



TRANSLATION CENTRE
FOR THE BODIES
OF THE EUROPEAN UNION

Highlights of the year

2020



Translation
technology



Human
resources



CdT-EUIPO
cooperation



Quality and
Client orientation



Institutional
aspects

FOREWORD



What a year! This is how we have all summarised 2020.

Undoubtedly, the COVID-19 pandemic has been a major challenge for us and our clients. It compelled us to quickly adapt our ways of working to ensure service continuity. By optimising our internal translation resources, administrative procedures, workflows, and communication tools, we continued offering our regular services to their habitual standards and balanced the 2020 budget exercise with a total translation volume of 635 000 pages delivered to 65 clients. The number of pages of translated documents increased by 8.4% in relation to the previous year, reaching 335 000 pages (2019: 309 000 pages), and for the first time exceeded the number of pages of EU trade marks, standing at 300 000 pages.

In addition to our usual business, 98% of our ambitious 2019-2020 transformation plan has been successfully implemented. In close cooperation with the European Union Intellectual Property Office (EUIPO), and by harnessing the potential of neural machine translation and speech-to-text technologies, we have developed new linguistic services and working methods for our clients, such as automatic translation, custom machine translation, transcription with and without human intervention, and optimised subtitling. Furthermore, we have redefined core processes to improve efficiency and enhance the customer experience. Most importantly, the transformation enabled the Centre to open up new opportunities and to shift from a one-size-fits-all policy to a more bespoke approach focusing on added-value services for our clients' specific needs. A perfect example of this is the tailored, secure on-site machine translation solution put in place for the European Public Prosecutor's Office (EPPO) in cooperation with the Commission's DGT. Another example is the new Paste 'n' Go translation service initially developed for the Research Executive Agency (REA) and now available to all clients.

By a fortunate coincidence, the positive outcomes of our transformation materialised in the year of the Centre's 25th anniversary. To mark the event, we have produced a short video recalling our exciting 25 years of existence, which I invite you to discover through the link included in this publication. It features the Centre's former Directors, to whom I would like to pay tribute on this occasion.

I would like to cordially thank our clients for their continuous trust in our capacity to provide the services they need and in the quality of our work. My sincere appreciation also goes to our colleagues from the EUIPO for playing such an active role in the Centre's transformation, to the Commission's DGT for their strong support on machine translation, to the working group of our Management Board for overseeing and advising us on the transformation process, and to our institutional partners for their excellent spirit of cooperation. Finally, I would like to extend my gratitude to the Centre's staff, whose expertise and dedication have helped me steer the Centre successfully through this very challenging year, and who, in addition to delivering to our clients' expectations, have gone the extra mile to implement the tasks and projects to prepare for the Centre's future. Throughout all these years, together we have shaped the Centre to become a modern language service provider in the landscape of the EU's translation services and a key facilitator of multilingual communication between the Union and its citizens, today and for the years to come.

Benoît Vitale

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Highlights of the year 2020

This publication of the Translation Centre for the Bodies of the European Union is available on its website: cdt.europa.eu

Further information on the European Union is accessible via the Europa server (europa.eu).

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ISBN 978-92-95212-28-2

ISSN 2363-0221

doi: 10.2817/993766

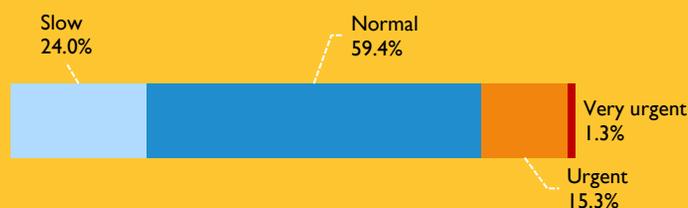
	2019 (%)	2019 (pages)	2020 (pages)
EUIPO	18.1%	36 863.5	43 545.0
EMA	23.4%	33 065.0	40 793.5
EASO	-15.8%	30 975.5	26 091.0
EDPS	32.5%	13 308.5	17 640.0
ECHA	-7.8%	18 325.5	16 888.5
FRONTEX	11.6%	12 770.0	14 248.0
DG-EMPLOI	1.4%	13 936.5	14 137.5
EU-OSHA	104.8%	6 715.0	13 752.0
CHAFEA	179.4%	4 751.0	13 274.5
FRA	-1.7%	12 583.5	12 365.0
eu-LISA	-2.1%	11 559.0	11 320.5
DG-GROW	0.0%	0.0	11 104.5
SRB	8.8%	9 575.5	10 419.0
EBA	17.7%	7 929.0	9 331.0
ECDC	101.4%	4 254.5	8 566.5
ESMA	135.4%	3 603.5	8 481.5
EUROJUST	23916.3%	21.5	5 163.5
EFCA	78.3%	2 789.0	4 973.0
EUROFOUND	-1.2%	4 867.5	4 809.5
EACEA	-50.2%	7 496.0	3 736.5
ERA	-73.2%	13 719.5	3 675.0
OMBUDSMAN	12.3%	3 138.0	3 523.0
EEA	19.4%	2 777.5	3 315.0
ACER	19.4%	2 323.5	2 775.0
EMSA	122.0%	1 139.5	2 529.5
ETF	83.2%	1 046.0	1 916.5
EIOPA	80.8%	1 043.0	1 886.0
EFSA	-45.6%	3 400.5	1 848.5
CEDEFOP	75.9%	1 008.5	1 773.5
EIGE	-57.9%	4 010.0	1 687.0
ELA	0.0%	0.0	1 326.5
EMCDDA	-67.8%	3 941.5	1 267.5
EUROPOL	51.0%	702.5	1 061.0
CPVO	200.7%	288.5	867.5
DG-JUST	-61.9%	2 075.5	791.5
ENISA	101.8%	380.0	767.0
EDA	527.4%	95.0	596.0
OSGES	1709.2%	32.5	588.0
BEREC	66.9%	311.5	520.0
F4E	511.4%	83.0	507.5
INEA	177.6%	165.0	458.0
EASME	1900.0%	22.0	440.0
ECB	57.4%	251.0	395.0
S2R JU	839.4%	33.0	310.0
GSA	421.3%	37.5	195.5
ECA	239.6%	50.5	171.5
CONSEIL	-90.7%	1 831.5	170.5
CEPOL	-57.2%	332.0	142.0
REA	151.3%	56.5	142.0
CJUE	-45.9%	220.0	119.0
EIT	-56.2%	181.5	79.5
EIB	0.0%	0.0	69.0
SJU	176.1%	23.0	63.5
COR	-67.9%	156.0	50.0
EEL2	190.0%	10.0	29.0
EESC	-95.0%	567.0	28.5
EASA	-95.5%	491.0	22.0
EP DG TRAD	0.0%	0.0	16.5
CSJU	-76.2%	61.0	14.5
ECSEL-JU	0.0%	0.0	11.5
ERC	-96.2%	292.0	11.0
IMI JU	100.0%	2.5	5.0

99.7%

COMPLIANCE WITH DEADLINES

In 2020, 99.7% of the Centre's services were delivered on time to its clients (2019: 99.9%). In the specific case of documents, 99.4% of translations were delivered on time (2019: 99.8%). In this context, 'translations' cover translation, editing, modification and revision invoiced in pages, but exclude EU trade marks, which are always sent by the contractual deadline. It is worth noting that 38% of translations were delivered ahead of the deadline (2019: 22.4%).

Types of deadlines requested by clients



2020 VOLUMES IN PAGES

ACTUAL

FORECAST

	Delivered pages*	334 921	300 348	Total pages
				635 269
Invoiced pages after translation memory analysis	295 691	300 348	Total pages	596 039
Amending budget 2/2020	277 791	305 289	Total pages	583 080
Initial budget 2020	313 316	305 289	Total pages	618 605
Preliminary draft budget 2020	311 017	362 595	Total pages	673 612

DOCUMENTS

EU TRADE MARKS

KEY PRODUCTION FIGURES

The Translation Centre closed the year with a total translation volume of 635 269 pages* delivered to 65 clients. This includes 300 348 pages (47% of the total volume) of EU trade marks for the European Union Intellectual Property Office (EUIPO).

The number of pages of documents translated, modified, edited and revised increased by 8.4% in relation to the previous year, reaching 334 921 pages (2019: 309 047 pages). This volume was 6.9% higher than the forecast in the initial budget (313 316 pages) and 20.6% higher than the forecast in the amending budget 2/2020 (277 791 pages).

The number of pages of EU trade marks translated (300 348 pages) represented a 13.8% decrease compared to 2019 (348 276 pages).

For the first time, the number of pages of documents translated exceeded the volume of EU

trade marks (53% documents vs 47% trade marks).

Following analysis to identify content already included in the Centre’s translation memories, the number of pages actually invoiced to clients amounted to 596 039. **This represents a saving of 11.7% for the Centre’s clients.**

In addition to translation, modification, editing and revision, the Centre has also provided a range of other language services:

1 448 person-days were spent on terminology work, representing a 28.3% increase compared with 2019.

A total of 21 clients requested the translation or revision of 49 277 term list entries.

Some 1 601 minutes of subtitling were produced for 11 clients, representing a 6.9% decrease in relation to 2019 (2 571 minutes for 10 clients).

The Centre also produced 793 minutes of transcription for 3 clients. This service was only launched recently, in the middle of 2020.

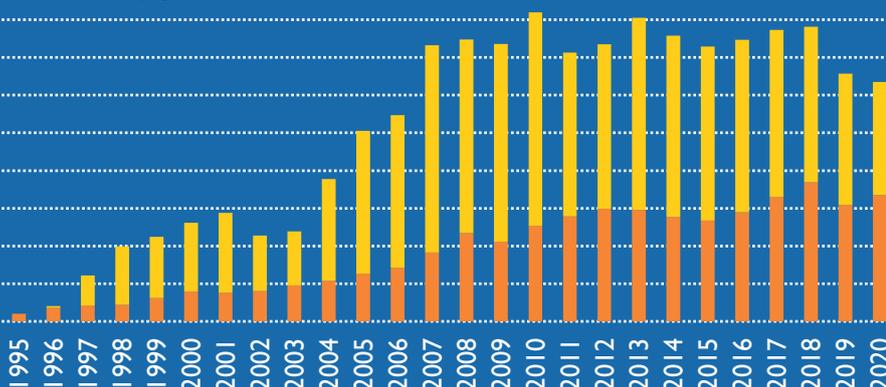
*including the pages translated for the Centre’s own needs.

VOLUME PROGRESSION (All language services)

635 269 -3.4% (2019)

total pages translated in 2020

- 334 921 pages* of documents +8.4% (2019)
- 300 348 pages of EU trade marks -13.8% (2019)



BUT ALSO...

49 277 ↑ +20.2% (2019)

| term list entries translated or revised

1 601 ↓ -6.9% (2019)

| minutes of subtitling

2 012 ↓ -64.4% (2019)

| pages of editing

1 448 ↑ +28.3% (2019)

| person-days of terminology work

2 | ACHIEVING THE CENTRE'S TRANSFORMATION

2020 was the second and final year of implementation of the Centre's Transformation Plan and of the cooperation programme comprising five projects developed and managed with the EUIPO. At the end of the year, the combined implementation rate of both initiatives stood at 98%.

BACKGROUND

Following the recommendations issued on the basis of the external 'Study on the Translation Centre as the Shared Linguistic Service Provider for the EU Agencies and Bodies' undertaken in 2017/2018, the Centre had drawn up a Transformation Plan, setting out a number of projects and actions to be undertaken in 2019/2020 in order to reinforce structural changes and put in place a financially sustainable business model based on translation technologies and the provision of added-value services to clients.

A total of **49 actions** were included in the plan, spread across four transformation areas (Translation Technology; Human Resources; Quality and Client Orientation; and Institutional Aspects). Each action was linked to one or more study recommendations and to a cooperation programme comprising five projects of strategic importance developed and managed with the EUIPO.

