.

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\* meetings are split into sessions as each session may require different interventions of the services of DG INTE

## 2.2. Human resources of the Directorate-General

	Postes organigramme 01/01/2010	Postes organigramme 01/01/2011	SITUATION AU : 31/12/2011				TOTAL
			Effectifs fonctionnaires	Effectifs temporaires	Effectifs / contractuels	Effectifs extérieurs	
AD	427	428	312	59	7	450	828
AST	107	109	104	5	22	0	131
AUTRE	0	0	0	0	0	0	0
TOTAL	534	537	416	64	29	450	959

Whilst there was little change in the number of posts available on the establishment plan, a number of important movements have occurred during 2011: The DG received the first posts reserved for the enlargement needs (10 AD and 7 AST posts). Furthermore, a number of previously lent posts were returned to the DG from other DGs and one AST post was upgraded to AD. On the other hand, the DG rendered 20 AD posts for redeployment to other DGs.

With regard to external staff it needs to be mentioned that these figures relate to ACI. As an estimate, the DG had 450 ACI under contract per week. However, their actual number fluctuates regarding to the actual need for external interpreters and can increase significantly (approx. 700) for Strasbourg session weeks.

## 2.3. Budgetary execution 2011

The total budget of 2011 was 63.507.000€ with an additional 2.000.000€ in the reserve. The amount placed in reserve was not requested, meaning that the final budget available represented an overall increase of 5.6% over the budget allocation of the previous exercise. For the "ramassage" procedure 2011, DG INTE confirmed that the 2.000.000€ in reserve would not be requested and an additional 550.000€ were placed at the disposition of DG FINS. The "ramassage" procedure was subsequently cancelled and these appropriations were returned to the budget lines concerned.

### 2.3.1. Final appropriations and initial appropriations

There was no significant difference between the initial and final budget appropriations in 2011. The 2.000.000€ placed in the reserve (line 1402-01) remained there and two small transfers were made during the exercise both from the budget line 03042-03. One transfer of 38.000€ was made to DG EXPO and 20.000€ to DG IPOL on the request of the DG's concerned.

### 2.3.2. Final appropriations and committed appropriations

At the close of business 2011 the overall commitment rate of appropriations is 97.2%. Payment rate on committed appropriations is 78%. The breakdown per budget line is as follows:

Line 1402: Interpreters and conference

Initial appropriations:	58.000.000 EUR
Final appropriations:	58.000.000 EUR
Commitments:	57.000.000 EUR
Utilisation rate:	98.2 %

Line 1404: Graduate traineeships, grants, training of interpreters and exchange of officials

Initial appropriations:	1.300.000 EUR
Final appropriations:	1.300.000 EUR
Commitments:	650.959 EUR
Utilisation rate:	50.07 %

Line 2140: Purchase, renewal, maintenance etc of technical installations and equipment for conference facilities and related expenditure

Initial appropriations:	2.887.000 EUR
Final appropriations:	2.887.000 EUR
Commitments:	2.868.857 EUR
Utilisation rate:	99.37 %

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

Initial appropriations:	1.120.000 EUR
Final appropriations:	1.062.000 EUR
Commitments:	1.023.727 EUR
Utilisation rate:	96.40 %

Line 3245: Organisation of seminars and cultural actions, support to multilingualism

Initial appropriations:	200.000 EUR
Final appropriations:	200.000 EUR
Commitments:	141.713 EUR
Utilisation rate:	70.86 %

It is to be noted that for the budget line 1402 the majority of appropriations are committed on large provisional commitments to cover payments of Auxiliary Conference Interpreters.

As stated elsewhere in the report some budgetary lines show a relatively lower rate of execution and this is the direct result of an understaffed administrative function, leading to certain difficulties in fully implementing the programme of actions foreseen. The appropriations on the budget line 1404 relate partly to bursaries for interpreters to undertake external language training courses, the utilisation of this part of the appropriations is directly linked to the demand of the interpreters.

### 2.3.3. *Committed appropriations and effected payments*

The rate of payments against the total of committed appropriations in 2011 is 78, 32%. The breakdown per budgetary line is as follows:

Line 1402: Interpreters and conference

Commitments:	57.000.000 EUR
Payments made:	45.771.239 EUR
Utilisation rate:	80%

Line 1404: Graduate traineeships, grants, training of interpreters and exchange of officials

Commitments:	650.959 EUR
Payments made:	388.996 EUR
Utilisation rate:	60%

Line 2140: Purchase, renewal, maintenance etc of technical installations and equipment for conference facilities and related expenditure

Commitments:	2.868.857 EUR
Payments made:	1.386.354 EUR
Utilisation rate:	48.3%

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

Commitments:	1.023.727 EUR
Payments made:	733.832 EUR
Utilisation rate:	78.3%

Line 3245: Organisation of seminars and cultural actions, support to multilingualism	
Commitments:	141.713 EUR
Payments made:	29.943 EUR
Utilisation rate:	21.13%

For the budget line 1402, relating to the payment of Auxiliary Conference Interpreters (ACI), regularisation of amounts paid by the SCIC at the Commission for services in the latter part of 2011, will only be effected in 2012 when payment requests presented have been paid by the Commission. The budget line 1404 includes 9 grant agreements awarded in 2011 for which there has been a payment of 50% of the total grant amount awarded (total advance payments of 222.000€ for a total committed amount of 444.000€) the final payments will only become due as and when the projects are finalised during the course of 2012, and will be paid against carried forward appropriations.

The lower payment rate of committed appropriations on budget line 2140 is mainly explained by equipment purchased during the last quarter of 2011 for which invoices have not yet been received, and also that DG INTE has yet to receive invoices for the last quarter for the maintenance contracts in Brussels and Strasbourg, all of which will be paid on carried forward appropriations.

