During 2016, the Centre reached a milestone of translating over 10.5 million pages since its establishment in 1994. Find out more in this report.
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I am delighted to present the Translation Centre’s main achievements during 2016 in this Highlights of the year document which is a complementary document to our Annual Activity Report 2016. Looking back on my first year as Director of the Translation Centre, I would like to highlight the following key achievements:

During 2016, the Centre reached a milestone of translating over 10.5 million pages since its establishment in 1994 into the 24 EU official languages and from and into various non-EU languages, which involves over 700 language combinations in total. As the linguistic shared service provider for the EU agencies and bodies, the Centre continued to facilitate effective multilingualism by playing its role in partnership with its clients in ensuring access to information by both EU and non-EU citizens in a wide range of languages.

Since our clients are the Centre’s raison d’être, we increased our engagement with them during 2016. This engagement enabled us to better understand their needs, take into account their feedback, make them more familiar with our services and find solutions in partnership with them for their specific projects. The Centre’s portfolio increased to 64 clients by the end of 2016.

In order to align the prices paid by clients with the Centre’s costs, a new pricing structure was adopted by the Centre’s management board in 2016 and entered into force in January 2017. The new pricing structure is a real breakthrough since, for the first time in the Centre’s history, it enables our clients to benefit from the savings and the enhanced linguistic quality resulting from the use of our translation memories. The new pricing structure applies to the translation of documents which are systematically preprocessed in order to identify repetitive material and facilitate the reuse of our translation memories. It is thus aimed at building our clients’ satisfaction with the price quality ratio of our services.

During 2016, the Centre deployed the new client and freelance portals in eCdT, our new translation workflow management system, and developed the functionalities required in eCdT for the implementation of the new pricing structure. As a result of engagement with clients, the eCdT client portal offers a range of new functionalities including a simplified process for the creation of requests and enables clients to place quotation requests and multi-document requests.

The Centre continued to actively contribute to interinstitutional and inter-agency cooperation during 2016 by participating in the various committees, networks and working groups and by managing the development of the EU interinstitutional terminology database, InterActive Terminology for Europe (IATE). As a flagship project which consists of the largest terminology database in the world, the Centre is justifiably proud of its role in managing the database on behalf of its EU institutional partners. With more than 36.5 million queries for its public website and more than 18.5 million queries for its EU internal institutional website during 2016, IATE is undoubtedly a highly popular tool which epitomises the EU’s achievements in the field of multilingualism.

During 2016, the Centre’s management board approved a new Strategy covering the period 2016-2020 which coincides with my five-year mandate as Director. The Strategy was developed in consultation with our key stakeholders, particularly our staff and our clients. In the context of the Centre operating as a self-financed EU agency, the Strategy is focused on optimising the creation of value for the Centre’s clients while ensuring the long-term sustainability of the Centre. In accordance with the Centre’s dual mandate, the Strategy is based on the twin principles of a quality management approach and a sustainable business model. The Strategy sets out the Centre’s vision to become a centre of excellence for the provision of language services for the EU agencies and bodies by 2020 by focusing on three strategic goals, namely: positioning the Centre as a partner in the holistic provision of language services to clients; enhancing operational effectiveness and efficiency; and contributing to interinstitutional cooperation.

Finally, I would like to sincerely thank my colleagues at the Centre for their continuous support and herculean work during the past year without which the achievements presented in this document would not have been possible. As set out in our Strategy 2016-2020, we remain committed to the Centre’s dual mission of delivering high-quality language services to our clients and of contributing to interinstitutional cooperation.

Máire Killoran
Director
**Translation/Revision**

The Translation Centre closed the year with a total translation volume of 746,965 pages, which represented a 2.4% increase compared to the figures for 2015.

**Documents**

With 289,401 pages, the number of translated documents increased by 8.1% compared to the previous year (267,667 pages).

**EU trade marks (EUTMs)**

Of the total 746,965 pages translated in 2016, 457,564 pages (61.3% of the total volume) accounted for EU trade marks.

The Centre delivered the translations of 10.6% of the EU trade marks within three days, exceeding the objective of 10% agreed with the European Union Intellectual Property Office (EUIPO) for 2016. All the other EU trade marks were delivered on time seven days after their submission.

**Other language services**

**Terminology**

Some 266 man/days were devoted to terminology work.