The status of these projects and actions was regularly monitored and reported to the working group set up by the Management Board for the purpose of providing advice and support to the Centre in implementing the study recommendations.

STATUS UPDATE

By the end of 2020, 46 out of 49 actions had been fully implemented. For the remaining three actions, the bulk of the work was completed for one, and preparatory work was underway for the remaining two as their implementation depended on the final outputs of

the Transformation Plan. The estimated implementation rate for both the Transformation Plan and the EUIPO/CdT projects stood at **98% at the end of 2020**.

MAIN ACHIEVEMENTS

As a result of intense cooperation with the EUIPO, the Centre managed to:

- develop **new services** for clients, such as transcription based on automatic speech recognition, which was launched in June 2020, and to **optimise** some of its **existing services**, such as subtitling, language consultancy and translation. In January 2021, the Centre started offering **new services in the areas of translation and transcription**¹;
- launch its first **mobile application, eCdT4me**, available on both the Google Play Store and Apple App Store, which allows clients as well as freelance and in-house translators to stay connected and interact with the Centre on language service requests;



- **enhance the Centre's workflows** through the integration of relevant tools, thus yielding efficiency and quality gains both in-house and for clients: **Euramis, eTranslation, the Centre's own custom machine**

¹ Further information on new services is available on page 8.

translation engines in the fields of public health and intellectual property, and **IATE** are now **fully embedded** in the Centre's translation process and workflow management activities. A new functionality implemented on the Client Portal with a related workflow in eCdT now allows for the **exchange of bilingual files**. Moreover, a new user-friendly translation feedback interface, based on the **Corrected Version Request (CVR)** and fully integrated into eCdT, the Centre's Client Portal and workflow management system, has replaced the former Client Satisfaction Form (CSF) process;

- develop a **new translation management system** specifically customised for Intellectual Property translation requests (trade marks and designs);
- come up with a **new annual survey approach** to measure client satisfaction which will allow the Centre to better monitor the activity status and satisfaction level for each client and enhance client management.

In addition, the Centre invested in other enhancements aimed at facilitating its clients' work, such as the **budgetary forecast and consumption functionality**, now available on the Client Portal, or the **web translation module** for Drupal 7 and Drupal 8-based websites.

It also established the **Workflow Management Section as a single operational contact** point for clients. The Section is now managing all workflow steps, from the receipt of the request to the 'after-sales' service, as well as the Client Portal.

Moreover, the actions included in the Transformation Plan have enabled the Centre to gain efficiency in the area of **human resource management** (e.g. via the launch of a new staff competency database and of a new tool for selection and recruitment) and to invest in **specific training for staff** (e.g. post-editing of machine translation; transcription; optimised subtitling; management of translation memories).

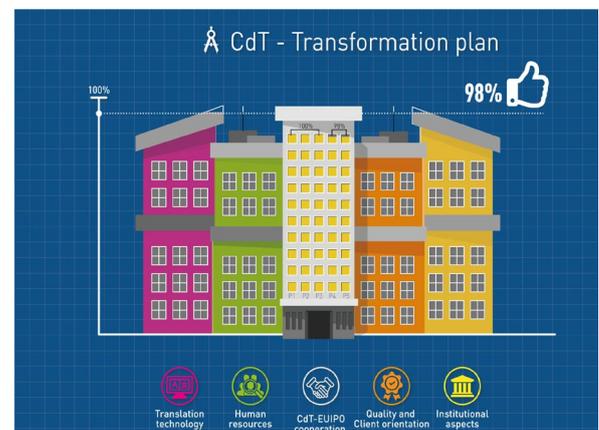
At the start of 2021, as part of the implementation of Activity-Based Management (ABM), Activity-Based Budgeting (ABB) and Activity-Based Costing (ABC) at the Centre, the Centre introduced a **new system for activity and resource allocation**.

Finally, over the last two years the Centre continued to foster **interinstitutional cooperation**. It is well worth mentioning here that the progress achieved by the Centre in the field of machine translation and its close cooperation with the Commission's DG Translation made it possible to sign an **agreement with the European Public Prosecutor's Office (EPPO)** on a service offer tailored to the Office's needs.

It should also be noted that the Centre's **eCdT workflow management system** has elicited a lot of interest from the EU institutions' translation services. Likewise, **sharing experience** in the areas of automatic speech recognition, transcription and subtitling with the institutional partners has become a recurrent activity.

Most importantly, however, the transformation has helped the Centre to **consolidate itself as a modern EU language service provider** and has **opened up new business opportunities**. More than ever, the Centre is happy to see clients turn to it for expert advice in response to their specific multilingual needs, be it for website localisation, a review of their multilingual strategy, management of workflows and requests involving Member States, non-EU translations or transcription work.

The Transformation Plan has enabled the Centre to move from a one-size-fits-all language service provider **to a service provider with a richer, more diversified offer** that responds to its clients' specific needs.

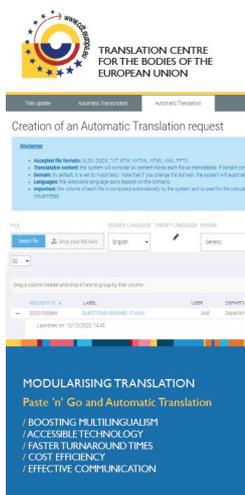


NEW SERVICES

As from 2021, a whole range of new services will be available to the Centre's clients in addition to the traditional services: translation of documents, trade marks, and designs; modification of translations; revision of translations; editing of source texts; and terminology work. Here is a short description of what these new services entail.

NEW TRANSLATION SERVICES

Paste 'n' Go translation



Paste 'n' Go is a translation service for texts up to four pages (6 000 characters), with simple formatting options, where the preparation for translation and the final technical check are fully automated. Instead of uploading files, clients just paste the text to be translated in a specific area of the Client Portal and, upon delivery of the translated text, copy it

back into their own environment.

Link to [leaflet](#)

Automatic translation

This service allows clients to request the automatic translation of documents and other types of text based on a combination of the Centre's translation memories and custom machine translation engines, without any quality control by translators, or preparation of the source documents for technical processing or formatting. Automatic translation requests are processed immediately and their processing time depends on the size of the documents/texts to be translated.

Link to [leaflet](#)

Coming in the second half of 2021:

Light post-editing of neural machine translation output

This is a translation service in which post-editors improve the output of machine translation. The service includes editing, modifying and/or correcting machine translation output when the final text is not intended for publication and is mainly for information 'gisting', i.e. communicating the essential meaning. The output will be a comprehensible text in which no important information has been accidentally omitted, and no incorrect information has been added.

Custom machine translation as part of the translation service

Translation requests that meet the right conditions for using the Centre's custom machine translation engines in the fields of intellectual property or public health are automatically pre-processed with these engines and benefit from reduced prices for the different turnaround priorities.

AUDIOVISUAL LANGUAGE SERVICES

Subtitling



Subtitling is the textual representation of spoken language in a video in a way that permits the rendition of the text on screen. This service, which has been offered since 2015, has been optimised to use the same speech-to-text technology as the transcription service. It may include 'spotting', i.e. the synchronisation of subtitles

and video. Subtitles may be provided in the source language of the video only, or in one or several other languages, together with time codes indicating at what exact time a subtitle should be displayed and how long it should be visible on the screen.

Link to [leaflet](#)

Transcription



In June 2020, the Centre launched Transcription as a new service. It consists in converting an audio and/or video file into a high-quality written text. This is done by means of speech-to-text technologies, the raw output of which is then post-edited by a linguist. The transcription can include timecodes and speaker identification.

Link to [leaflet](#)

Automatic transcription

As of 2021, the Centre will also offer automatic transcription, consisting in the conversion of an audio and/or video file into written text through the use of speech-to-text technologies. In this case, as opposed to the transcription service, there is no human post-editing of the raw output produced by the speech-to-text tool.

Link to [leaflet](#)

WEB TRANSLATION

The Centre has offered web translation as a service since 2015 and has won the [Ombudsman Award for Good Administration](#) (category: Excellence in citizen/customer-focused services delivery) in 2017 for the solution put in place together with the EUIPO and EU-OSHA to facilitate the management of multilingual websites. In the past two years, the service has been considerably enhanced as the Centre has completely redeveloped its web translation module for Drupal-based websites. It now runs on Drupal 7, 8 and 9, has been validated by the Commission's DIGIT, and can be downloaded from the Drupal.org platform.

LANGUAGE CONSULTANCY



Considering both the linguistic competencies and the strong technical skills of its teams, the Centre has fully reviewed its Language Consultancy service.

This service involves the creation and maintenance of customised neural machine translation engines, the design and set up of specific workflows, and the technical and linguistic pre-editing of the original material to enhance its final quality and processing with translation tools.

Link to [leaflet](#)

3 | ENHANCING CLIENT COOPERATION

Throughout 2020, the Centre continued to meet its clients, mostly online due to COVID-19, to better understand their needs and expectations, foster cooperation, share knowledge and best practices, and identify new business opportunities. The Centre also followed up on potential future client dossiers.

NEW COOPERATION AGREEMENTS AND POTENTIAL FUTURE CLIENTS



In 2020, the Centre's client portfolio rose to 69 clients as a cooperation agreement

was signed with the **European Public Prosecutor's Office (EPPO)** in November.

Given the confidential nature of the documents to be handled by the EPPO, the Centre and the Office agreed on a specific on-premise machine translation solution, namely Custom Machine Translation as a Service, which will be available 24/7 to the client from the beginning of 2021.

This service is based on a dedicated, secured and customised version of the eTranslation software developed by the Commission's DGT and DG CNECT and complementary components developed by the Centre. The DGT and the Translation Centre have signed a Memorandum of Understanding (MoU) in this regard.

In practical terms, the Centre's service package for the EPPO will include the provision of all necessary resources, including management of the solution, and the periodic linguistic maintenance, quality control and assessment of the translation engines.

A specific agreement was also reached with the **Research Executive Agency (REA)**, with whom the Centre has been cooperating since 2005, on the implementation of a new service (Paste 'n' Go) in order to respond to the agency's translation needs as from 2021 under the e-Grants/e-Procurements/SEDIA project².

In addition, the Centre also reached an agreement with the **European Commission's DGT** on a service aimed at the conversion of PDF files for subsequent translation by DGT, which was signed in February 2021.

Finally, the Centre moved forward in the negotiations on a cooperation agreement with the **Unified Patent Court (UPC)**.

BILATERAL MEETINGS WITH CLIENTS³

Chafea

Consumers, Health, Agriculture and Food Executive Agency

Chafea and the Centre had met several times in 2019 to discuss Chafea's project for a multilingual website. Since the Chafea website was monolingual

and hosted by the Commission's DIGIT, it had been agreed that the Centre would develop a solution to facilitate the export of the files to be translated and the import of the corresponding

² See page 14 for more information.

³ Clients are listed in alphabetical order based on their acronym.

translations in order to help Chafea manage the project.

Following the Commission's announcement in 2020 of the planned re-organisation of executive agencies in 2021, the project has been put on hold.

CJEU

Court of Justice of the European Union

The Centre had the pleasure to show its recent developments in machine translation to the Court of justice in a special meeting, which was held both onsite and online. The presentation focused on aspects such as the importance of customising machine translation and the Centre's capacity to run neural engines locally. The subsequent discussion dealt with technical and practical questions and the challenges of this kind of project.

During the meeting, the Centre presented its latest developments in the area of speech recognition. A pilot project was subsequently launched for the provision of raw transcription of around 20 hours of French court hearings, which were later on evaluated by the Court. This project served to establish a solid basis for future discussions and collaboration on technical speech recognition aspects.

EASO

European Asylum Support Office

Following a meeting in Malta in October 2019, a terminology project covering 19 languages (EN, BG, ES, CS, FR, DE, HR, HU, IT, EL, LT, LV, MT, NL, PL, PT, RO, SK, SL) was launched, the purpose of which is to work on concepts that will be added to the European Migration Network (EMN) glossary. This cooperation aims at establishing consistency between this glossary and the terms included in IATE in the area of Migration and Asylum.

