

Annual Activity Report

2012

**DG INTERPRETATION and
CONFERENCES**

Contents

0. BUDGET IMPLEMENTATION OVERVIEW	3
1. OBJECTIVES	4
1.1. Objectives of the Directorate-General	4
1.2. Assessment of feasibility and likely risks.....	4
2. ASSESSMENT OF RESULTS IN THE LIGHT OF THE OBJECTIVES – USE OF RESOURCES	5
2.1. Environment of the Directorate-General	5
2.2. The DG’s human resources	7
2.3. Budget implementation in 2012	7
2.3.1. Final appropriations and initial appropriations.....	7
2.3.2. Final appropriations and committed appropriations.....	7
2.3.3. Committed appropriations and payments carried out.....	7
2.3.4. Use of appropriations carried over automatically and non- automatically from 2011 to 2012.....	8
2.3.5. Use of the appropriations corresponding to assigned revenue	8
2.4. Results obtained.....	9
3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS.....	14
4. CONCLUSIONS	15
5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION	16
6. ANNEXES	17
6.1. Overviews of budget implementation in 2012	18
6.2. Report on compliance with payment deadlines.....	19
6.3. List of exceptions – derogations from the rules	19
6.4. Long-term contractual obligations.....	19
6.5. Exceptional negotiated procedures	19
6.6. Results of ex-post evaluations	24
6.7. Sensitive posts	24
6.8. Evaluation of the implementation of the minimum internal control standards	25

0. BUDGET IMPLEMENTATION OVERVIEW

Code	Appropriation type	Type de crédits	€ or %
	Appropriations of 2012	Crédits 2012	
A	Initial appropriations	Crédits initiaux	58.595.000,00
B	Final appropriations	Crédits finaux	51.595.000,00
C	Commitments	Engagements	50.618.406,16
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	98%
E	Payments	Paiements	40.215.049,08
F	Payments in % of commitments	Paiements en % d'engagements	79%
G	Cancellations of 2012 final appropriations	Annulations de crédits 2012	976.593,84
H	Cancellations in % of final appropriations	Annulations en % des crédits finaux	2%
	Appropriations carried over (automatic and non-automatic carryovers) from 2012 to 2013	Crédits reportés (automatiques et non-automatiques) de 2012 à 2013	
I	Automatic carryovers from 2012 to 2013	Crédits reportés automatiques de 2012 à 2013	10.403.357,08
J	Automatic carryovers from 2012 to 2013 in % of commitments	Crédits reportés automatiques de 2012 à 2013 en % des engagements	21%
K	Non-automatic carryovers from 2012 to 2013	Crédits reportés non-automatiques de 2012 à 2013	-
L	Non-automatic carryovers from 2012 to 2013 in % of final appropriations	Crédits reportés non-automatiques de 2012 à 2013 en % des crédits finaux	-
	Appropriations carried over (automatic and non-automatic carryovers) from 2011 to 2012	Crédits reportés (automatiques et non-automatiques) de 2011 à 2012	
M	Automatic carryovers from 2012 to 2012	Crédits reportés automatiques de 2011 à 2012	13.078.882,92
N	Payments against automatic carryovers from 2011 to 2012	Paiements de crédits reportés automatiques de 2011 à 2012	9.929.832,48
O	Payments in % of automatic carryovers from 2011 to 2012	Paiements de crédits reportés automatiques de 2011 à 2012 en % des crédits reportés automatiques	76%
P	Cancellations of automatic carryovers from 2011 to 2012	Annulations de crédits reportés automatiques de 2011 à 2012	3.149.050,44
Q	Cancellations of automatic carryovers from 2011 to 2012 in % of automatic carryovers from 2011 to 2012	Annulations de crédits reportés automatiques de 2011 à 2012 en % des crédits reportés automatiques de 2011 à 2012	24%
R	Non-automatic carryovers from 2011 to 2012	Crédits reportés non-automatiques de 2011 à 2012	-
S	Payments of non-automatic carryovers from 2011 to 2012	Paiements de crédits reportés non-automatiques de 2011 à 2012	-
T	Payments against non-automatic carryovers from 2011 to 2012 in % of non-automatic carryovers from 2011 to 2012	Paiements de crédits reportés non-automatiques de 2011 à 2012 en % des crédits reportés non-automatiques de 2011 à 2012	-
U	Cancellations of non-automatic carryovers from 2011 to 2012	Annulations de crédits reportés non-automatiques de 2011 à 2012	-
V	Cancellations of non-automatic carryovers from 2011 to 2012 in % of non-automatic carryovers from 2011 to 2012	Annulations de crédits reportés non-automatiques de 2011 à 2012 en % des crédits reportés non-automatiques de 2011 à 2012	-
	Assigned revenue in 2012	Recettes affectées 2012	
W	Appropriations from assigned revenue in 2012 (current)	Crédits de recettes affectées courantes 2012	505.887,86
X	Payments in 2012 against appropriations from assigned revenue	Paiements de crédits de recettes affectées 2012	380.058,15
Y	Payments in 2012 against assigned revenue in % of assigned revenue in 2012	Paiements de crédits de recettes affectées 2012 en % des crédits de recettes affectées 2012	75%
Z	Assigned revenue carried over to 2012	Crédits de recettes affectées reportés à 2012	657.348,18
AA	Appropriations for mopping up transfer	Crédits pour le transfert de "ramassage"	7.000.000,00

1. OBJECTIVES

1.1. Objectives of the Directorate-General

Objectives for 2012

A - The objectives of the Directorate General for Interpretation and Conferences are:

- i) To provide interpretation services in the 23 languages of the current EU, as well as in Croatian for the observers, 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:
- ii) To organise the logistics for the meetings outside of the three working places of the Political Groups, the Bureau and the Conference of Presidents as well as the Parliamentary Delegations and Committees upon request:
- iii) To manage the meeting rooms and technical support required for the smooth running of the meetings schedule.

B - The specific objectives set for the DG in 2012 are to:

- i) Prepare for the future needs of the institution with regards to interpretation
- ii) Further develop inter-institutional and international cooperation
- iii) Strengthen the structure of the Conference Technicians Unit in order to facilitate development of new projects for update/renewal/maintenance of equipment and facilities
- iv) Complete the restructuring of the DG in order to enhance performance and results

1.2. Assessment of feasibility and likely risks

Following the Plenary vote in October 2011 to cut the 2012 budget of the European Parliament, the Bureau adopted a decision on 11/12/2011 on resource efficient full multilingualism in interpretation. The decision set out strict rules to be applied when organising meetings with interpretation: economy and efficiency being the target. The main elements of the Decision were to:

- Limit the number of interpretation teams, that DG INTE could provide in parallel, to 16,
- To aim at an even spread of meetings across Committee weeks,
- To ensure that meetings end on schedule, specifically cutting the length of night sessions - thus reducing the need to have backup teams in place.
- To restrict interpretation for observers of new accession countries.