The Centre carried out terminology projects for the European Chemicals Agency (ECHA), the European Environment Agency (EEA), and the European Institute for Gender Equality (EIGE) in 2016.
In addition, a number of projects launched in 2016 will be continued in 2017, namely for the European Insurance and Occupational Pensions Authority (EIOPA), the European Union Agency for Fundamental Rights (FRA), the European Institute for Gender Equality (EIGE), the European Union Intellectual Property Office (EUIPO) and the European Agency for Safety and Health at Work (EU-OSHA).¹

TERM LISTS

A total of 14 clients requested the translation or revision of 196,589 ‘term list’ entries, including 11,692 Community Designs, 29,427 Euroclass/Terminology Maintenance Console (TMC) terms² and 242 Design Terminology Maintenance Console (DTMC)³ terms for EUIPO.

EDITING

The Centre edited a total of 21,353 pages for 11 clients, of which 18,352 (86%) related to opposition decisions for EUIPO.

VIDEO SUBTITLING

In the second year after the launch of this service, a total of 1,219 minutes of subtitling was produced for five clients. For the Court of Justice of the European Union (CJEU), a full text transcription without timecode segmentation and spotting was realised on a Court Session and its pleadings. The European Asylum Support Office (EASO) availed of video subtitling for the Action Aid theatre play ‘The journey continues’ showing journeys of refugees throughout Europe. The European Chemicals Agency (ECHA) used video subtitling on educational materials related to Chemical Safety Assessment and Reporting tools, and the European Institute for Gender Equality (EIGE) on material related to the White Ribbon Campaign launched to stop violence against women. The European Union Intellectual Property Office (EUIPO) used partial subtitling for the Ceremony of DesignEuropa awards organised in 2016.

¹For more information on terminology work undertaken in 2016, please refer to the corresponding client summaries on the following pages and the chapter ‘Terminology work’ on page 17 of this report.

²The Euroclass/Terminology Maintenance Console (TMC) project refers to goods and services list entries that feed TMclass, a database containing Nice classification terminology submitted by EUIPO, national intellectual property offices and countries and organisations outside the European Union.

³The Designs Terminology Maintenance Console (DTMC) project refers to the list of product indication entries that feed EuroLocarno, a database containing Locarno classification terminology submitted by EUIPO, national intellectual property offices and countries and organisations outside the European Union.
New client agreements and potential future clients

In the course of 2016, the Centre continued to enlarge its client base and thus the domains in which it provides its language services.

The Centre signed new agreements with three organisations: on 13 September with the European Schools represented by their Secretary-General’s Office; on 24 October with the Shift2Rail Joint Undertaking, and on 17 November with the Bio-Based Industries Joint Undertaking. As a result, the Centre’s client portfolio consists of 64 clients.

In June, the Centre was approached by the European Commission’s European Anti-Fraud Office (OLAF) which is involved in the setting-up of the European Public Prosecutor’s Office (EPPO)\(^4\). The aim of this first information exchange was to understand the future potential translation needs of this new body and to see how the Centre could possibly respond to them. Similar conversations took place with the Preparatory Committee in charge of setting up the Unified Patent Court (UPC)\(^5\). The Centre will continue to follow these dossiers in 2017.

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\(^4\) The EPPO will be an independent EU body with the authority to investigate and prosecute EU fraud and other crimes affecting the Union’s financial interests. See: [http://ec.europa.eu/justice/criminal/judicial-cooperation/public-prosecutor/index_en.htm](http://ec.europa.eu/justice/criminal/judicial-cooperation/public-prosecutor/index_en.htm).

\(^5\) The Unified Patent Court (UPC) will be a court for the settlement of disputes relating to European patents and European patents with unitary effect. See: [https://www.unified-patent-court.org/](https://www.unified-patent-court.org/).

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Report on what the Centre did for its clients

As in previous years, the Centre’s external outreach activities were mainly targeted at meeting clients, either in person or via teleconference or videoconference, in order to follow up on specific projects, promote the Centre’s services, discuss quality assurance matters and learn about clients’ particular needs and expectations.

This chapter provides information on the Centre’s interactions with its clients. Clients are listed in alphabetical order.

Information on client-specific terminology projects can be found under the corresponding client summaries and under the heading ‘Terminology work’. Key figures per client are presented in the annexes.