The CdT-EASO terminology project was completed and the terms in the anchor language (EN) were imported into IATE. Validation of the terms by the experts in the remaining languages is ongoing. The terms selected by the EMN Glossary

Working Group will also be made available in the glossary at a later stage.

Several meetings were also held with the EASO's Training Development Unit, which has ordered a new terminology project focussing on training of Asylum Officers. This terminology project aims at harmonising the terminology of the training manuals in all the EU languages and countries. It will generate 7512 terms in the 24 EU languages.

The Centre also met EASO several times to support their wish to adopt the Centre's web translation module for Drupal 7. Conversations have been relaunched at the beginning of 2021 to make further progress on the implementation of the tool.

ECB

European Central Bank

A preliminary meeting was held with the ECB to discuss their business needs for transcription and explore whether the Centre's planned services would be of benefit to the ECB

in its operational activities. The discussions had been put on hold during the launch of the Centre's speech recognition services. They have now been resumed at the beginning of 2021.

EC DG GROW

European Commission - Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs and Directorate-General for Informatics (DIGIT)

A project was launched with DIGIT and DG GROW on the usage of the Centre's B2B service for the automatic submission of linguistic requests through the client's own systems, without the need for manual encodings on the Client Portal. Since its launch in 2019, a battery of tests has been carried out to ensure a successful shift to production in 2021.

EC DGT

European Commission – DG Translation

On several occasions, the Centre's Director met the Director-General of the Commission's DGT and the DGT's representatives on the Centre's Management Board to follow up on the Centre's Transformation Plan and ongoing EUIPO-CdT

Great progress was achieved on standardising terminology in the area of migration and asylum.

projects, to discuss the future needs for machine translation of the European Public Prosecutor's Office (EPPO) and the corresponding MoU related to the use of eTranslation by the Centre, and to prepare Management Board meetings.

In addition, following the eCdT SaaS initiative launched by the Centre, our colleagues from DGT requested to learn more about the eCdT platform and its functionalities. To this end, the Centre provided our DGT colleagues with a full version of eCdT environment to allow them to test the system.

ECHA

European Chemicals Agency

Meetings were held with ECHA to discuss the possible development of a web translation module specific to Liferay, their web content management system. The project, part of the projects launched with the European Union Intellectual Property Office (EUIPO) in the framework of the Centre's transformation programme, was finally abandoned following a review of its costs and benefits. Nevertheless, support was offered to ECHA should they wish to make use of the Centre's B2B service to implement automation in the management of their multilingual website.

EFSA

European Food Safety Authority

Following the successful launch of the Spanish version of the EFSA website in 2019, the agency contacted the Centre in 2020 to request advice on the implementation of EFSA's EU-24 multilingualism project. In particular, EFSA was interested in learning how to make the best use of neural machine translation (NMT) in this project and how to integrate this technology efficiently in the agency's website management. A meeting organised in November served the purpose of clarifying EFSA's needs for a fully multilingual website and to answer the agency's specific questions regarding NMT and the new services proposed by the Centre in this respect. Subsequently, the Centre provided its proposal and cost estimate for two solutions (MT only and a mix of MT and light post-editing) for EFSA to

consider during the migration of their website to Drupal 8 in 2021.

EIB

European Investment Bank

In addition to attending the Centre's eCdT presentations to the Commission's DGT, exchanges with the translation service of the EIB in 2020 concerned the Centre's new transcription services, and discussions are ongoing for the possible provision of transcription services in the future.

A specific workflow will be set up for ELA whereby future translation requests will be created by MS authorities, with ELA being able to validate them and control budget consumption.

EIOPA and Eurofound

European Insurance and Occupational Pensions Authority and European Foundation for the Improvement of Living and Working Conditions

EIOPA and Eurofound received a demo session on the Centre's WebTranslation module, as a solution supporting the agencies on their commitment towards multilingualism. Conversations are still ongoing while EIOPA and Eurofound finalise an internal Drupal migration process.

ELA

European Labour Authority

In 2020, the Commission's DG EMPL set the ground for the recently created European Labour Authority (ELA) to start operations from Bratislava, the agency's permanent seat. As part of this preparatory work, policy staff in the Information team responsible for translation matters contacted the Centre to discuss the agency's need for setting up a translation request workflow involving their Member State (MS) authorities. Several video-meetings helped to clarify all operational, financial and technical aspects in order for the CdT to be able to come up with a solution that would comply with ELA's

requirements and expectations. The final scenario will be similar to the one put in place for DG GROW whereby future translation requests will be created by the MS authorities, with ELA being able to validate them and control budget consumption.

EMA

European Medicines Agency

A representative from the Centre attended EMA's Quality Review of Documents (QRD) meetings with the national authorities in March, June and October, to follow up on the latest legal developments in the medical field and discuss the requirements to be included in the information on both human and veterinary products. Despite the pandemic, EMA managed to request the translation of product information for 15 medicinal products developed by small and medium-sized enterprises (SMEs). This process also involves EMA's national

The EMCDDA made use of the Centre's Language Consultancy service to explore ways for optimising the Agency's multilingual web presence.

authorities as they proofread and assess translations provided by the Centre. A bilateral meeting took place in July to learn more about EMA's plans for creating electronic product information (e-PI) and to present the Centre's new client feedback (CVR) workflow with a view to implementing it with the agency's national authorities for the review of translations of SME-related product information.

At the QRD meeting in October, the agency presented the CVR workflow to the national authorities, and it was agreed to launch a pilot to try the CVR workflow out, with the aim of reporting back on this exercise at the QRD meeting in March 2021.

EMCDDA

European Monitoring Centre for Drugs and Drug Addiction

Following the communication campaign on the Centre's redefined language consultancy service in autumn 2020, the EMCDDA's Head of Communications informed the Centre about the agency's plans to revisit its multilingual communication strategy as a result of stakeholder consultations. After a meeting aimed at exploring options for optimising the EMCDDA's multilingual web presence and outreach, the agency introduced a request for language consultancy at the end of the year to request the Centre's support and advice in different areas, such as the use of the Centre's web translation module and machine translation capacities.

EP DG Trad

European Parliament – DG Translation

In 2020, the European Parliament's DG TRAD started outsourcing documents from/into non-EU languages to the Centre. A dedicated video-meeting helped to clarify aspects related to the Centre's outsourcing practices and workflows and opened the possibility to intensify cooperation in the area of translations from/into non-EU languages.

ERA

European Union Agency for Railways

Several meetings took place to discuss the modalities of a terminology project for ERA as well as its financial aspects. The project is being prepared internally by the agency's different units before the multilingual stage can be completed.

EUIPO

European Union Intellectual Property Office

2020 was the second and final year of the cooperation programme jointly undertaken with the EUIPO in the framework of the Centre's Transformation Plan. Interactions between the teams of both agencies involved in the five projects constituting the programme were therefore particularly intense throughout the year. Weekly meetings at technical and project management level and quarterly Programme Board meetings ensured the timely delivery of the great majority (98%) of the agreed outputs. The final review of the

Programme took place mid-December, and both parties coincided at that meeting in considering this 2-year cooperation not only as extremely successful, but also as a very enriching experience. A detailed overview on the achievements of the EUIPO-CdT projects is available on pages 6-9.

In addition to the programme, management at the Centre and at EUIPO continued to meet at regular intervals to discuss usual business matters. The main objectives of these meetings were to agree on the specific arrangements for cooperation in the area of translation of documents and EU trade marks and designs for the period 2021-2023, to provide feedback on ex-post quality control exercises performed by the Office on the Centre's translations, and to exchange on best practices in the linguistic field. At the end of the year, both agencies also agreed on communication actions to promote the CdT-EUIPO cooperation programme towards different target groups in 2021.

EU-OSHA

European Agency for Safety and Health at Work

Terminology work continued for EU-OSHA in close cooperation with the Publications Office for the last batches of terms added to the EU-OSHA thesaurus.

Discussions also focused on the management of updates from IATE to EU-OSHA and vice-versa, as well as the possible integration of EU-OSHA's platform with IATE (via APIs or other means).

Eurojust

European Union Agency for Criminal Justice Cooperation

Several meetings were held with Eurojust to discuss their approach to multilingualism with regard to their brand-new website. Moreover, a demo session was organised on the Centre's WebTranslation module for Drupal as a possible solution for the translation of the agency's website.

Frontex

European Border and Coast Guard Agency

Preparatory work for a new terminology project in English, French and Arabic on Integrated Border Management (IBM) and the development of a corporate search application to query this terminology by Frontex users was undertaken in 2020.

REA

Research Executive Agency

For REA, the Centre developed the Paste 'n' Go service, which is now available to all clients.

REA contacted the Centre in February 2020 requesting a meeting to discuss their specific translation needs as from 2021 under the e-Grants/e-Procurements/SEDIA⁴ project.

As from 2021, REA will use the services of the Centre to translate, within a short turnaround time, messages of one page on average, from and to participants in grants and procurement procedures, aiming at providing legal explanations and clarifications for which the precise and accurate use of languages is essential.

To respond to this need, the Centre agreed to develop a specific service (Paste 'n' Go)⁵, which is now available to all clients.

⁴ The SEDIA project aims to deliver a Single Electronic Data Interchange Area for all participants involved in EU grant and procurement procedures.

⁵ See page 8 for more information on the Paste 'n' Go service.

4 | QUALITY MATTERS

Delivering reliable services to clients has always been at the heart of the Centre's concerns. The Centre therefore continued to monitor quality at different levels and invest in a wide array of quality measures.

QUALITY STEERING COMMITTEE

The cross-departmental Quality Steering Committee (QSC), which was set up in 2018 with the objective of defining the Centre's quality strategic lines and improvement initiatives, met 10 times during the year.

The main topics discussed were the following: the Charter of the QSC; the implementation of the Translation Quality Assurance Action Plan (TQAAP) 2019-2020 and the preparation and adoption of the TQAAP 2021-2022; the introduction of some additional performance indicators starting with the Consolidated Annual Activity Report (CAAR) 2019; eCdT data sharing in the future client satisfaction surveys; the analysis of indicative turnaround times for service delivery; the establishment of indicators and measures for the new client feedback system; the fine-tuning of the translation process; the implementation of new and modularised translation services; and the development of the reporting in eCdT.

TRANSLATION QUALITY ASSURANCE ACTION PLAN (TQAAP) 2019-2020

The Centre implemented the remaining actions included in its 2019-2020 TQAAP which had been adopted at the beginning of 2019. By the end of 2020, the percentage of the plan's implementation stood at 98.6%.

In 2020, the focus was on further enhancing the quality of the language services provided to clients and the Centre's operational efficiency.