The decision had far-reaching consequences for the DG and the way in which it was to respond to meeting requests in general, and particularly the provision of interpreting services.

Thus the main challenge for DG INTE was to react swiftly and effectively to implement the new conditions, whilst maintaining the high professional standard of interpreting enjoyed by the institution, and at the same time continuing all efforts to achieve the objectives set for 2012.

Full implementation of the Decision was instructed to start on the 1st April 2012. In the interim period the Director for Organisation and Planning launched a series of meetings with counterparts in DG IPOL and DG EXPO in order to lay down clear implementing rules with respect to a reorganisation of the meetings pattern during Committee weeks. In

addition, a complete overhaul of planning and programming was put in place within the DG services concerned, together with a revised structure to implement the decision. Numerous meetings with "clients" using the services of DG INTE took place to explain the new system and working methods and to come to a mutually acceptable *modus operandi*. A new Demand Management Service was created within the Meetings and Conferences Unit to act as single interlocutor at an operational level for all requests for interpretation services.

The results of this first exercise in implementing the new rules are that additional savings have been made and a further 6.5 million Euros were returned during the *Rammassage* procedure. A considerable increase in cost effectiveness has been achieved and, overall, the key elements set out in the decision have been met. Stakeholders involved have accepted the changes in working methods and understand the necessity of these more stringent rules with regard to the better use of resources when planning meetings with interpretation.

For the most part DG INTE's implementation of the new rules can be considered as being a success. There are, however, a few areas which still require attention and where additional improvements and economies could be achieved. These mainly relate to late cancellation of meetings and requests for interpretation for languages which are subsequently not required during the meeting concerned. In addition, meetings which by definition tend to be organised at short notice, such as *trilogues*, have been shown to be more difficult to cater for.

The services of DG INTE, in collaboration with DG's IPOL and EXPO, are currently preparing an in-depth review on the outcome of these measures during this first year of implementation.

The recruitment of suitably qualified and experienced interpreting staff, who can meet the high standards required by the institution, is becoming increasingly difficult. University courses which can offer training in the field, to the standards required, are few and far between and the numbers of new interpreters entering the employment market are dwindling. Adding to this already difficult situation DG INTE is faced with a large number of highly qualified and experienced staff arriving to retirement age within the same short-term time frame. These factors pose a significant risk to the achievement of the DG's objectives. It is therefore essential that the DG continues, and steps up, efforts and activities to support multilingualism, promote the profession of interpretation, optimise the use of existing human resources through support to training and coaching initiatives, and strengthen and broaden networks of stakeholders in the field, where mutual benefits and sharing of best practice can be exploited.

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

2.1. Environment of the Directorate-General

The move of the majority of administrative staff of DG INTE to the TRI building was completed before the summer break. Remaining problems, related to lack of office space and archive space, have yet to be resolved with DG INLO.

The restructuring of the DG with the creation of a Resources Directorate (in line with the structure already in place elsewhere in the institution) took place at the beginning of the exercise. Recruitment of staff to fill the various posts within the Directorate is at final stages; it is foreseen that the newly created units will become fully operational once they have reached the correct staffing levels and at the latest by the end of the first semester of 2013.

A Demand Management Service (DEMAS) was established in the Directorate for Organisation and Planning, within the Meetings and Conferences Unit, in January 2012. This service was set up to implement the Bureau decision, described at point 1.2 and became the single interlocutor for all users of interpretation at an operational level. The task of the service is to ensure that all requests for interpretation services are in conformity with the strict constraints set out in the Bureau decision and to offer advice and guidance to this effect.

During the course of 2012 the Programming Unit in the Directorate for Organisation and Planning was re-structured in order to further increase efficiency and to support the new measures and approach. Coordinators have been appointed to ensure consistency and the sharing of knowledge with regards to the evolution of a given week (planning and requirements) from its beginning to the end.

The E-learning Unit was created in August in the Directorate for Organisation and Planning. The Unit is responsible for Virtual learning projects such as: Speech Repository and Multilateral and Bilateral Virtual Classes, involving other European institutions and both EU and non-EU universities. The Unit is also promoting the Virtual Coaching project, managing the Virtual Class Room and coordinating the recording of speeches and materials for use in tests (including for EPSO testing) and training. The objective is to maximise the provision of skilled interpreters in all working languages to support the efforts of the DG in the context of succession planning and recruitment.

The Total Quality Management Unit was established at the end of 2011 and has been progressively building capacity (in particular, one additional staff member joined the Unit on 1st September) and developing working procedures. The Unit has been highly involved in risk management. It contributed to other projects in the field of internal control (e.g. sensitive posts, documentation of procedures). The Unit serves as contact point and coordinator for matters related to internal audit, and in particular regarding the two follow-up exercises carried out by the IAS during the year. The Unit also dealt with the reporting foreseen by the Code of Conduct on Multilingualism. During the last quarter, the Unit was entrusted with the responsibility of developing an ex post control function due to start in 2013.

A re-deployment exercise involving a total of six staff members was carried out at the end of 2012, with effect as of the 1st January 2013, within the Directorate for Organisation and Planning. The aim is to use resources more efficiently in a general context of limitations to the establishment plan of the DG. Reports on the progress of this measure will be made during the 2013 exercise.

Major/new projects

As per point 1.2, major efforts were ploughed into implementing the Bureau decision enabling the DG's services to take on board the new provisions and manage the transition to resource efficient full multilingualism in interpretation.

A major project to update some 20 meeting rooms from analogue to digital systems was started at the end of 2011 and is ongoing.

2.2. The DG's human resources

	Posts on establishment plan 01/01/2011	Posts on establishment plan 01/01/2012	SITUATION AT: 31/12/2012				TOTAL
			Officials	Temporary staff	Contract staff	External staff	
AD	428	430*	333	37	10**	+/-450	+/-830
AST	109	123	103	6	26**	0	135
OTHER							
TOTAL	537	553	436	43	36**	+/-450	+/-965

* As at 31 December 2012, the number of posts had been reduced to 413.