The Centre continued to play an active role in the different inter-agency networks and conducted a follow-up survey on the EU agencies’ approaches to multilingualism, the conclusions of which can be found under the chapter ‘Surveys’ in this report.
HIGHLIGHTS OF THE YEAR

MEETINGS AND PROJECTS

ACER
In 2016, the Centre received a higher number of documents from the Agency for the Cooperation of Energy Regulators (ACER) than in previous years. Most of them were recruitment documents translated into all EU official languages. ACER’s annual activity report was edited by the Centre.

BEREC Office
In 2016, most of the documents received from the Body of European Regulators for Electronic Communications (BEREC) Office were calls for expressions of interest, recruitment documents, Management Board decisions, and programming and reporting documents, some of which were sent for editing. The Centre also translated the press release on BEREC’s 4th Stakeholder Forum.

Cedefop
In 2016, the Centre recorded a slight increase in the number of pages translated for the European Centre for the Development of Vocational Training (Cedefop). Translations concerned briefing notes and press releases on special vocational education topics, PowerPoint presentations about early leaving vocational education and training, several documents from Greek into English dealing with judicial affairs, as well as material for the Cedefop-UNESCO global skills conference in October.

CEPOL
In accordance with the new Regulation (EU) 2015/2219 of the European Parliament and of the Council, CEPOL changed its name from the European Police College to the European Union Agency for Law Enforcement Training. During 2016, the translations carried out for CEPOL were limited to a few procurement documents, replies to the observations of the European Court of Auditors, a model working agreement and a text about the mission, vision and values of CEPOL.

CEPOL’s Management Board representative met with representatives from the Centre in March 2016 to discuss the future translations of vacancy notices into all EU official languages. Several options were envisaged, including the future standardisation and creation of a technical template to optimise the pre-translation process and limit the manual pre-processing tasks.

Chafea
The Consumers, Health, Agriculture and Food Executive Agency (Chafea, formerly PHEA from 2005 to 2008 and EAHC from 2008 to 2014) is now located physically closer than ever to the Centre, since some 30 staff members moved into the Centre’s premises in the Drosbach building in 2016.

At the end of January 2016, Chafea published a call for proposals in the agriculture field for which producers’ organisations were able to apply online until the end of April (closure of submissions). Chafea then established a status report on the number of requests to be translated, the source and target EU official languages concerned and the volume of documents involved. Out of these proposals, some needed translation from German, Greek and Polish into English. Proposals were evaluated by external experts who drafted evaluation reports. Experts met in Luxembourg in order to assess and rank proposals. An Evaluation Committee, involving a Commission expert and experts from Chafea, then met in order to validate the final ranking of the proposals and finally the European Commission decided to approve or reject the proposals. At the end of the process, Chafea sent replies and evaluation reports to the applicants which had to be translated from English into the language of the applicants.

CoR / EESC
At the Plenary Session in December 2016, the European Committee of the Regions officially launched its new logo following a decision to include the term ‘European’ in its name. As this Committee has a joint translation service with the European Economic and Social Committee, both entities had for some years not used the Centre’s services. However in 2016, the European Committee of the Regions called upon the Centre for the translation of one document from English into French regarding crisis and the evolution of labour relations in the United Kingdom. For the European Economic and Social Committee, the Centre translated from English into French a brochure introducing the Committee, a study report on the topic ‘Devising concrete actions to implement the European Energy Dialogue’ as well as a report on a mission to Turkey.

Court of Justice of the European Union (CJEU)
Translation activities for the Court of Justice of the European Union (CJEU) mainly concerned a series of Spanish court decisions which were translated into English and Polish.

The Centre also performed a full text transcription of a video without timecode segmentation and spotting on a Court Session and its pleadings.
Council
In March 2016, the Council’s Management Board representative informed the Centre that the Council had started examining the possibility of outsourcing a small part of its production to the Centre. Given that the Council does not currently have a structure to work with freelance contractors, all its translations are done in-house, apart from those that involve non-EU languages, which are usually sent to the Centre, such as guidelines, protocols, political declarations and agreements between countries, or ad hoc projects, such as translations into Croatian in 2013 or into French in 2015. The idea of launching a pilot project with the Centre emerged. It materialised after a number of discussions with the Centre’s members of the Translation and Translation Support Departments and it was agreed that the Council would start outsourcing to the Centre a few thousand pages of translations into two EU official languages (Swedish and Polish) as of January 2017.