The low payment rate on the line 3245 is due to non-receipt of invoices for participation at fairs and events during the latter part of the exercise.

#### *2.3.4. Use of the appropriations carried over from 2010 to 2011*

Of the 13.1 million euro carried forward from 2010 to 2011 a total amount of 10.8 million euro has been utilised in payments, representing an overall utilisation rate of 81.80%.

The majority of carried forward appropriations are on the budget line 01402 and relate to the payment of auxiliary conference interpreters salaries. Payments are made by the Commission (SCIC) and subsequently regularised between EP and Commission accounts. Although the volume of service is known and statistics have been developed for costing averages, precise estimates are difficult as all details of the missions undertaken are not definite until the ACI introduces their claim. It is therefore difficult to carry forward only the correct amount of appropriations necessary to honour commitments entered into during the latter part of the year.

Additionally, a contingency reserve must be maintained to cover any indexation of salaries paid during the year. (ACI salaries are assimilated to those of officials and are therefore subject to the same indexation decisions taken for staff of the Institutions). The rate of utilisation in 2011 is greater than 80% on this budget line, representing a marked improvement with regard to the use made of carried forward appropriations from the 2009 to the 2010 exercise. Nevertheless, the DG will be developing measures to approach the carry forward procedure on an even more precise basis for future budgetary exercises.

#### *2.3.5. Use of appropriations corresponding to assigned revenue*

##### *2.3.5.1 Situation of the specific expenditure appropriations/AR*

Of the overall total of 440.350, 29€ of assigned revenue only 6.66% have been re-committed in 2011.

##### *2.3.5.2 Situation of carried forward appropriations/AR*

98.4% of the 482.030, 74€ of carried forward appropriations of assigned revenue were committed and 55.6% of this committed amount has been utilised in payments.



## 2.4. Results obtained

The indicators mentioned below are of a purely quantitative nature and therefore do not reflect the real performance and results obtained by the DG. They are nevertheless provided as an indication of the level of activity of the DG, in the absence of more pertinent indicators. An exercise will be launched early in 2012 to develop key result and performance indicators for all services of DG INTE.

Objective n°	Indicators	Results for the 2011 exercise
A) I.	<b>Indicators under development</b>	
	Total number of added languages in 2011/total applicants tested	122/168
	Total number of bursaries granted in 2011	44
	Total number of enrolments to in-house interpreter specific language courses 2011/2012	119
A) II.	<b>Indicators under development</b>	
	Number of grants awarded to universities in 2011	9
	Total participants to <i>seminarium</i> /successfully passed accreditation tests	15/10
	Number of universities who received pedagogical assistance	26
A) III.	<b>Indicators under development</b>	
	Number of participants to structured exchange programme with SCIC (EP & SCIC)/total n° of exchange days of interpretation	23/1.045,5
	N° EP interpreter days placed at disposal of SCIC during Strasbourg session	134
	N° EP interpreter days placed at the disposal of the SCIC	667
B) I.	<b>Indicators under development</b>	
B) II.	<b>Indicators under development</b>	
C) I.	Comments and results reported at point 2.1 and 2.2	
General	<b>Indicators under development</b>	
	Total number of meeting sessions <b>with interpretation</b> attended by conference technicians	Brussels 3626
		Strasbourg 1681
	Total number of meeting sessions requiring sound equipment set up and support	Brussels 663
		Strasbourg 88
	Total number of meeting sessions requiring projection equipment set up and support	Brussels 1739
		Strasbourg 293
	Total n° of interpretation days in 2011 (staff)	52934
Total n° of interpretation days in 2011 (ACI)	56773	

Context - During the course of 2011 DG INTE provided interpretation for 5263 meeting sessions\* in the three working places of the EP. This includes 135 for the Court of Auditors; 382 for the Commission in Luxembourg; 101 for the Committee of the Regions and 2 for other organisations. In addition to these meetings with interpretation, DG INTE was responsible for the logistics of a further 15602 meeting sessions without interpretation, and 44 meetings of political groups and political bodies (bureau, conference of presidents, questors), 129 meetings of parliamentary committees and delegations and 19 other EP meetings outside of the three places of work.

A).1 - To optimize interpreting resources DG INTE actively encourages interpreters to increase, and improve the quality, of the number of languages in which they are able to work. DG INTE develops in-house interpreter specific language training in function to needs. These courses follow the academic year (September to June). In the 2011/2012 round, there were 119 enrolments to 21 courses, for 11 languages, including Croatian and Turkish. In addition to these courses 4 summer university sessions were organised with the aim of maintaining/improving the quality of languages already acquired. A total of 44 bursaries were granted to ACIs to attend language training outside of the Institutions.

In 2011 interpreters added 122 languages to the *global repertoire* out of a total of 168 who were tested by the EP.

Adding a working language is the result of a process taking place over a number of years and interpreters sit a language adding test (set up in-house) in line with their development in the language in question; this will not necessarily be immediately after completing a course. Out of a total number of 474 bursaries granted to ACI between 2004 and 2011, a total of 223 participants (47%) added the language in the same year and a further 81 added the language at a later stage, meaning an overall success rate of some 64%. Similar indicators will be developed for all areas of activity in this field.

Specific in-house courses are also developed to encourage interpreting staff to add *retour* languages to their language combinations or to maintain the level of *retour* languages already acquired. (Retour: where the interpreter can work both from, and to, a given language) 43 training sessions were held in 2011 in 11 different languages. The adding/maintaining of *retour* languages by interpreting staff is an essential element for optimising resource management.

A.II - DG INTE organised 13 days of *seminarium* for promising graduates leaving conference interpretation studies. The courses target graduates with language combinations that are particularly useful to the Institution. The primary objective is to prepare the students for the accreditation tests and in 2011, 10 successfully passed accreditation tests out of the total of 15 participants – a success rate of 67%, compared to the average pass rate in such tests of around 28%.