** Croatian contract staff members are technically occupying posts for Croatian nationals.

2.3. Budget implementation in 2012

2.3.1. Final appropriations and initial appropriations

The initial appropriations on the budget line 1402-01 were 53.000.000€ Implementation of the Bureau decision of December 2011 has led to a reduction in costs and the result was that DG INTE offered back 6.500.000€ on this line during the *ramassage* procedure.

A further 500.000€ were returned, during the *ramassage* procedure, on the budget line 1404-04. The reason for the under utilisation on this line was that spending on bursaries for Auxiliary Conference Interpreter's (ACI's) language learning reflected the profound changes in recruitment patterns for ACI's due to the substantial cut in the interpretation budget. Spending was targeted strictly to the most urgent needs of the service and eligibility criteria were tightened. A programme for pre-accreditation test coaching was put on hold pending reporting on new recruitment patterns and needs. New rules on traineeships should come into force in 2013 which will improve targeting and thus effectiveness of resources.

2.3.2. Final appropriations and committed appropriations

Committed appropriations represent an overall utilisation rate of 99%. This includes the large provisional commitment on the budget line 1402-01 "Conference Interpreters". The majority of appropriations remaining on this commitment will be carried forward to 2013 for payment of ACI salaries, travel tickets relating to 2012 orders and to cover the back-dated salary adjustment when a decision is taken. (Salaries are assimilated to those of staff and adjusted accordingly).

2.3.3. Committed appropriations and payments carried out

The overall utilisation rate of commitments in payments is 78.43% across all budget lines. The most significant figure of appropriations remaining on commitments (9.3 million Euros) relates to the budget line 1402- 01 - payment of Auxiliary Conference Interpreters. Payments made in 2012 already represent 80% of the total committed amount. Regularisation of the invoice for auxiliary conference interpreters for the month of December 2012 has yet to be made, further invoices for travel tickets ordered from the institutions travel agency in 2012 have yet to arrive and the back dated salary adjustment remains to be paid. This should result in full utilisation of the appropriations committed on this line.

On the budget line 1404-04, 62.5% of committed appropriations have been disbursed in payments. The majority of remaining credits on commitments will be carried forward to 2013 to make final payments on the 9 grants agreements where projects are due to be finalised around the third quarter of 2013.

62.5% of committed credits have been paid on the line 2140-04. All remaining credits on commitments will be carried forward to 2013. Large invoices are due for the last quarter payments of the two maintenance contracts for the meeting rooms in Brussels and Strasbourg and a large invoice relating to work on the update of meeting rooms is due for payment early in 2013.

On budget line 3042-03, 64% of the committed amounts have been cleared by payments. Another 21% of the committed amount will be carried forward to 2013 to honour orders placed in 2012.

On budget line 3245-04, 73.3% of committed credits have been paid. The remainder is mainly related to the Rectors conference organised in the last quarter of the year and for the participation of DG INTE at the London language show, also in the last quarter of 2012. Invoices for final amounts due have not yet been received and amounts needed to honour contracts will be carried forward to 2013.

2.3.4. Use of appropriations carried over automatically and non-automatically from 2011 to 2012

The overall utilisation rate of carried forward credits is 75.92%. The most important amount carried forward is on the line 01402-01 relating to expenditure for Auxiliary Conference Interpreters. The amount carried forward from 2011 to 2012 included provision for the salary adaptation expected to be regularised in 2012 but for which no decision has yet been reached. The utilisation rate of carried forward credits on this line is 73.8%. As this one budget line accounted for some 91.4% of the total DG budget in 2011 (90.1% in 2012) utilisation, or, non utilisation statistics are centred on one line. It should however be noted that total appropriations in 2011 on this line were 58 million Euros, of which 45.77 million were actually paid in 2011 and together with the 8.26 million paid on carried forward credits in 2012, adds to an overall utilisation rate of 93.1% on 2011 credits.

There is a relatively low utilisation rate of carried forward credits on the budget line 1404-04 (40.4%). This is due to the majority of credits being carried forward to make final payments on grant projects and such is the nature of final payments on grant files that final amounts due rarely consume the total amounts committed. (Analysis often reveals that not all costs are eligible or final costs are less than estimated). For the 2011/2012 grant programme there was a relatively large amount on one commitment which was not finally paid as changes in the status of the organisation concerned, meant that the action could not be completed.

Other budget lines show higher utilisation rates of carried forward credits. For some activity areas it is difficult to estimate final total costs to be paid on a more accurate basis. There is, nevertheless, scope for improving management of carried forward credits and a more rigorous approach has been adopted for the next exercise.

2.3.5. Use of the appropriations corresponding to assigned revenue

2.3.5.1 Specific expenditure appropriations/assigned revenue
79% of assigned revenue of 2012 was committed, and of this amount more than 95% has been disbursed in payments.

2.3.5.2 Specific expenditure appropriations, carryovers/assigned revenue
99% of assigned revenue from previous exercises has been committed and of that committed amount 95% was paid in 2012.

2.4. Results obtained

2.4.1. Indicators

The working group, set up within DG INTE to develop performance and result indicators, has met on several occasions and work is underway. This is, however, a difficult exercise when considering what additional data could be collected, and how data that is already available could be exploited, to support the performance and result indicators and best document achievements.

For the 2012 exercise some result indicators are provided below, other indicators provide detail of the volume of activities in 2012.

Objective n°	Indicators	Results for the 2012 exercise
A) i	Indicators under development	
B) i	Total number of added languages in 2012/total applicants tested	127/224
	Total number of new ACI's /total candidates tested	94 (32 temporary accredited) /405
	Total number of bursaries granted in 2012	21 summer university 29 external language courses 6 training for trainers
	Turquoise week training activities	430 participants
	Total number of enrolments to in-house interpreter specific language courses 2012/2013	125 interpreters
A) i	Indicators under development	
B) i	Number of grants awarded to universities in 2012	17 projects from which 9 have been co-funded by the EP
	Number of universities who received pedagogical assistance	25 universities 50 remote teaching assistance (virtual classes)
	Total n° of visits by universities	26 universities
	Total number of students visiting DG INTE	307 students
B) ii	Indicators under development	
	Number of participants to structured exchange programme with SCIC (EP & SCIC)/total n° of exchange days of interpretation	10/ 72
	N° EP interpreter days placed at disposal of SCIC during Strasbourg session	45
	N° EP interpreter days placed at the disposal of the SCIC outside Strasbourg sessions	257