The set of actions planned for and achieved in 2020 primarily related to:

- further training of in-house translators on the use of neural machine translation (NMT), post-editing and evaluation of NMT output, optimised subtitling, etc;

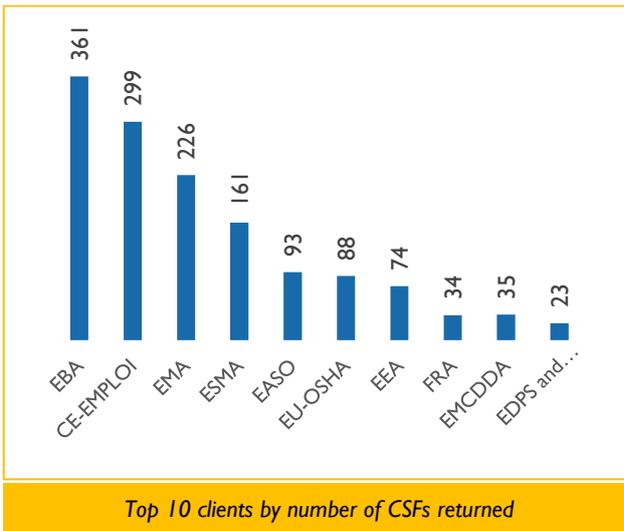
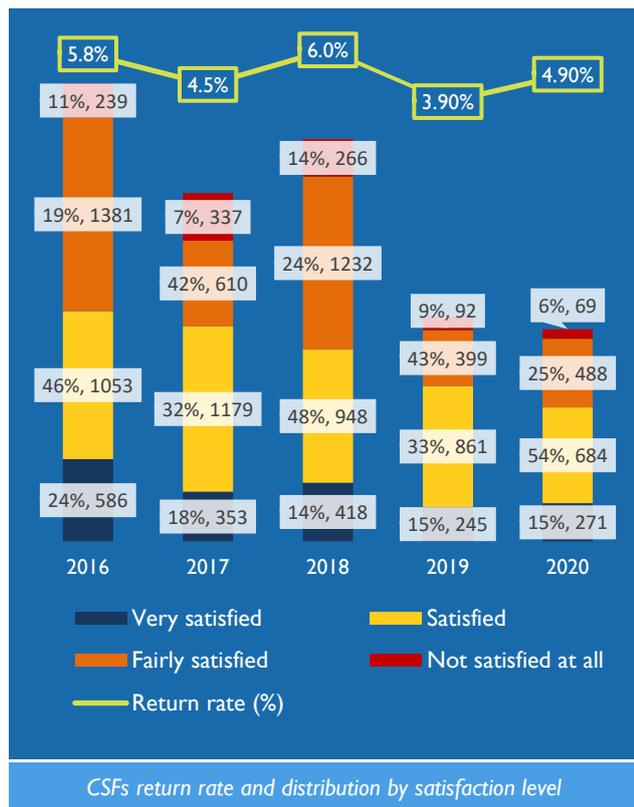
- organising a workshop on quality control and evaluation of outsourced translation for newly recruited in-house translators to ensure the application of the same quality control mechanisms and procedures between language group members and across all language groups;
- defining and implementing the Centre's policy on the use of NMT;
- integrating the post-editing of NMT output in the translation process;
- optimising the subtitling service by using the same speech-to-text technology as for transcription and integrating it in the subtitling workflow functionalities to allow its outsourcing in order to improve timeliness and efficiency;
- reviewing criteria to penalise poor quality service, downrank and terminate contracts with external language service providers that deliver poor quality;
- producing easy-access information for clients to explain the Centre's services and way of working (e.g. information campaigns on new services, mailings related to the main outcomes of the Centre's Transformation Programme, information on the release of the latest version of the booklet 'Writing for translation / Écrire pour être traduit', etc.).



MEASURING CLIENT SATISFACTION: FROM CSF TO CVR

As in previous years, handling feedback provided by clients upon reviewing the Centre’s translations either in-house or with the help of experts from national competent authorities was a key priority.

At the end of August 2020, the Centre launched a new system for handling client feedback, based on the Corrected Version Request (CVR) which replaced the former Client Satisfaction Form (CSF). Until that date, the Centre had processed a total of 1 512 CSFs, which is close to the figure processed in the entire year of 2019 (1 597 CSFs). The overall return rate of CSFs received versus jobs delivered (except for EU trade marks, Community designs and Euroclass terms) was 4.9%. This is well above the return rate for the previous year (3.9%).

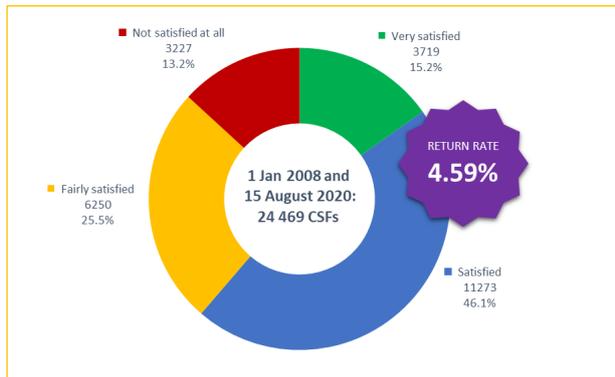


The spread over the four categories available on the CSF (very satisfied, satisfied, fairly satisfied and not satisfied at all) showed a slight decrease in the satisfaction level of the Centre’s clients for the first eight months of the year compared with the same period of the previous year.

The error categories mostly marked by clients on the CSFs (both positive and negative) included, in order of importance: terminology, inaccuracy, mistranslation and style. There was only one complaint about a delayed delivery, which correlates with the high on-time delivery rate reported for 2020.

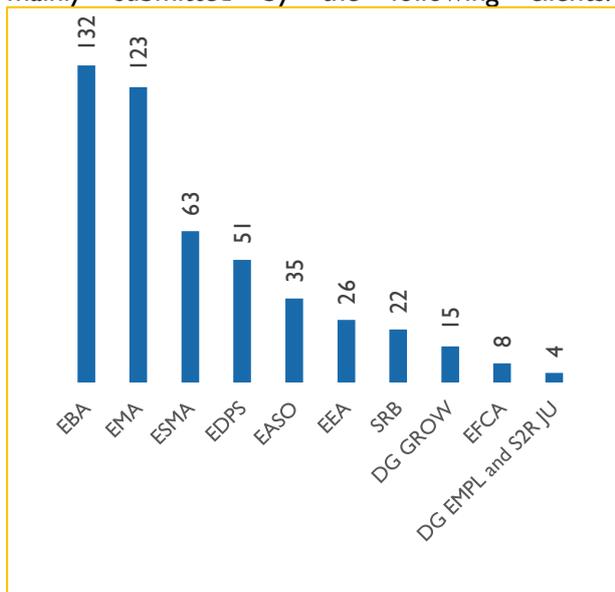
As in previous years, the Centre analysed all CSFs individually with the translators concerned, and took the appropriate quality measures with all workflow players to better meet client expectations.

Finally, as this is the last summary on CSFs, it should be noted that between 1 January 2008 and 15 August 2020, a total of 24 469 CSFs were processed by the Centre. The overall return rate (CSFs per jobs delivered) for this period was 4.6%.



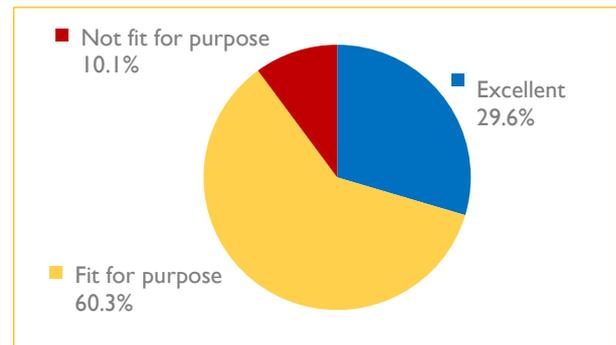
The main objective of the new CVR and related workflow, which was put in place as from September 2020 as a result of the Centre’s cooperation with the European Union Intellectual Property Office (EUIPO) and fully integrated in the Centre’s workflow management system eCdT⁶, is for clients to ask the Centre to review the feedback submitted by their in-house or national subject matter experts on linguistic outputs delivered by the Centre, to correct linguistic issues or issues purely related to the formatting of the deliverables, and to provide them with an updated version.⁷

Between September and the end of 2020, the Centre received a total of 493 CVRs, which were mainly submitted by the following clients:



Top 10 clients by number of CVRs returned

With the introduction of the CVR, the Centre reduced the satisfaction levels to three categories instead of the former four, in order to match them with the marking scheme for translations produced by external language providers that are revised in-house.



CVR distribution by satisfaction level

The error categories highlighted by clients for all CVRs received in 2020 were: ‘terminology/reference material provided not taken into consideration’, ‘formatting’, ‘ mistranslation/inaccuracy’, ‘grammar’ and ‘omission’.

It is important to note here that the measuring of client satisfaction will henceforth mainly be achieved through annual client surveys. To this end, a new approach was taken in cooperation with the Publications Office by using their survey tool with a questionnaire customised to the Centre’s needs and linked to an individual report for each client summarising key operational data for a given year. Clients will thus be able to express their satisfaction in the questionnaire based on the information provided to them in their specific reports. A dashboard, available in eCdT to the Centre’s management and staff responsible for client relations, will be used to compile operational data (such as the number of requests by priority level, or the number of CVRs) and survey results for each client. This will allow the Centre to better monitor the activity status and satisfaction level for each client and thus facilitate client management. The first survey will be launched in Q1/2021 as the survey questionnaire will be linked to operational data from January to December 2020.

⁶ See page 18 for further details on eCdT.

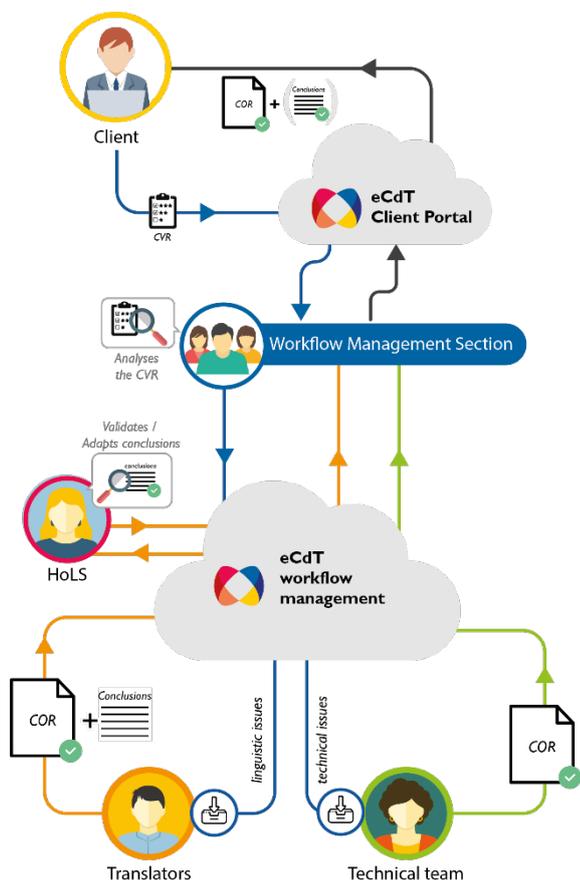
⁷ For a detailed overview on the CVR in-house workflow, see page 18.

eCdT NEWS

eCdT is the Centre's workflow management system which is used to manage client requests for linguistic services, from receipt to final delivery, with a high degree of automation. In 2020, the Centre further enhanced eCdT by focussing on the integration of the new feedback handling process and by implementing a budgetary forecast and consumption functionality for clients. eCdT was also configured for the launch of new services, and it was further promoted among the institutions as Software as a service (SaaS).

INTEGRATION OF NEW PROCESS FOR HANDLING CLIENT FEEDBACK

In addition to adapting the interface for filling out and submitting CVRs (Corrected Version Requests) available for clients on the Client Portal, the project embarked on with the European Union Intellectual Property Office (EUIPO) entailed the development of the in-house workflow for the handling of client feedback in eCdT. The implemented workflow comprises the following steps:



- / The client submits a CVR via the Client Portal.
- / The Centre's Workflow Management Section (WMS) analyses the feedback and assigns it via eCdT to the translators involved if it concerns linguistic issues, giving the Heads of Language Sections (HoLS) access to the information, or to the technical team in case of formatting issues.
- / The translators/technical team receive the task in a dedicated worksheet/task inbox and process the feedback, as requested.
- / The translators/technical team upload the corrected version onto eCdT and add their conclusions to the CVR. They may also upload supporting documents if this is considered useful for the client.
- / The HoLS verify and, if necessary, adapt the translators' conclusions.
- / The WMS return the final corrected versions and conclusions to the client who will be able to download them from the Portal.

The new workflow enables all actors to track their time spent on each CVR and to systematically update the Centre's translation memories with the corrected versions.