Staff interpreters regularly participate in testing students at universities and also assist with teaching: 26 universities received pedagogical assistance in 2011. Skype classes were a new introduction to pedagogical assistance last year, where students at universities receive live speeches via Skype and practice interpreting skills, watched and assessed by staff interpreters of the EP.

DG INTE runs an annual grant programme in partnership with the Commission (SCIC). In 2011 nine grant agreements were signed by the EP with universities. The programme aims to assist universities with the costs of running masters courses in interpreting.

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\* meetings are split into sessions as each session may require different interventions of the services of DG INTE

A.III - DG INTE played a key role in establishing the network HINTS (heads of Interpreting services) in 2006. At the beginning the network consisted of just 6 European and international organisations. In 2011 the total number of members is 35 and, in addition to the European Institutions, members include partners such as NATO, the UN and the IMF. The network meet twice per year, once at the European Parliament in Brussels and once elsewhere. The meetings provide an international forum for the exchange of best practice, discussion of key issues, common solutions and mutual assistance. Projects underway in 2011 include the establishment of an international list of freelance interpreters; this is of particular interest to the EP in circumstances where interpretation for less common languages may be required (for example ACP meetings).

Structured exchange programmes are organised between the EP and Commission interpretation services. In 2011 the total number of exchanged interpreting days (SCIC colleagues coming to work at the EP and EP interpreters going to work with the SCIC) was 1.045,5. In addition to the structured and regular programme EP interpreters who do not attend Strasbourg sessions, for justified reasons, are placed at the disposal of the SCIC and the SCIC regularly request assistance of the EP interpretation service during Commission peak working weeks. 2011 saw the consolidation of an exchange set up between the EP and the UN.

As part of its external communication policy the DG attended fairs and conventions such as the language fair in London and Expolangues in Paris in 2011. A YouTube entry has been made with interviews of EP interpreting staff and a Face book account has been established for a "chat with Ms. Cosmidou". The DG regularly organises conferences, seminars, and events for stakeholders in the field and visits of the EP for interpreting students.

DG INTE is an active member of the EMCI (European Masters Conference Interpreters) body.

B.I – The helpdesks in the Programming Unit are now fully staffed, but this is only the case since the last quarter of 2011. As the new members of the reinforced team become operational, it will be possible to further develop information and awareness raising activities amongst users of the DG's services. This and the information and awareness raising campaign relating to the better use of interpretation services will be essential to enhance programming capacity.

As the newly created Total Quality Management Unit is integrated into the DG, the continual provision of data and statistics relating to the services offered and the way in which they are used (including assessment surveys) will be assured. This will provide valuable management information and statistics, needed to further develop and streamline the programming strategy and enable to DG to adapt to changing demand patterns.

Pertinent performance indicators will be developed during the coming exercise.

### **3. EVALUATION AND EFFECTIVENESS OF THE INTERNAL CONTROL**

The procedures currently in place work as intended, adequately controlling the risks to the achievement of the objectives of the DG. The internal control mechanisms are reviewed and have been adapted where necessary. This has, however, been on an ad-hoc basis and will now be incorporated into a complete and formalised cycle of reviews and assessments of the procedures and processes used for implementing the DG's activities. Hitherto difficult to implement with the lack of administrative staff at the disposition of the DG, the new structure will assure overview, allowing for the development of more efficient and effective controls, whilst aiming for a simplification of procedures where possible.

The specific review of the Internal Control Framework by the Internal Audit Service identified three actions remaining open in 2011:

Programming of Activities - action D06-074

Initial action

-To develop (with the assistance of the DIT) a specific Business Objects tool to allow for the extraction of more data from the PERICLES system to complete the periodic reports on the application of the Code of Conduct on Multilingualism.

-To establish a manual explaining and setting out the Code of Conduct on Multilingualism

-Ensure that the data entered into PERICLES is correct and up-to-date.

The first two actions have yet to be completed. Work on completing the development of the BO reporting tool has been continued during 2011 and is now nearing completion. Before the statistics and information can be used for reporting purposes, all systems must be fully tested.

The manual on the Code of Conduct will be started in 2012.

Programming of Activities - action D06-075

Initial commentary - The recording of meeting costs should be used as the basis of periodical reporting to the Secretary General.

Completion of this action plan depends on completion of action plan D06-074 and is consequently still open. The BO reporting tool being developed will be capable of determining the relative consumption of interpretation resources per category of user and this will be based on the development of an accurate flat-rate key. In this way

Programming of Activities and risk management- action C06-024

Initial commentary - Specific central contribution to programming and risk management is needed in the following areas: Committees, delegations and political groups: Rules for delegations and committees should be supplemented with provisions aimed at improving planning and limiting last minute changes.

This action plan relates to central actions with shared responsibility. The new Code of Conduct for Multilingualism came into force on the 1/1/2009. DG INTE has launched seminars for users of interpretation services in order to emphasise the importance of adhering to the Code of Conduct and to raise awareness as to the potential costs incurred due to late changes and cancellations. Helpdesks have also been set up within the DG to provide further advice and familiarise the end users of our services with the rules and procedures and the importance of applying them.

All other action plans have been implemented and closed in the review.

#### **4. CONCLUSIONS**

In terms of overall performance and achievement of objectives DG INTE has delivered on all counts with regards to the services it offers to the Institution and its bodies and to other EU Institutions using those services.

The complexities of organising large numbers of meetings and pulling together the various elements of, interpretation, logistical support, and technical support, to enable those meetings to take place have been exasperated in 2011 with the problems encountered in filling vacant posts. All available resources were therefore deployed to ensure that these core tasks were accomplished, and DG INTE is able to report that all requested meetings were catered for and all language interpretation required was provided. In order to meet these needs and to cope with periods of peak activity, large-scale recruitment of ACI (auxiliary conference interpreters) takes place throughout the year to ensure that the language combinations required for each type of meeting are available and that recruitment is as closely linked as possible to actual requirements.