A) i A) iii B) iii	Indicators under development	
	Total number of meeting sessions with interpretation attended by conference technicians	5085
	Total number of meeting sessions requiring sound equipment set up and support	745
	Total number of meeting sessions requiring projection equipment set up and support	3045
	Total EP meeting sessions with interpretation provided Brussels/Strasbourg/Luxembourg/Outside 3 work places Total	3804/1970/29/866 6669
	Number of meetings outside of places of work organised by the Conference Service (Political groups, Conf. Presidents and Bureau)	33
	Meetings with interpretation organised for other institutions total:	
	Commission (Lux)	327
	Commission (outside)	25
	Court of Auditors (Bxl, Lux, outside)	123
	Comm. of Regions (Bxl, outside)	81
	Economic and Social Comm. (EESC)	3
	Ombudsman	1
Translation Centre	3	
Total for other institutions	563	
Total number of files treated for requests for meetings in the EP premises by outside bodies: of which	104	
Brussels	72	
Luxembourg	2	
Strasbourg	30	
Total n° of interpretation days in 2012/2011 organised for the needs of the EP (staff)	51.109/52.934 days	
Total n° of interpretation days in 2012/2011 organised for the needs of the EP (ACI)	46.682/56773 days	

2.4.2 Resource efficient demand management

Full implementation of the Bureau decision on resource efficient multilingualism in interpretation was achieved by 1 April 2012. The maximum number of 16 interpretation teams working in parallel has been respected, and there is a more even spread of meetings across Committee weeks. This has reduced the problems created previously by peak numbers of meetings being held on Tuesdays and Wednesdays. These measures have increased efficiency and allowed for savings to be made. There are persisting problems which need to be addressed in order to further enhance efficiency and savings. The Demand Management Service, set up as single

interlocutor for all users of interpretation at an operational level, ensures that requests for interpretation are in compliance with the strict rules set out in the decision. Conclusions after this first year of application of the Bureau decision and proposed additional measures will be set out in a report currently being prepared.

2.4.3 Prepare for the future needs of the institution with regards to interpretation

DG INTE adopts a pro-active approach to raising awareness and interest in the interpretation profession in general, and in the career opportunities in this field within the institution, all with a view to guarantee a continued supply of skilled interpreters for future needs.

Measures implemented in 2012 include:

-The annual grant programme which is jointly run with the interpretation service of the Commission (SCIC). The aim is to contribute to projects which bring an additional European dimension to interpreter training - for example by teaching unusual language combinations of special interest to the European Parliament or by supporting cross border projects in which the institutions have a vested interest. Following this year's call for proposals, 18 projects were submitted for evaluation. As a result, 17 projects were retained for funding, out of which 9 will be co-financed by the EP

-DG INTE has participated in a number of careers events and language fairs and took the lead in organising the stands for the Paris Expolangues and the London language shows. The stands were jointly manned with the Commission and the Court of Justice and attracted some 400 visitors at each event. DG INTE also participated at the Berlin show, the Limassol conference and was present and active at the Open Door Days of the European Parliament, both in Brussels and in Strasbourg.

-The interpretation services of the institutions jointly manage a Facebook page which currently counts 27000 fans, DG INTE's own Facebook page has 767 fans which is encouraging considering that it was only opened in December 2012. The DG uses social media networks wherever possible and appropriate, as a fast, effective and efficient way of reaching a large number of people.

- Teaching assistance is provided to universities and schools of excellence involved in training conference interpreters, and a new E-learning Unit has been set up to increase and improve the help we can offer in this area. E-learning activities enable the interpretation experts of DG INTE to give feedback (either on a one-to-one basis or by groups from several centres at a time) on interpretation of speeches by students via videoconference or SKYPE. E- learning is the most cost and time effective way of coaching and can help improve the quality of future recruitments. Considerable increase in the use of "virtual classes" has been noted since the creation of the Unit and increasing numbers of universities have joined this initiative. Amongst these: Sofia, Ljubljana, Astrakhan, Budapest, Tallinn, Vilnius and Stockholm. Some 50 virtual classes with 16 universities have been organised in the course of the year and new universities such as Graz, Warsaw and Cracow are now joining the scheme. The Unit will be considering expanding the project to involve other international organisations in the future. In this field of work DG INTE has taken centre stage and become the hub for Multipoint Virtual Classes.

- Teaching assistance is also provided to universities at final examination stage by experienced staff interpreters of DG INTE.

- A four day "train the trainer" course was run in Brussels with 13 partner universities: The aim was to provide a platform for exchange of information and best practice and to consolidate links to enhance cooperation. In the same context DG INTE also hosted a two day seminar organized by the EMCI network.

- The 2nd Rectors' Conference was organized and staged by DG INTE on the 18th and 19th October, bringing together 160 participants from EU member states, candidate countries and beyond - rectors, presidents and vice-chancellors of universities, heads of interpreting departments and other key stakeholders. The conference entitled "New Technologies and Education for Multilingualism - Going Global" featured on the programme of Vice-President Martinez, Commissioner Vassiliou, Secretary General Klaus Welle and other prominent speakers from research and international organisations. The aim of the conference was to raise awareness about the interpreting profession, the role of new technologies in interpreter training and the needs and requirements of the European Parliament with regards to interpretation. It offered an unprecedented opportunity for networking and exchange of best practice and strengthened the relationship between the universities training interpreters and DG INTE.

2.4.4 Optimising human resources

In order to optimise performance DG INTE actively encourages interpreting staff to further develop language skills and the number of languages in which they can work. In 2012, 22 Auxiliary Conference Interpreters added a new working language to their repertoire after having been granted a bursary for language learning by DG INTE.

A new approach to training based on a comprehensive learning-needs analysis resulted in 430 interpreters participating in training activities organised by DG INTE during turquoise periods. In particular, a new focus on training in economics and finance has produced positive results with an overall satisfaction rating by participants of 84%.

DG INTE has played a key role in the re-organisation and streamlining of testing for interpreting staff within the inter-institutional group set up for this task. Considerable savings on human resources, involved in the testing procedures, have been made as a result of the new guidelines on inter-institutional accreditation tests and language adding tests for staff which were developed and approved in 2012. The first round of tests following the new procedure were organised in September.

2.4.5 Inter-institutional and international cooperation

DG INTE cooperates with other EU institutions in almost all areas of work. The long-term recruitment of Auxiliary Conference Interpreters is synchronised with the other two EU- interpretation services and interpreter teams are provided by DG INTE to the Commission in Luxembourg, the Court of Auditors, the European Economic and Social Committee and the Committee of Regions, the Ombudsman and the Translation centre.