CONFIGURING eCdT FOR NEW SERVICES

As part of its technological transformation, the Centre started to modularise the concept of translation. This has led to a diversification of services as from 2021. In 2020, eCdT was therefore technically configured for the implementation of new functionalities, such as the custom translation embedded in the translation service and the automatic translation service. Thanks to progress in automation, at the end of the year the CdT was able to implement reduced indicative turnaround times for the translation and modification services. An additional service finalised at the end of the year and introduced on 1 January 2021, called Paste 'n' Go, will allow clients to send translation requests through the Client Portal in a simplified way. The modularisation concept will also lead to

the introduction of a new service, called light post-editing, in the second half of 2021.

eCdT was also adapted for the launch of the Centre’s new transcription services: transcription followed by post-editing, which was launched in June 2020, and automatic transcription, which will be available as from 2021.⁸

eCdT SOFTWARE AS A SERVICE (SaaS)

In autumn 2019, the Centre had discussed the possibility of sharing eCdT with other institutions (eCdT – Software as a Service (SaaS)). Throughout 2020, interest shown by the translation services of the institutions was high. In September, the Centre prepared a playground to allow the Commission’s DGT to see and test the functioning of the Centre’s eCdT platform. To kick off the exercise, accompany our colleagues from DGT and help them evaluate if the platform could suit their needs, the Centre provided numerous presentations, training sessions, support and Q&A sessions on the underlying rationale of the system, its main functionalities, the Centre’s linguistic services, the automation offered by the system, the business rules engine, etc. The playground was open for approximately two months, and staff from the EIB’s linguistic services attended the presentations. During the year, the eCdT workflow tool was also presented to the Court of Auditors.

NEW FUNCTIONALITY FOR BUDGET FORECASTING AND CONSUMPTION

Budget forecasting

The Centre approaches its clients three times per year with a request for their budget forecasts in order to prepare the Centre’s preliminary draft budgets, draft budgets and amending budgets to be submitted to the Management Board at its meetings in March and in October respectively or by written procedure. Until July 2020, the Centre had always asked its clients to provide their data by filling in an Excel spreadsheet. As from the exercise covering the period 2021-2023, it launched a new section on its Client Portal which allows clients to encode their budgetary forecasts directly on this platform.

This has the advantage that the client staff having access to the financial information on the Portal will always have the budgetary data readily available when submitting requests for language services and checking the related monthly invoices. Another advantage of the new functionality is that, for the product ‘Translation’, the system directly calculates the potential impact on invoicing based on the historical data for each client and the selected priority (normal, slow, urgent, very urgent). Finally, once clients have encoded the data for this budgetary exercise, they will be able to retrieve them for the next exercise, so that they need only to adapt the forecast rather than restarting from scratch.

This new functionality was then further developed to include the possibility for clients to follow budget consumption.

BUDGETING YEAR	PRELIMINARY DRAFT BUDGET	DRAFT BUDGET	AMENDING BUDGET 1	AMENDING BUDGET 2
2019	Completed	Completed	Completed	
2020	Completed	Completed	Not available	
2021	Open	Not available	Not available	
2022	Not available	Not available	Not available	
2023	Not available	Not available	Not available	
2024	Not available	Not available	Not available	
2025	Not available	Not available	Not available	
2026	Not available	Not available	Not available	
2027	Not available	Not available	Not available	
2028	Not available	Not available	Not available	
2029	Not available	Not available	Not available	
2030	Not available	Not available	Not available	
2031	Not available	Not available	Not available	

> Client Portal screen for budget forecasting

⁸ For more details on the Centre’s new services, see page 8.

Budget consumption

The budget consumption feature allows the CdT clients to monitor and track their budget in an intuitive way as it enables them to distinguish between the budget consumed (delivered jobs) and the budget committed (jobs in progress and not yet delivered).

Furthermore, it allows clients to monitor the budget consumed and committed by department as well as the evolution of the budget consumption throughout the year. Two pie charts are shown in the Portal to make the functionality even more intuitive, showing the total budget consumed by department and by service.

Clients can see the two aforementioned budgets in detail by filtering by year, month, department and domain, and for smooth consultation all data are also exportable in Excel format.

WHAT'S NEXT?

At the end of 2020, a new project to improve the eCdT platform (eCdT evolution 2) was discussed and validated at top management level. The project includes 16 actions which were identified and defined on the basis of client expectations and core business needs. These actions will be implemented over a period of two years. During the prioritisation phase of eCdT evolution, prominence was given to actions that would add more value to clients.



5 | COOPERATING WITH EXTERNAL LANGUAGE SERVICE PROVIDERS

The Centre’s business model is based on outsourcing translations to external service providers and supported by an in-house quality assurance process prior to delivery to clients. The Centre regularly organises procurement procedures and has implemented reliable solutions for collaborating efficiently with selected contractors.

PROCUREMENT PROCEDURES

In line with its procurement plan, the Centre launched the following procurement procedures in 2020:

PROCEDURE	STATUS
Post-editing of texts in the Legal domain	Published in 2020. Contracts entered into force in January 2021
Post-editing of texts in the Medical domain	Published in 2020.
Translation of texts in the General domain	Published in 2020.
Transcription services	Published in 2020. Contracts entered into force in June 2020.
Subtitling services	Published in 2020. Contracts entered into force in August 2020.

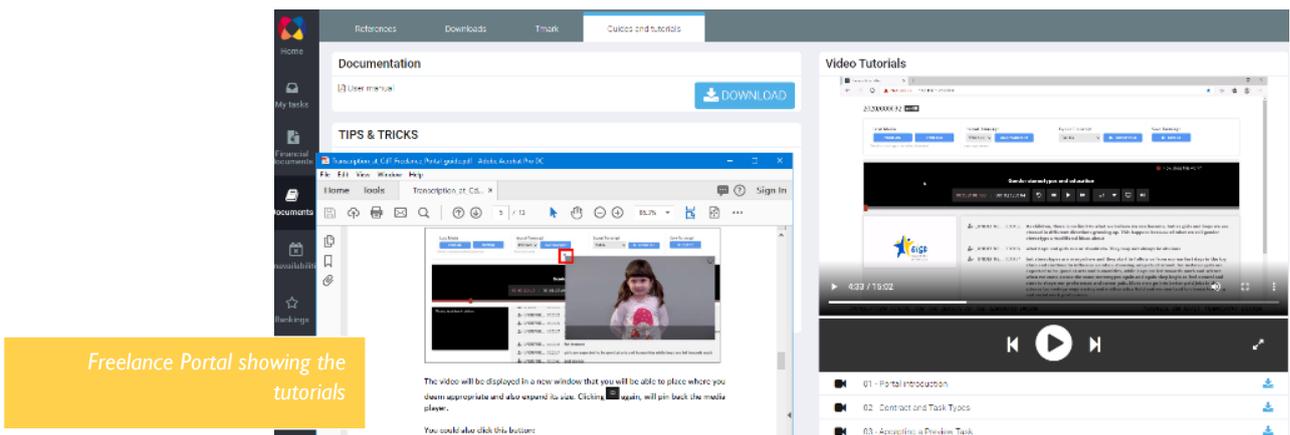
ESTABLISHING POST-EDITING FRAMEWORK CONTRACTS

Following the creation of CdT Neural Machine translation engines, the Centre has prepared its systems to handle full and light post-editing jobs, consisting in the editing of raw machine translation proposals by translators in order to produce high quality results (full post-editing) or gisting results (light post-editing) in 2021.

The preparation of the systems to handle post-editing jobs was carried out along with the establishment of post-editing framework contracts with external post-editors providing both full and light post-editing services in the Legal and Medical domains.

SPECIFIC INFORMATION FOR EXTERNAL LANGUAGE SERVICE PROVIDERS

As in the previous years, the Centre continued to produce online tutorials to address recurring issues encountered with external language service providers or provide them with information concerning the new tools used at the Centre. These tutorials focused on the Centre’s transcription editor (React Transcription Editor) and on the new tool for editing subtitles (Subtitle Edit).



6 INTERINSTITUTIONAL COOPERATION



HARMONISING WORKING METHODS AND TERMINOLOGY THROUGHOUT THE EU

The Centre's representatives regularly meet with their colleagues from the translation services of the EU institutions to discuss matters of common interest such as recruitment, training and language technology, as well as joint projects such as IATE or machine translation.

ICTI/ECT

The Centre participated in the various meetings of the Interinstitutional Committee for Translation and Interpretation (ICTI), the Executive Committee for Translation (ECT) and the Coordination Committee for Translation (CCT), including the meetings of the diverse CCT working groups. The meetings aim at fostering cooperation, harmonising working methods and finding synergies between the translation services of the EU institutions in different areas.

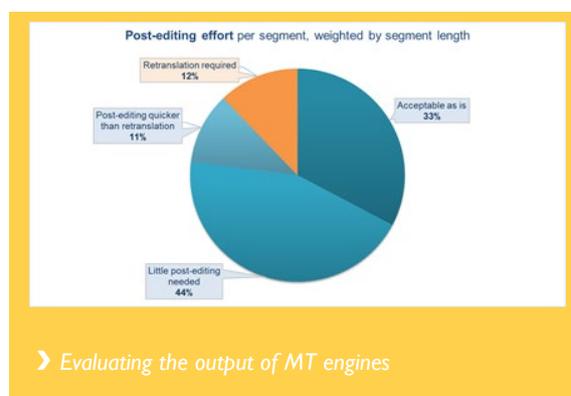
One of the key priorities in 2020 at senior management, middle management and working group level continued to be neural machine translation (NMT) and other technologies. In this area, the Interinstitutional Machine Translation User Group drew up a detailed report on the quality of NMT and best practices for its use across all languages and all EU institutions. The report establishes the basis for future work in the area of training on NMT, the deployment of NMT and the integration of NMT into the translation workflows of the EU translation services.

Another key priority was the quality of in-house and outsourced translations. In this area, the Interinstitutional Quality Network examined quality control and improvement practices across the EU translation services.

Last but not least, in the area of Human Resources matters, work focused on the development of a new competency profile for translators as a result of the technological advances in the field of translation.

MACHINE TRANSLATION

The integration of the Centre's Neural Integrated Custom Translation Engines (NICE) was completed successfully by the end of the year. A set of specialised engines in the domains of Intellectual Property and Public Health were rolled out at Centre. The output of all engines was carefully evaluated before deployment to guarantee that the machine translation quality produced by these engines was fit for purpose.



These custom engines, developed by the Centre together with the European Union Intellectual Property Office (EUIPO) within their two-year cooperation programme, were presented during

the 22nd Annual Conference of the European Association for Machine Translation. A scientific paper was published in the proceedings of this renowned conference explaining the initial approach taken to build the engines.

Thanks to the full integration of machine translation in eCdT, the Centre's workflow management system, and a preliminary analysis of the market, the Centre was able to launch a call for tenders for the provision of post-editing services in the Legal and Medical domains. A first lot corresponding to the Legal domain was successfully concluded by the end of the year.

To ensure the proper transition to a translation service fully supported by machine translation, a training campaign was organised for all in-house translators. In these training sessions, translators were informed about the recent innovations and learned how to deal with the specificities and the issues of editing raw machine translation output.

Regarding eTranslation, a new data package prepared by the EUIPO and the Centre was provided to the European Commission to allow the retraining of the IP Case Law engines. The updated version of the engines was rolled-out by the end of the year. As for the rest of the eTranslation engines, the Centre continued providing data on a daily basis via the Euramis integration in eCdT.

Finally, following the signature of a Memorandum of Understanding with the Commission's DGT, the Centre was able to ensure the implementation and maintenance of a local version of eTranslation for the European Public Prosecutor's Office (EPPO). The objective of this cooperation was to respond to the strong security and confidentiality needs of the EPPO, while allowing the Office to benefit from the Centre's expertise in the area of machine translation.