It is within this context that DG INTE has taken important steps to further streamline procedures and increase efficiency with regard to resource management. The reporting tools which will

permit and support the development of this strategy are in the final stages of testing. Together with a strict application of the Decisions of the Bureau of 12 December 2011 these measures aim at continued delivery of the high standard of service, to which the Institution has become accustomed, whilst absorbing the cuts in both financial resources and staff posts that have been applied to DG INTE by the authorities in 2012.

Weak points identified relate to the lack of overview and more specifically to the lack of staff resources on the administrative side of operations. This has meant that development of more efficient planning strategies and setting up continual assessment cycles of the effectiveness of operations has been placed on hold until now. The new structure of the DG, and the fact that many internally redeployed administrative posts have now been filled will ensure that progress is made in these areas from the outset of the new budgetary exercise.

## 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 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 judgement and on the information at my disposal, such as, for example, the results of self-assessment, controls and remarks of 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 interest of the institution.

Done at Strasbourg

on 18/01/12



Signature

## **6. ANNEXES**

- 6.1. Budgetary overview**
- 6.2. Report on payment delays**
- 6.3. List of exceptions - derogation to the rules**
- 6.4. Long-term contractual procedures**
- 6.5. Exceptional negotiated procedures**
- 6.6. Ex-post evaluation results**
- 6.7. Sensitive posts**
- 6.8. Evaluation of the implementation of the 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
<b>01...</b>									
<b>014..</b>									
0140.									
01402									
01402-01	INTERPRETES ET OPERATEURS DE CONFERENCE	58.000.000,00	0,00	58.000.000,00	56.964.283,06	98,21	45.771.239,11	11.193.043,95	1.035.716,94
01404									
01404-04	ACTIONS DE FORMATION ET BOURSES ACCORDEES POUR LE PERFECTIONNEMENT D'INTERPRETES DE CONFERENCE ET FRAIS ANNEXES	1.300.000,00	0,00	1.300.000,00	611.914,24	47,07	388.461,88	223.452,36	688.085,76
	<b>Total Article 0140.</b>	59.300.000,00	0,00	59.300.000,00	57.576.197,30	97,09	46.159.700,99	11.416.496,31	1.723.802,70
	<b>Total Titre 01...</b>	59.300.000,00	0,00	59.300.000,00	57.576.197,30	97,09	46.159.700,99	11.416.496,31	1.723.802,70



Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
<b>02...</b>									
<b>021..</b>									
0214.									
02140									
02140-04	ACHAT, RENOUELEMENT, LOCATION , ENTRETIEN ET REPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCES	2.875.000,00	0,00	2.875.000,00	2.827.085,80	98,33	1.386.354,05	1.440.731,75	47.914,20
02140-10	INFRASTRUCTURES COMMUNES D'EQUIPEMENT ET INSTALLATIONS AUDIOVISUELS, Y COMPRIS LES FRAIS ANNEXES LIES A CES ACHATS TELS QU'ETUDES, FRAIS D'INGENIEURS ET ASSISTANCE	12.000,00	0,00	12.000,00	0,00	0,00	0,00	0,00	12.000,00
	<b>Total Poste 02140</b>	2.887.000,00	0,00	2.887.000,00	2.827.085,80	97,92	1.386.354,05	1.440.731,75	59.914,20
	<b>Total Titre 02...</b>	2.887.000,00	0,00	2.887.000,00	2.827.085,80	97,92	1.386.354,05	1.440.731,75	59.914,20

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
<b>03...</b>									
<b>030..</b>									
0304.									
03042									
03042-03	REUNIONS DES GROUPES POLITIQUES	1.100.000,00	54.000,00-	1.046.000,00	838.563,72	80,17	725.573,05	112.990,67	207.436,28
03042-04	AUTRES REUNIONS	20.000,00	4.000,00-	16.000,00	8.204,33	51,28	8.204,33	0,00	7.795,67
	<b>Total Poste 03042</b>	<b>1.120.000,00</b>	<b>58.000,00-</b>	<b>1.062.000,00</b>	<b>846.768,05</b>	<b>79,73</b>	<b>733.777,38</b>	<b>112.990,67</b>	<b>215.231,95</b>
<b>032..</b>									
0324.									
03245									
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME	200.000,00	0,00	200.000,00	138.607,98	69,30	29.943,79	108.664,19	61.392,02
	<b>Total Titre 03...</b>	<b>1.320.000,00</b>	<b>58.000,00-</b>	<b>1.262.000,00</b>	<b>985.376,03</b>	<b>78,08</b>	<b>763.721,17</b>	<b>221.654,86</b>	<b>276.623,97</b>
	<b>Total Général</b>	<b>63.507.000,00</b>	<b>58.000,00-</b>	<b>63.449.000,00</b>	<b>61.388.659,13</b>	<b>96,75</b>	<b>48.309.776,21</b>	<b>13.078.882,92</b>	<b>2.060.340,87</b>