A helpdesk for contacts with other Institutions was set up in the Programming Unit in order to make use of existing opportunities for resource optimisation when the peaks in demand in the EP and the Commission do not coincide (e.g. weeks set aside for external parliamentary activities).

Efforts and activities to promote the interpretation profession, to support interpreter training and to demonstrate the career opportunities in this field within the EU institutions are often undertaken on an inter-institutional basis including the joint grant programme run with the interpretation service of the Commission (SCIC).

DG INTE has increased its visibility on the international stage with such activities as the 2nd Rectors Conference, the continuing organisation of the HINTS network - (Heads of interpretation services) launched by DG INTE and two other international organisations in 2007 and active participation in IAMLADP - (the International Annual Meeting on Language Arrangements, Documentation and Publications consisting of a forum and network of managers of international organizations employing conference and language services providers – mainly translators and interpreters). Its membership includes the United Nations, other organizations of the UN system and inter-governmental and supra-national organizations. The Director of Organisation and Planning in DG INTE currently holds the position of Secretary General for HINTS and is the Chair of a task force for IAMLADP. A HINTS seminar was organised in Brussels in March 2012 in addition to the regular twice yearly meeting - HINTS meetings are an important tool for networking and sharing of best practice and solution finding between stakeholders managing interpretation services, from international organisations.

Networking on an international scale with key partners, who often face similar problems when seeking qualified and high standard interpreting staff, provides a good forum for establishing mutual solutions and mutual assistance. The EP runs exchange programmes with the UN providing opportunity to consider best practice and promote mutual support.

2.4.6 Strengthen the structure of the Conference Technicians Unit

Consolidation of the unit is now complete. 5 Implementation Managers have been installed to take charge of major projects underway. The Planning Office has been consolidated into one team to provide a comprehensive approach to organisation and planning. A Central Control Area has been established to ensure a central point for incident reporting and first level incident resolution.

2.4.7 Maintaining up-to-date facilities for meetings

A 4-year project was launched at the end of 2011 to update some 20 meeting rooms from analogue to digital systems. 3 meeting rooms have been completed in Brussels in 2012 and a fourth will be completed before the end of January 2013.

2.4.8 Optimisation of the use of "valise" interpretation on missions:

The "valise" system of providing interpretation is a portable case containing all equipment necessary to provide interpretation at meetings. No booth is necessary; the system is small enough to be able to carry to any location (even to locations where perhaps suitable equipment cannot be hired), and it can be set up for use with a minimum of technical assistance. All of these factors can create considerable savings for meetings organisation and DG INTE is pursuing ways to increase the uptake of the use of valise interpretation. In 2012 DG INTE has extended the capacity of the utilisation of the valise system by 25%.

3. EVALUATION AND EFFECTIVENESS OF INTERNAL CONTROLS

Standard	Achieved	Almost	Partly	Started	To be started / NA
Part 1: Control environment					
1. Ethics and integrity	x				
2. Mission, role and tasks	x				
3. Staff competences	x				
4. Staff performance	x				
5. Sensitive posts	x				
6. Delegation	x				
Part 2: Performance and risk management					
7. Setting of objectives	x				
8. Multiannual programming	x				
9. Annual Work Programme (AWP)	x				
10. Monitoring performance against objectives and indicators				x	
11. Risk analysis and management	x				
Part 3: Information and communication					
12. Ad hoc management information	x				
13. Mail registration and archiving systems			x		
14. Reporting of irregularities					x
Part 4: Control activities					
15. Documentation of procedures	x				
16. Separation of tasks	x				
17. Supervision				x	
18. Recording of exceptions				x	
19. Continuity of operations			x		
Part 5: Audit and evaluation					
20. Identification and correction of internal control weaknesses				x	
21. Audit reports	x				
22. Annual review of internal control				x	

4. CONCLUSIONS

As reported in periodical reports throughout the exercise, the main challenge in 2012 for DG INTE was to adapt and re-organise operations in order to make a success of resource efficient full multilingualism in interpretation. This concerned the core task of the DG and as with any change of this magnitude a complete re-assessment of approach and a certain period of adaptation are required. However, making the changes in orderly stages was not an option and the action plan put in place to respond to the new rules had to be operational, efficient and effective, immediately. Fine tuning of the system is ongoing and further improvements are under development.

In other areas of work efforts have continued to target achievement of the objectives set. Actions to promote the interpretation profession have been stepped up in 2012 and new partners and networks have been formed. This is essential to support multilingualism and must be continued and further developed in order to counteract the decline in interpretation studies available across Europe and the dwindling numbers of suitably qualified interpreters entering the labour market.

DG INTE has taken a leading role in cooperation activities with the other EU institutions and with international partners with vested interests in pooling of resources and joint action plans where mutual benefits can be achieved.

5. DECLARATION BY THE AUTHORISING OFFICER BY DELEGATION

I, the undersigned, **Olga COSMIDOU**

Director-General of Interpretation and Conferences

hereby declare in my capacity as authorising officer by delegation

that the information contained in this report is true.

I can state with reasonable assurance that the resources allocated to the activities described in this report have been used to the intended ends and in accordance with the principle of sound financial management, and that the control procedures put in place provide the necessary 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, ex-post checks 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.

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

Done at
on

SIGNATURE:

6. ANNEXES

ANNEX 6.1 Relevés d'exécution budgétaire 2012

DG. INTE

Situation des Crédits courants Exercice: 2012 (en EUR)

Edité le 15/01/2013 à 11:55

Page 1/1

Poste	Intitulé	Crédits	Virements+	Crédits	Engagements	%	Paiements	Solde des	Crédits
		Initiaux	Budg. Suppl.	Actuels	Contractés	Util.	Effectués	Engag. E.C.	Disponibles
01402	Interprètes de conférence	53.000.000,00	-6.500.000,00	46.500.000,00	46.000.000,00	98,92	37.191.389,57	8.808.610,43	500.000,00
01404	Stages, subventions et échanges de fonctionnaires	1.150.000,00	-500.000,00	650.000,00	598.009,92	92,00	382.759,92	215.250,00	51.990,08
02140	Matériel et installations techniques	3.125.000,00	0,00	3.125.000,00	3.121.500,18	99,89	1.954.115,40	1.167.384,78	3.499,82
03042	Réunions, congrès et conférences	1.120.000,00	0,00	1.120.000,00	759.594,47	67,82	572.610,57	186.983,90	360.405,53
03245	Organisation de colloques, séminaires et actions culturelles	200.000,00	0,00	200.000,00	139.301,59	69,65	114.173,62	25.127,97	60.698,41
Total Général		58.595.000,00	-7.000.000,00	51.595.000,00	50.618.406,16	98,11	40.215.049,08	10.403.357,08	976.593,84