CPVO
Translation volumes almost doubled for the Community Plant Variety Office (CPVO) compared with previous years. Some 90 documents were translated, mainly from English into German and French, ranging from correspondence to legal documents relating to appeal proceedings and decisions, administrative documents and public calls for tenders. In November 2016, the CPVO announced the launch of its new website, which is available in five languages (English, French, German, Dutch and Spanish).

EACEA
The Education, Audiovisual and Culture Executive Agency (EACEA) manages the following programmes and funding initiatives: Erasmus+, Creative Europe, Europe for Citizens, EU Aid Volunteers, Intra-Africa, and Eurydice. The majority of translation requests placed by the EACEA in 2016 thus represented tender documents, programme summaries and reports, translated mainly from English into either all other EU official languages or into French and German. Several documents translated from other source languages (e.g. from Dutch, Italian, Bulgarian, Czech) into English concerned project descriptions and documents in relation to calls for proposals.

EASA
The main project translated into all EU official languages for the European Aviation Safety Agency (EASA) was once again the annual activity report. There were also four documents to be translated from Czech into English concerning provisions for the operation and equipment of helicopters in medical services. The Agency provided detailed information concerning the definition of two key aviation terms – ‘safety’ and ‘security’ – which were integrated in IATE and thus made available to the translators and terminologists of all the EU institutions.

EASO
The number of translation requests from the European Asylum Support Office (EASO) remained very high and the topics were as varied as in previous years. A large part of the translated documents consisted of vacancy notices and training materials for officials working in the fields of asylum and reception. Other important translations included information for refugees, the overview ‘Age assessment practices in Europe’, the Practical Guides on ‘Access to the asylum procedure’, ‘Exclusion’ and ‘Evidence Assessment’, country of origin information reports, leaflets and brochures, the annual activity report, the work programme and the annual report on the situation of asylum in the European Union. Source languages were English, Bulgarian, Dutch, German, Greek, Italian, Swedish and Arabic. There were also other target languages than the official EU languages, including Albanian, Arabic, Armenian, Chinese, Kurdish, Pashto, Farsi, Russian, Somali, Tigrinya and Urdu.

EASO requested the Centre’s subtitling services for the Action Aid theatre play ‘The journey continues’ showing the journeys of refugees throughout Europe. A major communication project also launched by the agency was the mobile app on the EU Relocation Programme as an aid for refugees entering the EU.

EC-DG EMPL
Throughout 2016, the European Commission’s Directorate-General for Employment, Social Affairs and Inclusion (DG EMPL) continued to send regular requests for translation into all EU languages plus Icelandic and Norwegian. Volumes increased in comparison with the previous year. The majority of requests concerned articles (success stories) for publication on the job mobility portal EURES, as well as information about upcoming events, advice for job seekers and employers. A few documents concerned new labels or pages for the EURES portal.
HIGHLIGHTS OF THE YEAR

EC - DG JUST

The initial forecast provided by the European Commission’s Directorate-General for Justice and Consumers (DG JUST) indicated that about 50 000 pages of Online Dispute Resolution (ODR) decisions were expected to be translated after the launch of the ODR platform. The platform allows consumers and traders to settle their online disputes at the click of a mouse, both for domestic and cross-border purchases, without the need to go through lengthy and costly court proceedings. Although the platform was launched by the European Commission in February 2016, not all participating Member States used it from the outset. As a result, only 8.5 pages of ODR decisions were translated by the Centre. However, DG JUST requested the translation of 3,496 pages corresponding to the notifications of Alternative Dispute Resolution (ADR) entities who act as mediators for the ODR initiative.

After the official launch of the ODR platform, the Centre organised a workshop on the ODR initiative for the benefit of its language service providers who had signed contracts in the framework of the CONSUM15 call for tenders, as well as for the benefit of the Centre’s in-house translators. DG JUST’s Deputy Head of Unit ‘Financial Services and Redress’ gave a general presentation on the ODR initiative. The Centre’s staff also provided content relating to banknote counterfeiting. One of the Centre’s English translators gave a short presentation and held a question and answer session for their hosts towards the end of their visit, having seen how their host organisation worked from the inside. This was a valuable means for the English teams at the Centre and at the ECB in Frankfurt to compare working practices and exchange experiences and fits in well with the Centre’s mission of interinstitutional cooperation.

In July 2016, a delegation from the Centre, led by the Director, visited DG JUST in Brussels in order to discuss collaboration between the Commission and the Centre on the ODR project.

In August, the Centre’s staff reciprocated by welcoming a member of ETE to Luxembourg in order to explore possible avenues for supporting the ECB’s translation needs for recovery plans.