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion
<b>01...</b>								
<b>014..</b>								
0140.								
01402								
01402-01	INTERPRETES ET OPERATEURS DE CONFERENCE	11.564.793,28	11.564.793,28	11.564.793,28	9.375.975,37	81,07	2.188.817,91	0,00
01404								
01404-04	ACTIONS DE FORMATION ET BOURSES ACCORDEES POUR LE PERFECTIONNEMENT D'INTERPRETES DE CONFERENCE ET FRAIS ANNEXES	164.096,47	164.096,47	164.096,47	100.815,99	61,44	63.280,48	0,00
	<b>Total Article 0140.</b>	11.728.889,75	11.728.889,75	11.728.889,75	9.476.791,36	80,80	2.252.098,39	0,00
	<b>Total Titre 01...</b>	11.728.889,75	11.728.889,75	11.728.889,75	9.476.791,36	80,80	2.252.098,39	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paievements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion
<b>02...</b>								
<b>021..</b>								
0214.								
02140								
02140-04	ACHAT, RENOUVELLEMENT, LOCATION , ENTRETIEN ET REPARATION DE MATERIEL ET D'INSTALLATIONS TECHNIQUES - CONFERENCES	1.129.531,24	1.129.531,24	1.129.531,24	1.087.393,13	96,27	42.138,11	0,00
<b>Total Titre</b>	<b>02...</b>	1.129.531,24	1.129.531,24	1.129.531,24	1.087.393,13	96,27	42.138,11	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Crédits Disponibles	Reliquat de Conversion
<b>03...</b>								
<b>030..</b>								
0304.								
03042								
03042-03	REUNIONS DES GROUPES POLITIQUES	204.381,71	204.381,71	204.381,71	128.242,16	62,75	76.139,55	0,00
03042-04	AUTRES REUNIONS	3.500,00	3.500,00	3.500,00	157,68	4,51	3.342,32	0,00
	<b>Total Poste 03042</b>	207.881,71	207.881,71	207.881,71	128.399,84	61,77	79.481,87	0,00
<b>032..</b>								
0324.								
03245								
03245-04	ORGANISATION DE COLLOQUES, SEMINAIRES ET ACTIONS CULTURELLES: SOUTIEN AU MULTILINGUISME	94.000,00	94.000,00	94.000,00	72.094,28	76,70	21.905,72	0,00
	<b>Total Titre 03...</b>	301.881,71	301.881,71	301.881,71	200.494,12	66,41	101.387,59	0,00
	<b>Total Général</b>	13.160.302,70	13.160.302,70	13.160.302,70	10.764.678,61	81,80	2.395.624,09	0,00

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
<b>01...</b>									
<b>014..</b>									
0140.									
01402	INTERORETES DE CONFERENCE								
01402-00	INTERORETES DE CONFERENCE	0,00	393.962,00	393.962,00	0,00	0,00	0,00	0,00	393.962,00
	<b>Total Titre</b>	<b>0,00</b>	<b>393.962,00</b>	<b>393.962,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>0,00</b>	<b>393.962,00</b>

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles		
<b>02...</b>											
<b>021..</b>											
0214.											
02140											
02140-04	RECETTES TECHNICIENS DE CONFÉRENCE DIVERS	0,00	1.507,00	1.507,00	1.426,20	94,64	0,00	1.426,20	80,80		
	<b>Total Titre</b>		<b>02...</b>	0,00	1.507,00	1.507,00	1.426,20	94,64	0,00	1.426,20	80,80

Poste	Intitulé	Crédits an.précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
<b>03...</b>									
<b>030..</b>									
0304.									
03042									
03042-03	REBOURSEMENT FRAIS REUNION GROUPES POLITIQUES H3L	0,00	44.881,29	44.881,29	27.900,00	62,16	1.252,56	26.647,44	16.981,29
	<b>Total Titre 03...</b>	0,00	44.881,29	44.881,29	27.900,00	62,16	1.252,56	26.647,44	16.981,29
	<b>Total Général</b>	0,00	440.350,29	440.350,29	29.326,20	6,66	1.252,56	28.073,64	411.024,09



Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles
<b>01...</b>								
<b>014..</b>								
0140.								
01402	INTERORETES DE CONFERENCE							
01402-00	INTERORETES DE CONFERENCE	472.618,74	472.618,74	472.618,74	262.662,79	55,58	209.955,95	0,00
	<b>Total Titre</b>	<b>472.618,74</b>	<b>472.618,74</b>	<b>472.618,74</b>	<b>262.662,79</b>	<b>55,58</b>	<b>209.955,95</b>	<b>0,00</b>

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles
<b>02...</b>								
<b>021..</b>								
0214.								
02140								
02140-04	RECETTES TECHNICIENS DE CONFÉRENCE DIVERS	142,75	142,75	142,75	0,00	0,00	142,75	0,00
	<b>Total Titre</b>	<b>142,75</b>	<b>142,75</b>	<b>142,75</b>	<b>0,00</b>	<b>0,00</b>	<b>142,75</b>	<b>0,00</b>

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Soldes des Engagements	Crédits disponibles
<b>03...</b>								
<b>030..</b>								
0304.								
03042								
03042-03	REBOURSEMENT FRAIS REUNION GROUPES POLITIQUES H3L	9.269,25	9.269,25	1.615,00	1.117,50	69,20	497,50	7.654,25
	<b>Total Titre 03...</b>	9.269,25	9.269,25	1.615,00	1.117,50	69,20	497,50	7.654,25
	<b>Total Général</b>	482.030,74	482.030,74	474.376,49	263.780,29	55,61	210.596,20	7.654,25