DG. INTE

Situation des Crédits reportés automatiques Exercice: 2012 (en EUR)

Edité le 15/01/2013 à 11:56

Page 1/1

Poste	Intitulé	Crédits	Crédits	Engagements	Paiements	%	Crédits	Reliquat de
		Reportés	Actuels	Contractés	Effectués	Util.	Disponibles	Conversion
01402	Interprètes de conférence	11.193.043,95	11.193.043,95	11.193.043,95	8.263.612,05	73,83	2.929.431,90	0,00
01404	Stages, subventions et échanges de fonctionnaires	223.452,36	223.452,36	223.452,36	90.337,94	40,43	133.114,42	0,00
02140	Matériel et installations techniques	1.440.731,75	1.440.731,75	1.440.731,75	1.395.042,72	96,83	45.689,03	0,00
03042	Réunions, congrès et conférences	112.990,67	112.990,67	112.990,67	86.709,01	76,74	26.281,66	0,00
03245	Organisation de colloques, séminaires et actions culturelles	108.664,19	108.664,19	108.664,19	94.130,76	86,63	14.533,43	0,00
Total Général		13.078.882,92	13.078.882,92	13.078.882,92	9.929.832,48	75,92	3.149.050,44	0,00

DG. INTE

Situation des Crédits reportés non-auto. Exercice: 2012 (en EUR)

Edité le 15/01/2013 à 11:56

Page 1/1

Poste	Intitulé	Crédits	Virements+	Crédits	Engagements	%	Paiements	Solde des	Crédits
		Initiaux	Budg. Suppl.	Actuels	Contractés	Util.	Effectués	Engag. E.C.	Disponibles
Total Général		0,00	0,00	0,00	0,00		0,00	0,00	0,00

DG. INTE

Situation des Crédits de dépenses spécifiques/RA Exercice: 2012 (en EUR)

Edité le 15/01/2013 à 11:56

Page 1/1

Poste	Intitulé	Crédits	Crédits	Crédits	Engagements	%	Paiements	Solde des	Crédits
		an. précéd.	an. cumulés.	Actuels	Contractés	Util.	Effectués	Engag. E.C.	Disponibles
01402	Interprètes de conférence	0,00	444.805,15	444.805,15	378.505,15	85,09	378.505,15	0,00	66.300,00
01404	Stages, subventions et échanges de fonctionnaires	0,00	12.464,11	12.464,11	0,00	0,00	0,00	0,00	12.464,11
03042	Réunions, congrès et conférences	0,00	22.621,68	22.621,68	20.073,00	88,73	1.553,00	18.520,00	2.548,68
03245	Organisation de colloques, séminaires et actions culturelles	0,00	25.996,92	25.996,92	0,00	0,00	0,00	0,00	25.996,92
Total Général		0,00	505.887,86	505.887,86	398.578,15	78,79	380.058,15	18.520,00	107.309,71

DG. INTE

Situation des Crédits reportés dep. spec RA Exercice: 2012 (en EUR)

Edité le 15/01/2013 à 11:56

Page 1/1

Poste	Intitulé	Crédits	Crédits	Engagements	Paiements	%	Solde des	Crédits
		Initiaux	Actuels	Contractés	Effectués	Util.	Engagements	Disponibles
01402	Interprètes de conférence	603.917,95	603.917,95	603.917,95	603.917,95	100,00	0,00	0,00
02140	Matériel et installations techniques	1.649,75	1.649,75	1.568,95	1.264,71	80,61	304,24	80,80
03042	Réunions, congrès et conférences	51.780,48	51.780,48	49.540,94	20.127,51	40,63	29.413,43	2.239,54
Total Général		657.348,18	657.348,18	655.027,84	625.310,17	95,46	29.717,67	2.320,34

DG. INTE

Situation des Recettes générales Exercice: 2012 (en EUR)

Edité le 15/01/2013 à 11:57

Page 1/1

Poste	Intitulé	Crédits	Virements+	Crédits	Engagements	Paiements	Solde des	Crédits
		Initiaux	Budg. Suppl.	Actuels	Contractés	Effectués	Engag. E.C.	Disponibles
Total Général		0,00	0,00	0,00	0,00	0,00	0,00	0,00

6.2 Rapport sur le respect des délais de paiement

<u>Factures payées en 2012</u>		Intérêts de retard à payer d'office (>200€)	Intérêts de retard à payer à la demande (<=200€)	Pas d'intérêts de retard à payer	Total
Endéans le délai	Nombre de factures			433	433
	Montant total des factures (EUR)			6.866.151,09	6.866.151,09
Hors délai	Nombre de factures	2	26		28
	Montant total des factures (EUR)	702.252,87	674.544,95		1.376.797,82
	Montant des intérêts de retard (EUR)	1.574,25	851,78		2.426,03
Nombre total de factures		2	26	433	461
Montant total des factures (EUR)		702.252,87	674.544,95	6.866.151,09	8.242.948,91

Two invoices have generated interest due on late payment in 2012. One invoice was paid late partly as there was confusion over a new contract with terms and conditions of payment that involved payment in stages and following acceptance of different reports, and partly due to confusion over who should sign the payment during the holiday period. Measures have been put in place to ensure that this does not arrive again. The second invoice is under review as it is not yet ascertained whether or not payment of interest is actually due.

6.3 Liste des exceptions - dérogations à la réglementation

DG INTE has no exceptions to report.