EXCHANGES ON AUTOMATIC SPEECH RECOGNITION, TRANSCRIPTION AND SUBTITLING

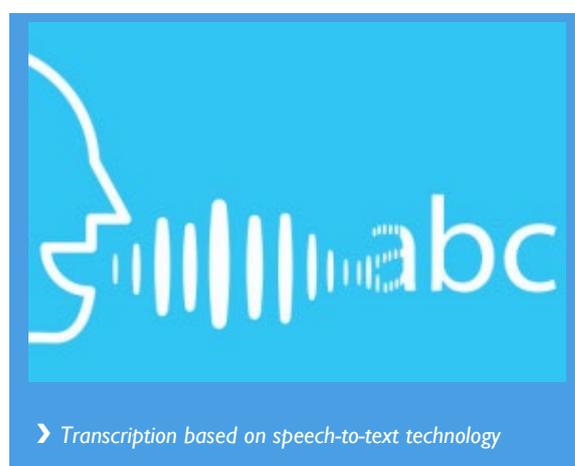
During 2020, the Centre shared its experience and advances in the field of speech recognition with the EU agencies and institutions.

As part of the interinstitutional ad hoc task force on speech recognition, the Centre presented how it had harnessed the power of such technology and fully implemented it within its

working platforms to provide new services: Transcription, Automatic Transcription, and Optimised Subtitling.

Members of the task force subsequently approached the Centre to learn about its methods and how to benefit from the Centre's latest services.

The road map for 2021 will be to continue enhancing the Centre's profile as institutional frontrunners in this domain, so that as many partners as possible can benefit from the new services in future.



IATE NEWS



Technical work on IATE in 2020 focused on continuous user support and the implementation of new features and change requests. In total, 9 releases were deployed in 2020, including the redevelopment of the entry creation and data modification modules to increase functionality and optimise their performance.

2020 HIGHLIGHTS

Other highlights of the releases were user preferences, collections exports, new fields and metadata in the data structure, on-demand public IATE downloads, enlarged statistics, a watch mechanism to monitor changes on selected entries and an automatic merge feature.

The migration of the IATE I history (creations, modifications, deletions) was completed with the transfer of over 78 million transactions. Documentation was updated regularly and enriched with video tutorials.

The interinstitutional collaborative platform EurTerm was fully revamped and opened to EU staff in June.

Particular support was given to the Commission's DG SCIC in view of the upcoming migration of their glossaries into IATE and their request to incorporate features adapted to interpreters' needs.

IATE content was continuously enriched, and accompanied the multilingual SARS-CoV-2 fight with over 700 entries and 20 000 terms.

On the technical side, and following the necessary authorisations, IATE started preparing its journey to the Cloud.

KEY PROMOTIONAL EVENTS IN 2020

- European Migration Network (Glossary working group), February and November 2020.
- Terminologists against COVID-19: interview in the European Commission's DGT Radio Lingvistika, June 2020.
- TermNet Terminology Summer School, July 2020.
- EU Open Data Explained webinar (organised by the Publications Office): Journey to EU's

Multilingual Resources (IATE, COVID-19 terminology collection and DGT's Translation Memories), November 2020.

TERMINOLOGY PROJECTS

The Centre continued to expand its terminology resources with a view to increasing the quality and consistency of translations being provided to its clients.

EASO: a fully-fledged terminology project in the area of Migration and Asylum (Dublin III), covering 40 terms in 19 EU languages, was completed in 2020. A new project on asylum was launched: 313 candidate terms were extracted from EASO key documents. The multilingual stage (24 EU languages) will be completed in 2021.

EEA: the project on 'sustainable finance' was delivered in 26 languages (23 EU, Norwegian, Icelandic and Turkish). It comprised definitions, contexts and hierarchical relations, for indexing purposes. It was validated by the National Focal Points. 45 terms/language were completed, making a total of 1170 terms.

EMSA and EFCA: the 'YourTerm MARE' project on ships, maritime safety and commercial fishing species was further developed in cooperation with the European Parliament and some universities. 50 terms were completed in French and German. Other EU languages will be completed in 2021.

EUIPO: fully-fledged terminology projects covering some 100 terms in English, French, Italian, German and Spanish were started in cooperation with the EUIPO. The equivalents in all the other EU languages have been included in term lists. The terms already validated by the Office have been imported into IATE.

EU-OSHA: the hierarchical relations for 400 terms were created and delivered to the client for indexing purposes in rdf/skos format.

Frontex: ALEF (Aggregate Lexicon on Frontiers) project: 230 terms and definitions in English, French and Arabic were completed. 300 new terms will be extracted and completed into French and Arabic in 2021.

7 | PARTICIPATING IN THE EU AGENCIES' NETWORK

The Centre continued to participate in the meetings and activities of the EU Agencies' Network, coordinated in 2020 by the European Chemicals Agency (ECHA). Exchanges mostly took place online as a consequence of the pandemic.

HEADS OF AGENCIES (HoA) AND HEADS OF COMMUNICATION AND INFORMATION NETWORKS (HCIN)

At the meetings of the Heads of Agencies held in spring and autumn, the Centre took part in the discussions around the elaboration of the new multiannual Strategy 2021-2027 for the Network, which was released in November 2020. The new Strategy has to be seen in the context of the EU's political priorities of the Green Deal and the Digital Transition as well as the EU's recovery plan following the COVID-19 pandemic. It puts emphasis on the EU Agencies becoming a role model of administrative excellence and on making their added value better known to the institutions and EU citizens.

Following their November meeting, ECHA asked the Heads of Agencies to summarise their ideas and vision for the Network in [short video messages](#). The Centre's Director participated in this initiative.



The EU Agencies' Network also produced a [video](#) to present the multiple actions taken by EU Agencies and Joint Undertakings at individual, bilateral, cluster and Network level to respond to the COVID-19 outbreak.

The Centre also attended the HCIN meeting in October dedicated to the review of the annual work programme, a presentation of the

Commission's communication priorities, and the sharing of good practices.

The Centre relayed on its social media channels the HCIN social media campaigns related to Europe Day, which is held in May, and on 'Staying strong during the pandemic', which was launched at the end of the year.

EXTRAORDINARY HEAD OF RESOURCES (HoR) MEETINGS

An extraordinary Head of Resources meeting was organised in April 2020 in view of the exchange on HR-related administrative measures amid the COVID-19 outbreak. The main elements discussed had to do with the exit strategy and possible return to work and the possibility for Agencies and Joint Undertakings to participate in joint procurements to be able to provide staff with personal protective equipment (PPE). Other topics discussed included business continuity and staff well-being, potential challenges for budget execution due to the pandemic and challenges and threats in the area of cybersecurity deriving from the COVID-19 outbreak.

Furthermore, the Centre participated in and provided input for various topics discussed in the EU Agencies' Network meetings of the Advisory Group on new ways of working. The weekly meetings were organised as a response to the COVID-19 pandemic.

INTER-AGENCY WORKING GROUP ON ARTIFICIAL INTELLIGENCE (AI)

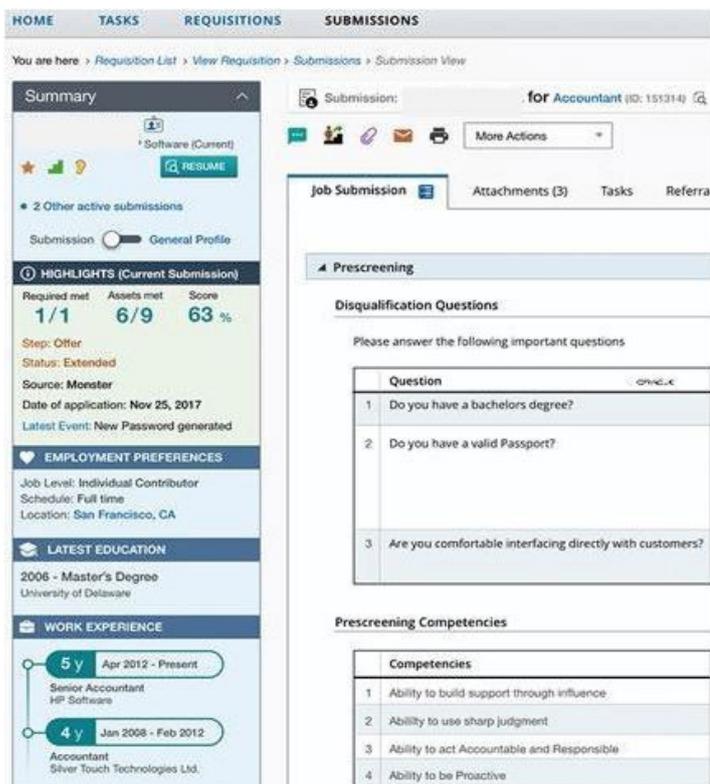
In 2020, the European Food Safety Authority (EFSA) launched an initiative aimed at exploring the potential of Artificial Intelligence in different areas of the Agencies' work: Signal detection, Evidence management, Forecasting, Automated reporting, Image processing, Content sanitisation, Expert identification. Several agencies are involved in these activities. The Centre, together with the European Medicines Agency (EMA), leads the working group on content sanitisation which refers to the process of de-identifying personal information from texts with the intention of protecting privacy. The purpose is to automatically identify places in documents where sensitive information is not removed before distributing it to a broader audience.

SYSTAL IMPLEMENTATION

Following meetings with the European Food Safety Authority (EFSA) and the European Border and Coast Guard Agency (Frontex) and joint presentations by EFSA and Oracle, the Centre moved to consider the use of Oracle Systal/Taleo as a replacement of its own in-house e-Recruitment system, first as an extension of the EFSA implementation, then as a dedicated instance forming part of a common project with other interested agencies.

The Centre was among the first to commit to move to Systal together with Frontex and was joined by the European Environment Agency (EEA) at a later stage. During the project, the Centre led the initiative and gave guidance and support during the initial phase of the project. The Centre provided its process description, templates to help with the design of the workflow and it helped to analyse the contract in terms of data protection and data security.

Systal was successfully launched in September 2020. The new system allows the Centre to be 100% paperless and it will enhance the reliability and availability of candidate data as well as the generation of reports and statistics. The system covers all the phases of selection procedures, from drafting vacancy notices to onboarding new employees.



/ Systal – e-Recruitment system

8 | INTERACTING

WITH THE GLOBAL TRANSLATION COMMUNITY

The Centre continued to be involved in the activities of international and national forums for language professionals aimed at sharing experience and best practices. Likewise, the Centre continued to maintain contacts with educational bodies in order to raise awareness about the translation profession in the EU context, establish networks with academics who can provide advice in specific areas and promote the Centre and its work for the EU agencies.

IAMLADP



The International Annual Meeting on Language Arrangements, Documentation

and Publication (IAMLADP) is the biggest network of managers of international organisations employing conference and language service providers. As such, IAMLADP represents a community of about 10 000 language professionals. The United Nations Department for General Assembly and Conference Management in New York is the permanent Chair of the IAMLADP. The overall objective of the IAMLADP is to enhance the efficiency, quality, cost-effectiveness of conference, language and publishing services within each participating organisation by offering their managers a unique forum where they can exchange information, share experiences on policies and practices, pool resources for tasks of common interest, and promote training and exchanges of staff.

The 2020 IAMLADP meeting was organised in June and attended by the Centre's Director and Head of Translation Department. Due to the COVID-19 pandemic, this year's meeting, initially scheduled to take place at the United Nations Office in Nairobi, was organised as a special virtual meeting by the IAMLADP secretariat with the technical hosting provided by the United Nations Office in Geneva. It brought together over 375 participants representing 69 different international and interinstitutional organisations, compared to 180 participants from 60 organisations in Brussels in 2019 and 110 participants from 50 organisations in Montreal in 2018. The highlight of this year's

IAMLADP meeting, tackled both at high-level and during peer-to-peer sessions, was the impact of COVID-19 on conference and language services management and the way forward.

JIAMCATT



JIAMCATT is the 'International Annual Meeting on Computer-Assisted Translation and Terminology'.

For 2020, the yearly JIAMCATT Conference was planned to be hosted by the International Maritime Organisation in London. However, due to Covid-19, JIAMCATT's Liaison Committee held a virtual event connecting all the participants online.