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
<b>05...</b>								
<b>055..</b>								
0550.								
05500								
05500-00								
05500-00-RI	RECETTES PROVENANT DU PRODUIT DE PRESTATIONS DE SERVICES ET DE TRAVAUX EN FAVEUR D'AUTRES ORGANISMES	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
0551.								
05510								
05510-00								
05510-00-RI	RECETTES PROVENANT DES TIERS POUR DES PRESTATIONS DE SERVICES OU TRAVAUX EFFECTUÉS A LEUR DEMANDE	0,00	0,00	0,00	1,00-	357.774,79-	357.773,79	1,00
	<b>Total chapitre 055..</b>	0,00	0,00	0,00	2,00-	357.774,79-	357.772,79	2,00
<b>057..</b>								
0570.								
05700								
05700-00								
05700-00-RI	RECETTES PROVENANT DE LA RESTITUTION DE SOMMES INDUMENT PAYÉES - RECETTES AFFECTÉES	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
0573.								
05730								
05730-00								
05730-00-RI	AUTRES CONTRIBUTIONS ET RESTITUTIONS LIEES AU FONCTIONNEMENT DE L'INSTITUTION RECETTES AFFECTÉES	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	<b>Total chapitre 057..</b>	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
	<b>Total Titre 05...</b>	0,00	0,00	0,00	4,00-	357.774,79-	357.770,79	4,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	Paiements Effectués	Soldes des Engag. E.C.	Crédits Disponibles
<b>09...</b>								
<b>090..</b>								
0900.								
09000	EXEDENT VERSE AUX FOURNISSEURS							
09000-00	EXEDENT VERSE AUX FOURNISSEURS							
09000-00-EI	RECETTES DIVERSES NON AFFECTEES	0,00	0,00	0,00	1,00-	0,00	1,00-	1,00
	<b>Total Sous-poste 09000-00</b>	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
	<b>Total Titre 09...</b>	0,00	0,00	0,00	2,00-	0,00	2,00-	2,00
	<b>Total Général</b>	0,00	0,00	0,00	6,00-	357.774,79-	357.768,79	6,00

## Report on Payment delays

### 1. Summary Table - Invoices paid via FINORD

<u>Factures payées en 2011</u>		<u>Intérêts de retard à payer d'office (&gt;200€)</u>	<u>Intérêts de retard à payer à la demande (&lt;=200€)</u>	<u>Pas d'intérêts de retard à payer</u>	<u>Total</u>
<b>Endéans le délai</b>	<b>Nombre de factures</b>			300	
	<b>Montant total des factures (EUR)</b>			7 717 035,96	
<b>Hors délai</b>	<b>Nombre de factures</b>	1	20		21
	<b>Montant total des factures (EUR)</b>	336 164,67	112 094,55		448 259,22
	<b>Montant des intérêts de retard (EUR)</b>	1 268,68	42,30		1 310,98
Nombre total de factures		1	20	300	321
Montant total des factures (EUR)		336 164,67	112 094,55	7 717 035,96	8 165 295,18

### 2. Comments

There was only one delayed invoice that generated an interest of 1 268.68 EUR but the payment of the interest was rejected by DG INTE and never paid. The invoice was for travel tickets for personnel (freelance interpreters) where DG INTE uses provisional commitments. The name of the supplier changed from BCD Travel Belgium SA to Lufthansa Airplus Servicekarte GmbH (both in the same consortium) without DG INTE having been informed on time. That caused the delay in the payment which was not DG INTE's fault.

The sum of all interest for invoices where the interest generated by the payment delay was less than 200 EUR per invoice, is 42,30EUR for 20 invoices. No requests for their payment have been received and thus no payment has been made.

**List of exceptions - Derogations to the rules**

DG INTE has no exceptions to report.

## **Long -term contract obligations**

DG INTE does not have any long-term contract obligations.



## Exceptional negotiated procedures

Nom/s de/s l'attributaire/s	Objet	Montant	Base juridique	Motif	Candidats		Critères d'acceptabilité
					Invités	Pour négociations	
BSL Sécurité	service de sécurité	2.200 €	art 126	Groupe PPE 07-08/12/11 Marseille	1	1	fournisseur obligé du lieu de réunion
Palais du Pharo - Marseille	locations salles	15.000 €	art 126	Groupe PPE 07-08/12/11 Marseille	1	1	seul lieu possible
Kongrestechnik	matériel interprétation, AV, photocop, fax, tél	8.150 € (6.140 + 2.010)	art 126	Bur PPE 13/14/10/11 Sofia	1	1	fournisseur obligé du lieu de réunion
Tenor gastronomie	boissons de conférences	7.000 €	art 126	Bur PPE 22-24/09/11 Bucarest	5	3	choix du groupe
The cloud networks Germany	location ADSL + SDSL	7.100 €	art 126	Dél PPE 08-09/09/11 Wroclaw	1	1	fournisseur obligé du lieu de réunion
Caleta Hotel	AV, matériel informatique, trnsfert Président	3.400 €	art 126	Dél ECR 19-21/10/11 Gibraltar	1	1	fournisseur obligé du lieu de réunion
Fleischhauer GmbH	location matériel d'interprétation	6.913 €	art 126	Dél Verts/ALE 27-29/05/11 Belrin	1	1	fournisseur obligé du lieu de réunion
BSC SP	location système d'interprétation	5.600 €	art 126	Gr PPE + S&D 25-26/05/11 Varsovie	1	1	fournisseur obligé du lieu de réunion
BOJESEN AS	services techniques, location mat de bureau, lignes internet, téléphones, communications et divers	7.200 €	art 126	Gr ADLE 28/02-02/03/11 Copenhague	1	1	fournisseur obligé du lieu de réunion
Suomen Kongressiteknikka Oy	location système d'interprétation	6.200 €	art 126	Gr EFD 07-10/02/11 Helsinki	2	1	fournisseur obligé du lieu de réunion
France Telecom	location & installation lignes tél + int + communications téléphoniques	24.500 €	art 126	Groupe PPE 07-08/12/11 Marseille	1	1	fournisseur obligé du lieu de réunion
Projectis	Audio visuel	10.500 €	art 126	Groupe PPE 07-08/12/11 Marseille	1	1	fournisseur obligé du lieu de réunion
Dolce la Hulpe Bruxelles SA	Location de salles, pauses cafés	5.700,00 €	art 126	Bureau PE 26-27/01/12 La Hulpe	1	1	choix du Bureau
Barco NV	Upgrade système projection	9.494,00 €	126 g) i)	upgrade uniquement fourni par la société ayant installé le matériel d'origine	1		Offre correspondant aux critères techniques et de prix du cahier des charges