6.4 Obligations contractuelles de longue durée

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

6.5 Procédures négociées exceptionnelles

DG	Service	Relevant AO	Contract Reference	Objet du marché	Type	Catégorie	Durée	Economic Operators	Montant	Devises	Procédures négociées exceptionnelles	Justification légale	Commentaire	Decision Date	Lots
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	2012/01/03245-04	Location stand pour International conference for Interpreters and Translators - Berlin - 28-30 September 2012	Services	27 Autres services	Ponctuel	WEITERBILDUNG -U. FACHVERLAG	1.000,00	EUR	PN article 126	PN article 126.1 b)	Procédure négociée avec l'organisateur de la conférence (droit d'exclusivité)	20/02/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	EP/DG INTE/COMM/AWD/2012/1	London Language Show 2012	Services	27 Autres services	Ponctuel	UPPER STREET EVENTS	12.285,00	GBP	PN article 126	PN article 126.1 b)	The organiser of the fair is the only company who can rent the space required for the language show.	10/07/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/RE/MM/GR GUE OCT 2012/LOC.SERV.TECH	location de services techniques tels que photocopieuses, copies, faxes, téléphones, ordinateurs, imprimantes, projecteur, écran, lignes téléphoniques, ligne ADSL	Services	27 Autres services	Ponctuel	HOTEL HILTON PARK NICOSIA	10.500,00	EUR	PN article 126	PN article 126.1 b)		10/09/12	1

INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/BUR ECR JUIN 12 REYKJAVIK 2	Location des services techniques à Reykjavik	Services	27 Autres services	Ponctuel	NYHERJI	8.000,00	EUR	PN article 126	PN article 126.1 b)		11/04/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/BURPPE/SEPT12/FLOR1	Location lignes informatiques, photocopieuses, fax, consommation téléphone et photocopies	Services	05 Services de télécommunications	Ponctuel	COMPAGNIA ITALIANA ALBERGHI	12.920,00	EUR	PN article 126	PN article 126.1 b)		3/07/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GR ECR NOV 12 LONDON 1	IT & Ancillary services	Services	27 Autres services	Ponctuel	THE ROYAL HORSEGUARDS HOTEL	10.630,00	GBP	PN article 126	PN article 126.1 b)		8/11/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GR GUE/NGL JUIN 12 COPENHAGUE	Location lignes téléphoniques et ADSL, abonnements, consommation téléphone	Services	27 Autres services	Ponctuel	SCANDIC HOTEL KOBENHAVN	24.100,00	DKK	PN article 126	PN article 126.1 b)		7/05/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GR PPE JUIN 2012 TURKU 2	Pauses café + eau	Services	17 Services d'hôtellerie et de restauration	Ponctuel	SUNBORN SAGA/SUNBORN CATERING	9.000,00	EUR	PN article 126	PN article 126.1 b)		13/06/12	1

INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GR PPE OCT 12 BERLIN WEBSTREAM	Webstreaming material rental	Services	05 Services de télécommunications	Ponctuel	GOPFERT STEPHAN / ZEILENSPRUNG	6.330,00	EUR	PN article 126	PN article 126.1 b)	FOURNISSEUR OBLIGÉ - LAUREAT D'UN AO DU PPE	26/09/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GRVERTS/0512 /COP4	Location photocopieuses, copies, WiFi, assistance technique, imprévus	Services	07 Services informatiques et services connexes	Ponctuel	THE ROYAL DANISH ACADEMY OF FINE ARTS	7.800,00	EUR	PN article 126	PN article 126.1 b)		25/04/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GR VERTS OCT 12 OSTENDE 3	Déménageurs, Ligne Wi-Fi, Services salles imprévus, Appareils téléphoniques, consommation téléphone	Services	27 Autres services	Ponctuel	NV RESTOTEL	6.814,00	EUR	PN article 126	PN article 126.1 b)		8/10/12	1

INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/MM/GR GUE OCT 2012 LOC SERV NEW	location de services techniques tels que photocopieuses, copies, faxes, téléphones, ordinateurs, imprimantes, projecteur, écran, lignes téléphoniques, ligne ADSL	Services	27 Autres services	Ponctuel	BIONIC	10.500,00	EUR	PN article 126	PN article 126.1 b)	10/09/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	PE/CONF/2012 PG02	Achat 2 racks et socle point presse	Fournitures	Achat	Ponctuel	M.E.A.	5.723,50	EUR	PN article 126	PN article 126.1 g1)	23/03/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	PE/CONF/2012 PG03	Upgrade système projection	Fournitures	Achat	Ponctuel	BARCO	16.977,00	EUR	PN article 126	PN article 126.1 g1)	7/05/12	1
INTE	Direction générale de l'interprétation et des conférences	Olga COSMIDOU	INTE/REU/GR SD JANVIER 13 TRIESTE 1	rental of meeting rooms, internet acces, PCs, movers, photocopy machines & conference drinks	Services	17 Services d'hôtellerie et de restauration	Ponctuel	ADRIACONGREX	106.777,00	EUR	PN article 127	PN article 127.1 e)	10/12/12	1

6.6 Résultat des évaluations ex-post

DG INTE is finalising recruitment of an ex posts verifier and in the final stages of establishing a working methodology for ex post evaluation starting in 2013.

6.7 Fonctions sensibles

<i>Fonction identifiée sensible</i>	<i>Mesures prises</i>
Directors Directorate A and C	Positive residual risk inherent to nature of post - no measures foreseen
Director Directorate B	Function, role and circuits to be reviewed with new separation of roles - achieved
Head of ACI Recruitment	As above
Admin Manager ACI Recruitment x 4	Measures under consideration - measures set out in report not yet achieved
Head of Conference Technicians Unit	Sensitive nature related to level of expertise - measures set out relate to tendering activities- not yet achieved
Conf Tech Unit - Technician/ Financial Initiator	Reinforcement of the separation of tasks has been implemented, <i>pre saisine</i> is made for competitive tendering. Review of all tendering procedures is not yet achieved awaiting reinforcement of Budget Unit.
Conf Tech Unit - Clerical and Financial Officer	As above
Head of Meetings and Conferences Unit	Re distribution of tasks almost completed. Other measures not yet achieved.
Meetings and Conferences Unit -Clerical and Financial Officer	Role and task definition almost completed. Review of tendering procedures not yet achieved awaiting reinforcement of Budget Unit.
Meetings and Conferences Unit - Meetings Organiser x 3	As above