In September, DG JUST’s Deputy Head of Unit ‘Financial Services and Redress’ visited the ECB in Frankfurt to compare working practices and exchange experiences and fits in well with the Centre’s mission of interinstitutional cooperation.

ECA

A slight increase was recorded for the translation volumes produced for the European Court of Auditors (ECA) in comparison to previous years. The Centre translated selected documents (correspondence, replies to audit observations) from specific EU languages into English. It also provided translation into Irish for a series of recruitment documents. Some press releases were translated from English into Western Balkan languages.

In 2016, the Centre once again translated into all EU official languages the replies from each of the EU agencies to the European Court of Auditors’ observations drawn up after the Court’s audit of the agencies’ accounts. This is a large project for the Centre, beginning in the early summer, and all the translations were published in the Official Journal towards the end of the year.

ECB

The Centre continued to support the European Central Bank (ECB) regarding translations from and into selected EU and non-EU languages. The types of documents were reports, a leaflet, agreements, correspondence, and web content relating to banknote counterfeiting.

One of the Centre’s English translators and editors spent two weeks working in the English Editing and Translation Section (ETE) at the ECB in February. The Centre reciprocated by welcoming a member of staff from ETE to Luxembourg in August. In each case, the visiting member of staff gave a short presentation and held a question and answer session for their hosts towards the end of their visit, having seen how their host organisation worked from the inside. This was a valuable means for the English teams at the Centre and at the ECB in Frankfurt to compare working practices and exchange experiences and fits in well with the Centre’s mission of interinstitutional cooperation.

Discussions took place with the ECB’s Head of Linguistic Services in June in order to explore possible avenues for supporting the ECB’s translation needs for recovery plans.

ECDC

The majority of texts to be translated for the European Centre for Disease Prevention and Control (ECDC) were legal documents, vacancy notices, mission reports, press releases and informational brochures. The major theme of the brochures to be dealt with was antibiotics. A large number of documents was translated into all EU official languages. Overall, the volume increased considerably in 2016. One subtitling project about vaccination was handled for this agency at the beginning of the year.

ECHA

With a production of over 46,000 pages of translation in 2016 (compared with 24,953 pages in 2015), the European Chemicals Agency (ECHA) strengthened its position as the Centre’s second biggest client. The types of documents translated and reviewed by the Centre during the year were correspondence (mostly letters in relation to SME status verification) and other administrative texts, such as decisions; complex guidance material, including updates thereof; project manuals; fact sheets; press releases and news alerts; decisions of the Boards of Appeal; as well as website content. In line with the multilingual policy of the Agency, most of the texts were translated into all EU languages, except for correspondence which was usually translated into the
language of the addressee. ECHA also requested video subtitling on educational materials related to Chemical Safety Assessment and Reporting tools.

The Centre continued working on updates to the ECHA-term base: 41 terms on Guidance on the compilation of Safety Data Sheets were completed and delivered to the client in 23 languages in September 2016. Moreover, 16 new terms were validated and 20 terms were modified in IATE.

In April, the Centre’s Director and the Head of the Translation Department met the ECHA Director and several Heads of Department in Helsinki to review the ongoing cooperation between the two agencies. The ECHA representatives confirmed that multilingualism and translation are extremely important for their mission. One of their challenges is to bridge the gap between industry and consumers and workers, and to deal with the complexity of scientific content and language in their communication with their stakeholders. This explains why the ECHA-Term database, which was developed jointly by the Centre with the financial support and expert guidance from ECHA, has proved to be a highly successful cooperation since it allowed the Agency to reach out to all its stakeholders across Europe and beyond. During the visit, the ECHA representatives expressed their global satisfaction with the services, including subtitling, provided by the Centre.

**EEA**

The main documents translated for the European Environment Agency (EEA) in 2016 were the yearly publication ‘Signals’, some press releases, environmental analyses/articles and content in 26 languages (the EU official languages plus Icelandic, Norwegian and Turkish) for the Agency’s website.

A major update was carried out on the GEMET Thesaurus (General Multilingual Environmental Thesaurus). The Centre provided definitions, labels and semantic relations for new GEMET terms proposed by the EEA, and provided translations for selected terms into particular EU languages. As a result, 325 terms for the GEMET monolingual English ontology and 100 terms from the GEMET ontology were completed in 24 languages.