Fabricom GDF-Suez	Remplacement haut-parleurs JAN Bruxelles	9.357,60 €	126 g) i)	Les haut-parleurs et l'amplificateur ne pouvant être dissociés, seule la société Fabricom peut fournir ce type de matériel	1		Offre correspondant aux critères techniques et de prix du cahier des charges
Televic Conferences NV	Aménagement salon protocolaire du Président	31.328,45 €	126 g) i)	Extension d'installations existantes, lorsque le changement de fournisseur obligerait le pouvoir adjudicateur à acquérir un matériel de technique différente entraînant une incompatibilité ou des difficultés techniques d'utilisation et d'entretien disproportionnées	1		Offre correspondant aux critères techniques et de prix du cahier des charges
Barco NV	Lampes et système affichage video multicouche	36.870,00 €	126 g) i)	La fourniture des lampes pour projecteurs Barco et du processeur de signaux vidéos avancé, pour des raisons de compatibilité technique ne peut être réalisée que par la société Barco	1		Offre correspondant aux critères techniques et de prix du cahier des charges
Brahler ICS AG	Achat de cartes EDAT et pupitres de micros	27.268,00 €	126 g) i)	La société Brähler a développé et fourni ces installations intégralement compatibles avec notre matériel.	1		Offre correspondant aux critères techniques et de prix du cahier des charges
Televic Conferences NV	Réparations PHEM Bruxelles	39.582,16€	126 g) i)	Suite aux différentes infiltrations d'eau survenues courant 2011, il a été décidé de démonter totalement la régie et de l'installer dans un nouveau meuble. Ces travaux doivent être impérativement réalisés par le fabricant et installateur Televic qui est également notre contractant pour la maintenance à Bruxelles	1		Offre correspondant aux critères techniques et de prix du cahier des charges
Arbor BV	Installation et configuration logiciels (projet Arbor)	20.602,00 €	126 g) i)	L'installation et la configuration de ces logiciels achetés auprès de la société Comparex ne peuvent être réalisées que par la société Arbor Media, développeuse de ces logiciels pour des raisons techniques et de protection des droits d'exclusivité	1		Offre correspondant aux critères techniques et de prix du cahier des charges
Video Promotion SPRL	Achats de 10 barcrafts audio analogues	33.920,00 €	126 g) i)	Livraison complémentaire. Le produit n'étant plus disponible sur le marché pour la quantité désirable, le fournisseur s'est déclaré prêt à produire spécialement ce matériel pour une quantité minimale.	1	1	Offre correspondant aux critères techniques et de prix du cahier des charges.
Groupe Express Roularta S.A.	Participation au salon Expolangues 2012	16.698,62 €	126 b)	Participation à la foire de langues à Paris en correspondance avec les objectifs de la DG INTE	1	1	Fournisseur ayant les droits d'exclusivité pour l'organisation du foire

### **Results of the ex-post evaluation**

DG INTE has reported on the staffing situation and the lack of administrative posts in consecutive exercises since the creation of the DG in 2008. Nevertheless, core tasks have been maintained and the continued high level of professional service guaranteed.

This situation has, however, hindered the set up of integrated control systems and reporting mechanisms for the DG. As such, ex-post control has not been set up to-date in DG INTE.

The administrative staffing situation has improved, but only during the last months of the 2011 exercise. In 2012 DG INTE intends to elaborate a programme of ex post controls.

### Sensitive Posts

<i>Function identified as sensitive</i>	<i>Measures taken</i>
Head of Unit ACI Recruitment	Identified as sensitive function - additional measures to be taken to be defined within the context of the reorganisation of the DG and the establishment of new Directorate and new unit for Total Quality Management
Head of Unit Meetings & Conferences	Identified as sensitive function - additional measures to be taken to be defined within the context of the reorganisation of the DG and the establishment of new Directorate and new unit for Total Quality Management
Head of Unit Conference Technicians	Identified as sensitive function - additional measures to be taken to be defined within the context of the reorganisation of the DG and the establishment of new Directorate and new unit for Total Quality Management
Financial Officer Conference Technicians Unit	Tasks of initiation and verification separated in two different units. <i>Pre saisine</i> system introduced whereby competitive tendering is checked by ex-ante verification before procedures are launched.
Financial Officer Meetings and Conference Unit	Tasks of initiation and verification separated in two different units. <i>Pre saisine</i> system introduced whereby competitive tendering is checked by ex-ante verification before procedures are launched.
Meetings Organiser Meetings and Conference Unit	Tasks of initiation and verification separated in two different units. <i>Pre saisine</i> system introduced whereby competitive tendering is checked by ex-ante verification before procedures are launched.

As indicated in the report on sensitive posts, presented to the Secretary General in June 2011 and followed up with a second report in December 2011:

DG INTE run relatively few tendering procedures. Open calls for tender are run each four years for maintenance requirements in Brussels and Strasbourg, in the domain of the Conference Technicians Units. The main tendering activity relates to lower value contracts where three or five operators are invited to tender and these procedures are all checked by ex-ante verifiers before launch. Verifiers are part of the ex- General Coordination Unit in 2011, (now members of the Budget Unit under the Resource Directorate) and the financial initiation functions are within the various operational units, totally separating the two functions into different Directorates.

Considering; the relatively small budget utilised for these activities in DG INTE; the low number of transactions and procedures; and given the measures already put in place, the sensitive nature of the financial functions are considered to be adequately managed by mitigating controls.

Apart from the financial functions within the DG, other functions have been identified as being of a sensitive nature. In these areas an in-depth examination is required of the decisional processes involved and this will form part of the general review of the entire control environment.