6.8 Evaluation de la mise en oeuvre des normes de contrôle interne

ACHIEVED

<u>N° norm</u>	<u>Title of norm</u>	<u>Comments on achievement</u>
1. Control Environment	1. Ethics and integrity	Staff have access, by means of intranet to all notes and up dates from DG Personnel, DG INLO etc. All regulations, internal rules and guidance documents relating to financial work are also readily available and accessible via the intranet site of the institution. DG INTE has its own website, EPIweb, via which staff have access to all communications from the Director General, to information on matters such as staff conduct, Manual of Procedures, delegations and sub delegations etc as well as links to information on the main intranet site of the EP.
1. Control Environment	2. Mission, role and tasks	The role and tasks of the Directorates and Units in the DG are set out on the EPIweb site.
1. Control Environment	3. Staff competence (recruitment, training and mobility)	All staff recruitment is conducted by at least two members of staff, usually one member from a different unit wherever possible. Normally recruitment interviews for AD posts are conducted together with the head of Human Resources Unit. Interviews are fully documented in a written report. DG INTE has a training officer working within the Human Resources Unit who follows up on training requirements of each unit. For the most part mobility does not affect DG INTE in the sense that Interpreting staff are not Mobile. Other posts follow the normal rules and instructions issued.
1. Control Environment	4. Staff Performance	Staff performance is assessed during the annual staff report procedure. Specific problems arising during the year would be dealt with as promptly as possible and the Human Resource Unit is available to assist with all staff related matters.
1. Control Environment	5. Sensitive functions	A full analysis of sensitive posts was carried out in 2012 and the results were presented to the Secretary-General on 23 July 2012. DG Interpretation has identified 14 posts as being sensitive by nature. Some posts were deemed sensitive due to the nature of the decision making power (Director) or by the complex technical knowledge required for the post (HoU Conference Technicians Unit) and whilst classified as being sensitive no further action or measures to be taken are applicable. Other posts identified as being sensitive have been noted in the report with measures that should be adopted.
1. Control Environment	6. Delegation	All original documentation relating to the delegation and sub-delegation of authorising officers is archived and closely monitored, all changes are made immediately and the handbook of procedures on the EPIweb site is amended accordingly. All persons concerned receive written notification with regard to tasks and responsibilities.
2. Performance & Risk Management	7. Setting of objectives	Each Unit/Directorate develops objectives for each sector of work and the overall objectives for the DG are built up in stages from that point. The objectives of the DG are available to staff via the EPIweb site and individual objectives are set out in the annual reports. The Director general holds a meeting each year to set out and agree the objectives and to explain how they feed into the annual report procedure.
2. Performance & Risk Management	8. Multi-annual programming	The Administrative Work Programme 2012-2014 (AWP) defines the Parliament's main challenges and key projects to be achieved over this period. The programme sets out the key projects to be completed by each DG . DG INTE has 9 projects set out in the AWP.

2. Performance and risk management	9. Annual work programme	The objectives set for each sector are fully detailed and constitute the work programme for each sector.
2. Performance & Risk Management	11. Analysis and risk management	<p>Significant progress was made concerning risk management. Awareness raising actions took place. A Risk Management team was created and placed under the authority of the Director-General. A first fully-fledged risk assessment exercise was carried out and no critical risk was raised but 8 key risks were identified and carefully analysed. They generated detailed action plans to be implemented within specific time frames by the risk owners in charge. The key risks identified can be grouped into four main areas: Budget management and implementation (in particular concerning line 1402-01 - Conference Interpreters, and the related interinstitutional arrangements for payments and accounting); IT with a major reliance on the Pericles system as well as shortcomings identified at the level of the interinstitutional application WebCalendar; Talent management, training and succession planning as far as conference interpreters or conference technicians are concerned; Planning of our interpretation needs concerning missions organised by our users.</p> <p>The initial results of the exercise were communicated to the EP Risk Manager in June 2012 as well as a precise update of the risk register in mid-December. The degree of implementation of action plans was judged satisfactory for all risks. Two risks had their residual level already lowered.</p>
3. Information & Communication	12. Ad hoc management information	A full management meeting is held once per month by the Director General with all Directors and Heads of Unit where upcoming issues are discussed any particular problems can be raised and news of the previous months main points are given. Each Unit holds regular team meetings. Regular meetings (once per month) are held between the Budget Unit and the Financial Initiators (who are placed in the operational services) and Ex Ante Verifiers. Any important information regarding financial work and tendering or reporting requirements are either issued in writing (GEDA) by the Director General or by e mail to all concerned from the Budget Unit
4. Control activities	15. Documentation of procedures	All financial procedures are documented and regularly up dated in a manual of Procedures available on the DG intranet site. All standard documents and rules and regulations and templates are linked to the manual. Codification of procedures was initialised in 2012. Some Directorates/services have finalised the documentation of administrative procedures and others will finalise in 2013.
4. Control activities	16. Segregation of duties	Operational and financial initiators work within the operational units. Ex ante verifiers work in the Budget Unit ensuring complete segregation of duties. Tendering is de centralised in the operational units. Pre saisine on tendering files is made for procedures over 60.000€
5. Audit and evaluation	21. Audit reports	All audit reports and action plans are followed up. No outstanding actions are applicable to DG INTE.

PARTIELLE

3. Information & Communication	13. Mail registration and filing systems	Systematic and formal registration of incoming documents is made in GEDA. Centralised administrative archives have been set up and now maintained according to internal instructions to the institution. Financial archives have been centralised in Brussels instructions as from 2013 to archive as files are signed by the AOSD will be issued shortly. This will ensure that all budgetary documents are kept in one place throughout the exercise.
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4. Control activities	19. Continuity of operations	Substitution arrangements for all key functions are organised internally by each service individually. Specific handover documents for changeover of responsibilities have not, however, been established.
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DEMARREE

2. Performance and risk management	10. Performance control based on objectives and indicators	DG INTE has not elaborated performance or result indicators during the reporting exercise. A working group has been established and work is ongoing - results and performance this year are therefore reported in terms of work volume so as to provide an idea of the activity level within the DG. It is hoped that a comprehensive set of indicators can be identified for reporting in 2013.
4. Control activities	17. Supervision	A harmonised approach and formalisation of observations in FINORD will be developed as soon as the staff have been recruited to consolidate the ex ante team. Ex post control has not previously been instigated but the Total Quality Management Unit is currently finalising a work plan for 2013 and the recruitment of an ex post verifier is almost finalised.
4. Control activities	18. Recording of exceptions	Derogations are the subject of file notes which are referenced in the relevant budgetary document in FINORD. Formalisation of the encoding and referencing system needs to be adopted for the DG.
5. Audit and evaluation	20. Identification/correction of IC weaknesses	Internal control weaknesses are identified on an ad hoc basis and suitable solutions are discussed and implemented wherever this is deemed appropriate.
5. Audit and evaluation	22. Annual review of internal control	There is not as yet a formalised revision of the Internal Control System.

A DEMARREE

3. Information & Communication	14. Reporting of irregularities	Information consisting of the Bureau Decision of 10/3/2004 concerning set up of a panel, and the members of the panel are available via the intranet site of the EP although no detailed internal instruction is found concerning procedures to follow. No internal procedures to follow have been elaborated at DG level.
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