During this event, the European Parliament's TermCoord presented their new project entitled 'Terminology without Borders', a collaboration between the European Parliament, universities, European agencies and international organisations, as well as its new website, yourterm.org, and presented the workflow of this collaboration using the example of the MARE terminology project on fisheries and maritime security.

A terminologist from the Centre presented the terminology work on fish names and on maritime security of two related EU Agencies, the European Fisheries Control Agency (EFCA) based in Vigo and the European Maritime Safety Agency (EMSA) based in Lisbon.



INTERNATIONAL MONETARY FUND

In December, the Centre was invited to exchange best practices with the language services of the International Monetary Fund (IMF), which is based in Washington. The meeting, which focused on computer-assisted translation, was held by video-conference.

The key topic on the meeting's agenda was the reuse of translation memories content (also called 'reprise' in some international organisations) and the management of alignments.

The Centre explained how it seamlessly integrated them, along with a wide range of other computer-assisted translation (CAT) tools, into eCdT, its translation workflow management system developed in-house.

USAID VISIT

In January, the Centre welcomed representatives from the United States Agency for International Development (USAID) and gave them an insight into its activities, the network of EU agencies and multilingualism in Europe.

BEST PRACTICE EXCHANGE WITH FIFA

In June, the Head of the Language Services Department of the *Fédération internationale de football association* (FIFA) and the Head of the Centre's Translation Department had a videoconference to exchange best practices in the field of translation and outsourcing.

UNIVERSITIES

The Centre reached out to the University of Rome Tor Vergata (Italy) in March and to the University of Alcalá de Henares (Spain) in December with a series of webinars on the interrelation between languages and technologies in translation.

In March, it also gave an online presentation on the Centre's workflow to the University of Granada.

Finally, in November, the Centre collaborated with the Catholic University of Leuven (KU Leuven) in Belgium to share best practices in translation workflow management with the students.

TRAINEES

At the beginning of 2020, the Centre received two groups of trainees (in total 80 people) from the European Parliament as part of its second mission of interinstitutional cooperation. However, due to COVID-19, for the rest of the year these visits could unfortunately not continue. In November, the Centre presented its activities at an online session organised for trainees by the European Parliament.



› EP trainee visit - January 2020

9 | COPING WITH THE PANDEMIC

Undoubtedly, the COVID-19 pandemic was an unprecedented challenge for the Centre and its clients in 2020. The Centre faced this challenge by quickly adapting its ways of working to ensure service continuity. It also played its role in facilitating multilingual communication on the pandemic.

ADAPTING WORKING METHODS – ENSURING BUSINESS CONTINUITY

From the very beginning of the crisis, the Centre had to take immediate actions in terms of internal rules, workflows, work organisation and IT infrastructure in order to avoid any disruptions. Within the first two weeks, almost all administrative procedures became paperless and the introduction of various communication tools and videoconferencing systems was greatly accelerated. Additionally, a teleworking environment was established for all staff within the first few days, keeping 98% of the Centre's functions operational.

Throughout the pandemic, the Centre not only continued offering its established services at the usual level, but it also managed to develop new services and tailor-made solutions for its clients.

COVID-19 COMMUNICATION

In order to raise awareness of the importance of containing the spread of COVID-19 at the

beginning of the outbreak, the Centre asked its language teams for their versions of the slogan 'Stay at home, save lives!'. The results, in the 24 official EU languages plus Luxembourgish, were used to create language-specific posters, which were shared on social media and with the EU Agencies' Heads of Communication and

Information Network (HCIN). The Luxembourgish newspaper *L'essentiel* reported on this initiative.

COVID-19 TERMINOLOGY IN IATE

Throughout the year, terminologists from the different EU language services redoubled their efforts to enrich IATE with concepts regarding COVID-19 and SARS-CoV-2 to facilitate and harmonise multilingual communication on this topic. The Centre made this work known via an article published on its website in April. Later on, the Centre's IATE tool manager, along with terminologists from the other institutions, reported on their efforts in an interview conducted by DGT Academy – *Radio Lingvistika* and during an online event on the EU Open Data Portal organised by the Publications Office.

SUPPORTING ECDC AND EMA

Following an exchange at Directors' level, the Centre proactively offered its help to the European Centre for Disease Prevention and Control (ECDC) to enable the agency to efficiently communicate on the pandemic to experts and the wider public in a wide range of languages. To provide an idea of the requests handled by the Centre, the translations related to a vaccination portal as well as infographics, reports and videos on topics such as 'Using face masks', 'Effective hand-washing', 'Advice on cleaning and disinfection measures in healthcare and other professional environments' and 'Contact tracing'.

At the end of the year and at the beginning of 2021, the Centre supported the European Medicines Agency (EMA) with translations into all EU languages of an infocard for patients on reporting suspected side effects of medicines when affected by COVID-19 as well as the Agency's European Public Assessment Reports for the first COVID-19 vaccines.



10 | FOSTERING EXTERNAL COMMUNICATION

In 2020, external communication primarily focused on promoting the new services and tools developed by the Centre and in cooperation with the EUIPO as part of the Centre's two-year Transformation Plan. Few possibilities arose to meet stakeholders in person during the COVID-19 pandemic, which is why the Centre spared no effort to communicate via leaflets, brochures, mailing actions, website articles and social media posts, or by audio-visual means.

THE CENTRE'S WEBSITE

To enhance communication with European citizens, the Centre's website is available in 24 EU languages. In 2020, the website recorded slightly more than 120 000 visits, of which 115 000 unique visitors.

SOCIAL MEDIA

Social media are essential for communicating with audiences of all kinds worldwide. The number of social media subscribers to the Centre's three accounts (Facebook, LinkedIn and Twitter) increased by 12.6% in 2020, reaching approximately 17 700 people. The most significant increase was on the LinkedIn account (with an additional 1 700 followers).

The campaigns around the multilingual COVID-19 terminology available in the interinstitutional terminology database IATE and the publication of the brochure 'Writing for translation' were particularly successful. Interactions with the public increased significantly and this was reflected in the number of social media followers.

LEAFLETS

The Centre has released a series of leaflets to present its new services,⁹ which have all been published on the Centre's [website](#).

BROCHURES

Writing for translation



The quality of a translation depends to a great extent on the quality of the source text. This includes both linguistic aspects (such as syntax, terminology and coherence) as well as technical aspects (such as complex

formatting, the handling of embedded images, and the use of hyperlinks).

For this reason, some of the Centre's linguists and layout specialists reviewed the well-established 'Writing for translation' booklet, which now brings together the most up-to-date tips in both areas for those who write content intended for translation.

⁹ For further information on the Centre's new services, see page 8.

Spotlights on CdT activities



On the occasion of the Centre's 56th Management Board meeting, a brochure entitled 'Spotlight on CdT activities' was circulated among the members to offer them an overview of the Centre's main achievements over the previous months and of the

challenging developments lying ahead in the near future.

VIDEOS

Transcription

As a complement to the brochure promoting transcription, the Centre released a [video](#) explaining the benefits of this new service.



CdT - Transcription service

Europe Day

To celebrate Europe Day 2020, the Centre produced a [video](#) on behalf of the ICTI partners, which was presented on the online platform set up by the Commission's representation in lieu of the 'Village de l'Europe' usually organised in Luxembourg's city centre to mark the event. In roughly one minute, the video describes the progress that the EU has made over the past 70 years to become united in diversity and speak its people's languages.



Transcribing for Europe 70 years of the Schuman Declaration

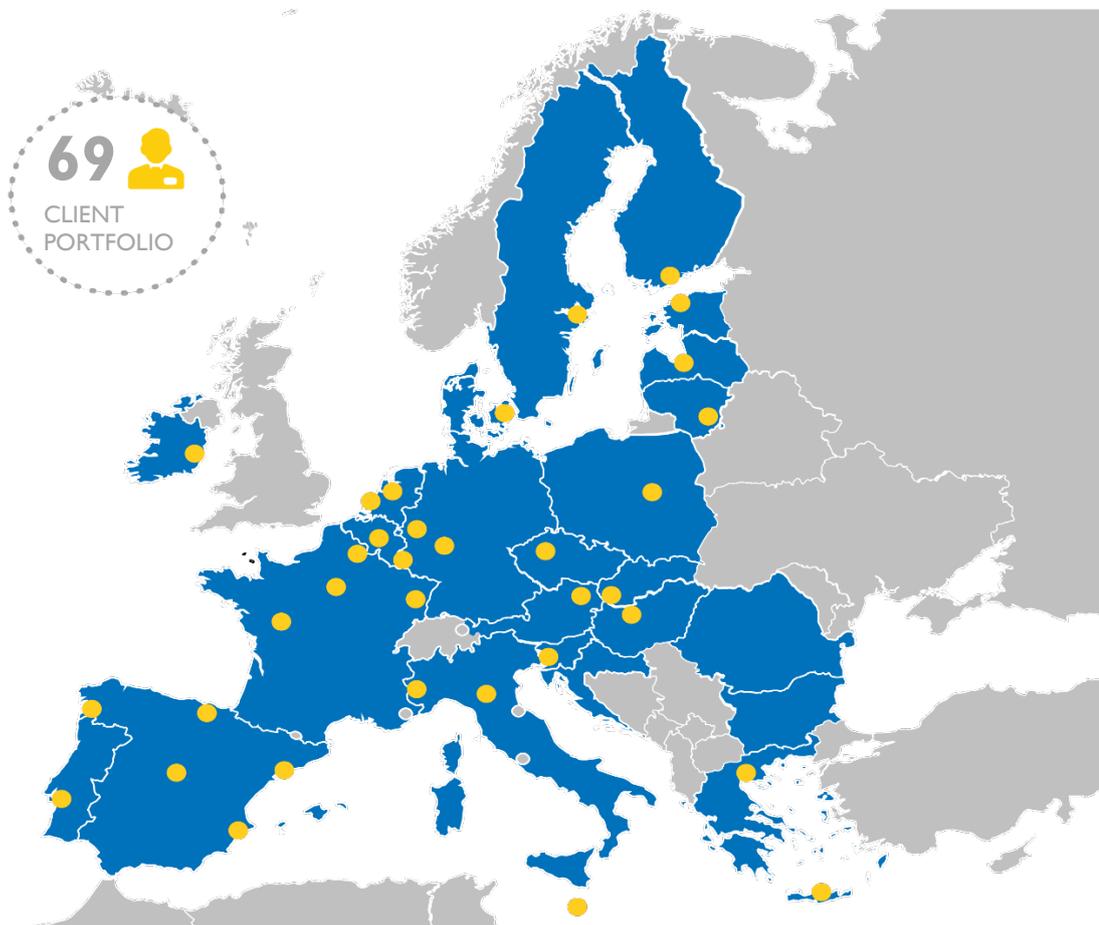
Europe Day video produced by the Centre

Corporate video

With the release of these Highlights, we are pleased to share with you our [corporate video](#) retracing the Centre's more than 25 years of existence.