The re-organisation underway in DG INTE, following the set up of the new Resources Directorate and corresponding reorganisation of the units, together with the set up of a Total Quality Management Unit will provide the ideal opportunity, early in the New Year, for the launch of such an appraisal. Additionally, it is planned to elaborate programmes for risk management and ex-post control.

**Evaluation of implementation of the minimum standards for internal control**

**1. Achieved**

N° norm	Title	Comments
1	Ethics & Integrity	DG INTE has developed its own web portal primarily to keep staff and ACI up-dated and informed of any upcoming issues and drawing attention to any procedural matters and new instruction. The site makes available all documentation on rules and procedures including those of reporting irregularities, by providing easy to find links directly to the relevant sections of the Europarl site.
2	Mission, role & tasks	The objectives of the DG are broken down per Directorate and per Unit. The job description, tasks and objectives of each member of staff are set in the staff reports.
3	Staff competence	Staff are recruited on the basis of their skills and knowledge as required for the post. Interviews are carried out, at least, by the manager of the service recruiting and a member of the HR team. An experienced training officer working in the Human Resources Unit is responsible for implementation of the DGs training policy according to standards set for the Institution. Specific in-house training has been developed for interpreters.
4	Staff performance	All standards regarding staff reporting are rigorously applied. Point 4 is not, however, applied systematically.
6	Delegation	All delegations are the subject of written instructions, all staff concerned are informed.
15	Documentation of procedures	All procedures are documented in a handbook of procedures, all circuits are established and set out, and all standard templates and instructions are made available to staff via the local website link to Europarl.
16	Segregation of duties	Operational and financial initiators work within the operational units. The ex-ante verifiers worked in the General Coordination Unit (now the Budget Unit under the Resources Director) and are therefore separated and are not subordinate to the initiators.

## 2. Almost achieved - elements to be completed

N° norm	Title	<u>Elements to complete</u>
5	Sensitive posts	A full review of sensitive posts was made during the 2011 exercise and the report was presented to the Secretary General. A number of sensitive posts have been identified within the DG. Point 3 has yet to be implemented.
7	Settings of Objectives	Objectives are set and staff are informed. However, pertinent and measurable result and performance indicators need to be developed in order to measure impact and to provide support to strategic and operational decision making. This aspect will be addressed with the general overhaul of the reporting mechanisms and tools at the disposal of the DG early in 2012.
9	Annual Work Programme	The DG establishes an AWP which is duly presented to the Secretary General for approval. The objectives set for the DG for the year relate back to the AWP. Identification of HR and Financial Resources required is not forming part of the template DGs are requested to complete at this stage.
10	Monitoring performance against objectives and indicators	Continual follow up of operations and budgetary execution is assured and systematic management reporting is in place. Meetings between the various financial actors are held on a regular basis enabling common and quick solutions to be found. However, the indicators utilised in previous reporting exercises have related more to activity levels than indicators of performance and results. As mentioned previously in this review the development an integrated reporting system will be developed early in 2012 and this will include the set up of indicators for the services of the DG.
12	Ad hoc management information	Regular meetings and circulation of information ensure that management within the DG are aware of budgetary execution rates, commitment and payment data. This will be developed on a more formalised basis.
13	Mail registration and filing systems	Overhaul of centralised archives of administrative documents is underway and almost completed. Financial archives conform to all norms. Systematic and formal registration of incoming documents is covered by GEDA.

18	Recording exceptions	All derogations are recorded in FINORD and observations notes are registered where necessary. All such derogations and exceptions are duly reported in the Annual Activity Report. Further consolidation, harmonisation and documentation of such procedures should now be effected.
19	Continuity of operations	Point 3 remains to be implemented and an officialised handover document will be elaborated. Within the realms of possibility, given the continued shortage of administrative personnel, sufficient substitution arrangements have been set up in order to deal with unforeseen absences and/or peaks in workload
21	Audit reports	All audit reports and action plans are followed up. Recommendations are acted upon. All recommendations and agreed action plans resulting from the specific review of the internal control framework have now been completed and closed excepting three outstanding actions. Two of which are underway but are complex and have taken time to implement. The third is dependant on central services and is a shared action.

### 3. Partially achieved - weak points and practices

N° norm	Title	<u>Weak points and practices set up to counter the weakness</u>
14	Reporting improprieties	All information is available to all staff via the local website by direct link to the relevant pages of Europarl. Internal instructions to the DG have not been established and are not therefore reminded each year to staff. This will be considered within the general overview of procedures in the coming exercise.
17	Supervision	Harmonised approach required for the procedures concerning observations in FINORD. Ex post controls have not been instigated previously and will form part of the overall revision of management procedures and reporting mechanisms planned to be introduced during the course of 2012. The new structure of the DG will allow for consolidation of measures to be set up in this field.



20	Recording and correction of internal control weaknesses	Weaknesses in the control systems are identified and rectifying measures are taken. However, this is done on an ad-hoc basis and should be incorporated into a formalised system ensuring continual analysis, targeting improved and streamlined procedures and increasing assurance for the AOD. Staff should need to be informed of the procedure for reporting any weaknesses. Ex-post control is yet to be established in DG INTE.
22	Annual review of internal control	Annual review is effected but needs to be incorporated into an integrated programme

**4. Norms that have been initiated - weak points and measures taken or to be taken.**

N° norm	Title	<u>Weak points and practices set up to counter the weakness</u>
11	Risk Management Analysis	DG INTE was present at meetings organised by the Risk Manager. General awareness raising within the DG has been on-going during 2011 with managers requested to identify risk areas in their sectors. Further development and formalisation has not been possible during 2011. With the set of the Total Quality Management Unit further progress will be planned in 2012.

**5. Norms that have not been initiated or which do not apply.**

N° norm	Title	<u>Foreseen Actions</u>
8	Multiannual Programming	Not applicable in the case of DG INTE