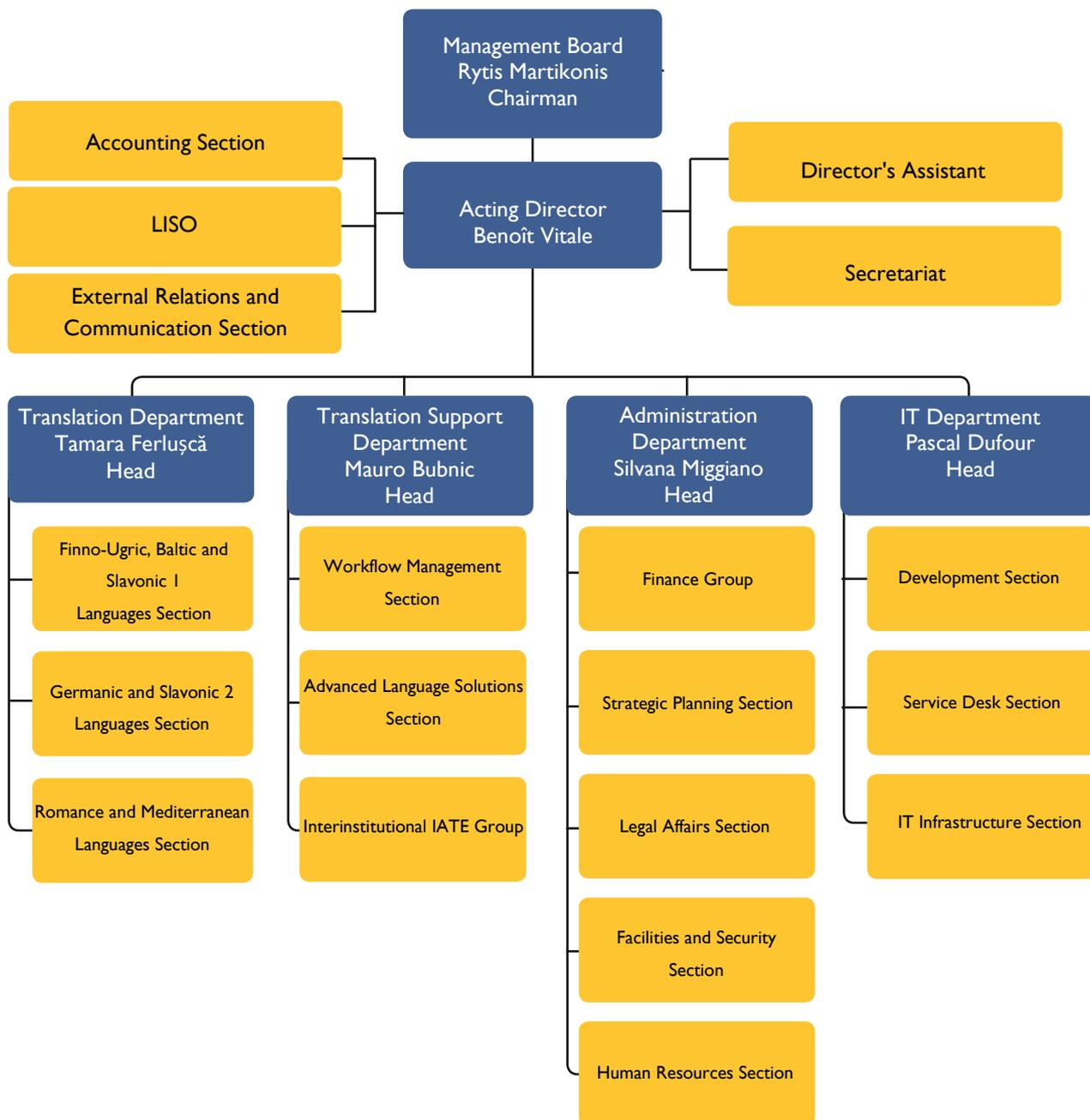
ANNEXES



ACER.....	Agency for the Cooperation of Energy Regulators - Slovenia, Ljubljana
BBI JU.....	Bio-based Industries Joint Undertaking - Belgium, Brussels
BEREC Office.....	Agency for Support for BEREC (Body of European Regulators for Electronic Communications) - Latvia, Riga
Cedefop.....	European Centre for the Development of Vocational Training - Greece, Thessaloniki
CEPOL.....	European Union Agency for Law Enforcement Training - Hungary, Budapest
Chafea.....	Consumers, Health, Agriculture and Food Executive Agency - Luxembourg
CJEU.....	Court of Justice of the European Union - Luxembourg
Clean Sky 2 JU....	Clean Sky 2 Joint Undertaking - Belgium, Brussels
CoR.....	European Committee of the Regions - Belgium, Brussels
Council.....	Council of the European Union - Belgium, Brussels
CPVO.....	Community Plant Variety Office - France, Angers
DG EMPL.....	European Commission Directorate-General for Employment, Social Affairs and Inclusion - Belgium, Brussels
DG GROW.....	European Commission - Directorate-general for Internal Market, Industry, Entrepreneurship and SMEs, Belgium, Brussels
DG JUST.....	European Commission Directorate-General for Justice and Consumers - Belgium, Brussels
DGT.....	European Commission Directorate-General for Translation - Belgium, Brussels and Luxembourg
EACEA.....	Education, Audiovisual and Culture Executive Agency - Belgium, Brussels
EASA.....	European Union Aviation Safety Agency - Germany, Cologne
EASME.....	Executive Agency for Small and Medium-sized Enterprises - Belgium, Brussels

EASO.....	European Asylum Support Office - Malta, Valetta
EBA.....	European Banking Authority - France, Paris
ECA.....	European Court of Auditors - Luxembourg
ECB.....	European Central Bank - Germany, Frankfurt
ECDC.....	European Centre for Disease Prevention and Control - Sweden, Stockholm
ECHA.....	European Chemicals Agency - Finland, Helsinki
ECSEL JU.....	Electronic Components and Systems for European Leadership Joint Undertaking - Belgium, Brussels
EDA.....	European Defence Agency - Belgium, Brussels
EDPS.....	European Data Protection Supervisor - Belgium, Brussels
EEA.....	European Environment Agency - Denmark, Copenhagen
EEL2.....	European School Luxembourg II - Luxembourg
EESC.....	European Economic and Social Committee - Belgium, Brussels
EFCA.....	European Fisheries Control Agency - Spain, Vigo
EFSA.....	European Food Safety Authority - Italy, Parma
EIB.....	European Investment Bank - Luxembourg
EIGE.....	European Institute for Gender Equality - Lithuania, Vilnius
EIOPA.....	European Insurance and Occupational Pensions Authority - Germany, Frankfurt
EIT.....	European Institute of Innovation and Technology - Hungary, Budapest
ELA.....	European Labour Authority - Slovakia, Bratislava
EMA.....	European Medicines Agency - Netherlands, Amsterdam
EMCDDA.....	European Monitoring Centre for Drugs and Drug Addiction - Portugal, Lisbon
EMSA.....	European Maritime Safety Agency - Portugal, Lisbon
ENISA.....	European Union Agency for Cybersecurity - Greece, Heraklion
EP – DG TRAD ..	European Parliament Directorate-General for Translation - Luxembourg
EPPO.....	European Public Prosecutor's Office - Luxembourg
ERA.....	European Union Agency for Railways - France, Valenciennes
ERCEA.....	European Research Council Executive Agency - Belgium, Brussels
ESMA.....	European Securities and Markets Authority - France, Paris
ETF.....	European Training Foundation - Italy, Turin
EUIPO.....	European Union Intellectual Property Office - Spain, Alicante
eu-LISA.....	European Agency for the Operational Management of large-scale IT Systems in the Area of Freedom, Security and Justice - Estonia, Tallinn
EU-OSHA.....	European Agency for Safety and Health at Work - Spain, Bilbao
Eurofound.....	European Foundation for the Improvement of Living and Working Conditions - Ireland, Dublin
EuroHPC.....	European High-Performance Computing Joint Undertaking - Luxembourg
Eurojust.....	European Union Agency for Criminal Justice Cooperation - Netherlands, The Hague
Europol.....	European Union Agency for Law Enforcement Cooperation - Netherlands, The Hague
F4E JU.....	Fusion for Energy Joint Undertaking - Spain, Barcelona
FCH 2 JU.....	Fuel Cells and Hydrogen 2 Joint Undertaking - Belgium, Brussels
FRA.....	European Union Agency for Fundamental Rights - Austria, Vienna
Frontex.....	European Border and Coast Guard Agency - Poland, Warsaw
GSA.....	European Global Navigation Satellite Systems Agency - Czechia, Prague
IMI 2 JU.....	Innovative Medicines Initiative 2 Joint Undertaking - Belgium, Brussels
INEA.....	Innovation and Networks Executive Agency - Belgium, Brussels
MAOC (N).....	Maritime Analysis and Operation Centre (Narcotics) - Portugal, Lisbon
Ombudsman.....	European Ombudsman - France, Strasbourg
OSGES.....	Office of the Secretary-General of the European Schools - Belgium, Brussels
REA.....	Research Executive Agency - Belgium, Brussels
S2R JU.....	Shift2Rail Joint Undertaking - Belgium, Brussels
SatCen.....	European Union Satellite Centre - Spain, Madrid
SESAR JU.....	SESAR Joint Undertaking - Belgium, Brussels
SRB.....	Single Resolution Board - Belgium, Brussels

ORGANISATIONAL CHART



1994

On 28 November 1994, the Council of the European Union adopts Regulation (EC) No 2965/94 establishing the Translation Centre.



The Centre's first Director
Francisco De Vicente
October 1995 - January 2005

An Amending Regulation is adopted in 1995 to extend the client portfolio and to give the Centre a role in interinstitutional cooperation.

1995

11 official languages of the EU
20 000 translated pages
7 clients

1997

The Centre leaves its offices in Luxembourg's city centre and moves to the Nouvel Hémicycle in Kirchberg (LU), where most EU institutions are located.

1998

200 000 translated pages
12 clients

2001

Flosys comes into operation, a cutting-edge IT tool developed in-house that handles the entire translation workflow from the time a client sends a document to the Centre to delivery of the translated version(s).



The Centre launches Nemo to manage the Community trade mark translation process.

2002

1 000 000 translated pages

2003

The European Foundation for Quality Management (EFQM) recognises that the Centre is 'committed to Excellence in Europe'.



The Centre is appointed project initiator and project manager for IATE (InterActive Terminology for Europe), the joint terminology database for all the institutions/bodies of the European Union.

2004

20 official languages
The 'Big Bang' EU enlargement of 2004, which almost doubles the number of EU languages from 11 to 20, marks the start of a new era for the Centre.

2005

For its 10th anniversary, the Centre organises the conference 'Multilingualism at any price'.

Acting Director
Marie-Anne Fernández Suárez
January 2005 - April 2006

2006

The Centre's second Director
Gailė Dagilienė
May 2006 - October 2013

2007

The Centre adds several other official EU languages to its portfolio as Bulgaria and Romania join the EU and Irish becomes an official language of the European Union, albeit with a derogation in place.

23 official languages of the EU

Visit by Leonard Orban, the European Commissioner for Multilingualism.

The EU interinstitutional terminology database, IATE, is made available to the general public.

2010

The Centre organises a conference entitled 'The Language of Europe. Translating for the EU' to commemorate its 15th anniversary.



2011

The Centre replaces Nemo with Tr@Mark workflow to manage the Community trade mark translation process.

The Centre launches ECHA-term, an online multilingual terminology database developed for the European Chemicals Agency.

2013

8 000 000 translated pages
24 official languages of the EU, now including Croatian

The Centre moves to its current premises in the Drosbach building in Luxembourg City and signs its seat agreement with the Grand Duchy of Luxembourg.



Acting Director
Marie-Anne Fernández Suárez
November 2013 - July 2015

2015

9 000 000 translated pages
61 clients

Acting Director
Benoît Vitale
August 2015 - December 2015

2016

The Centre's third Director
Máire Killoran
January 2016 - December 2018

2017

Study on the Translation Centre as the Linguistic Shared Service Provider for the EU Agencies and Bodies. The study confirms the Centre's raison d'être.

The Centre launches eCdT, the new customised translation workflow management system, which replaces the legacy system, Flosys.



2018

Launch of a brand-new version of IATE

Adoption of a strategic approach and biennial Transformation Plan

The Centre agrees with the European Union Intellectual Property Office (EUIPO) on a two-year cooperation programme to develop new linguistic services and optimise core business processes to gain efficiency and enhance the customer experience.

2019

12 800 000 translated pages
68 clients

Acting Director
Benoît Vitale
January 2019 - to date

2020

13 400 000 translated pages

69 clients

The Centre finalises the implementation of its Transformation Plan by launching new services, processes and tools.

2021

The Centre launches a whole series of new services: automatic translation; custom machine translation; automatic transcription; paste 'n' go translation, light post-editing.





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Translation
Centre for the
Bodies of the EU
CdT

This publication is also available on cdt.europa.eu.