In early spring, a special videoconference took place to discuss how the Centre could possibly streamline the process to respond to the Agency’s future needs for web translations. It was decided to review the topic further once the Centre has launched its web translation service in 2017.

In September, the Centre’s Director and the Head of the Translation Department met at the EEA’s headquarters with the Director of the agency, as well as with the Head of the EEA’s Communication Programme, who also represents the EEA on the Centre’s Management Board, and several other staff members. Topics discussed included the EEA’s translation policy, the Agency’s current and future multilingual needs, its website, feedback on translations and the GEMET project. During the discussions, the EEA representatives pointed out that some of the language versions of their website get rather significant web traffic. They also stressed that the EEA will move towards more and more HTML content, including translations aimed at the general public, which confirms the crucial role of multilingual websites in reaching EU citizens.

**EDPS**

After the drop in volume in 2015, the translation volume for the European Data Protection Supervisor (EDPS) increased in 2016 and reached the levels achieved 2014. Again the most common types of documents sent for translation were prior-check opinions and related notifications; executive summaries of opinions; decisions; press releases; factsheets and guidelines as well as various communications. Most of these were translated from English into French and German and some were translated into other EU languages.

**EFCA**

The volume translated for the European Fisheries Control Agency (EFCA) increased in comparison to 2015. The Centre translated mainly recruitment documents; training modules and reports relating to inspections; call for tender documents; the annual activity report and a number of decisions. The majority of the texts were translated into all EU languages. As a result of the translations undertaken for this agency, over 30 terms were modified in IATE.

**EFSA**

In 2016, the European Food Safety Authority (EFSA) provided the Centre with bilingual scientific glossaries (English/German and German/English; English/Italian, and English/French), which were made available to the Centre’s translators and external service providers for further consultation.

As in previous years, the majority of translations for the Authority were mainly press releases, news stories,
In 2016, EIGE’s Gender Equality Glossary and Thesaurus was published online and the agency asked the Centre for translation of the terms of this Glossary into German, French, Latvian and Spanish.

EIT

The European Institute of Innovation and Technology (EIT) increased its translation work further in 2016, with requests concerning budget and legal documents; a Handbook for planning, labelling and reviewing of EIT labelled Master and Doctoral Programmes; decisions of the Governing Board; a call for expressions of interest and tender specifications; as well as website content. The translations were either into all the EU official languages or only into English or Hungarian. The EIT headquarters are located in Hungary.

EMA

As in previous years, the majority of translations requested by the European Medicines Agency (EMA) were EPAR (European Public Assessment Report) summaries from English into 22 EU official languages of the European Union. In addition, the Centre handled several translations in all EU languages of product information for new medicinal products developed by small and medium-sized enterprises (SMEs).

In 2016, EMA requested updates of the Quality Review of Documents (QRD) meeting in October. The Centre attended three plenary meetings of EMA’s working group on Quality Review of Documents (QRD) in London, where among other topics issues regarding SMEs, templates and new translation needs arising from signal detection recommendations (PRAC) and mutual-recognition, decentralised, referral and PSUR single assessment (PSUSA) procedures for nationally authorised products were discussed.

In a videoconference with EMA’s Labelling Review & Standards Office in August, it was agreed that EMA would from 2017 on apply the standard CSF procedure to SME translations in order to enable the Centre to deal more efficiently with feedback provided on these translations by the National Authorities. The National Authorities were informed accordingly at the QRD meeting in October. The Centre’s Director accompanied by the Head of the Translation Department visited the Agency in September, where they met EMA’s Executive Director as well as staff members from the Labelling Review & Standards Office and from the Online and Corporate Design Office. The participants discussed quality matters and EMA’s feedback regarding its migration to the Centre’s new eCdT Client Portal which had taken place shortly before the visit.

EMCDDA

Translation volumes remained stable for the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) in 2016. As in previous years, the agency’s flagship product was the annual European Drug Report and related news releases, translated into all EU official languages plus Norwegian and Turkish. For this major project, the EMCDDA involves its National Focal Points in the review of the translations and the Centre processed the feedback in line with the agency’s tight production schedule for this publication. The Centre also translated news releases
HIGHLIGHTS OF THE YEAR 2016

The European Drug Report

The Centre also translated from Greek into English or vice versa. The Centre also translated a speech from English into Portuguese dealing with cybersecurity, following the publication of the Commission proposal in April 2016 to digitise European industry, and highlighting the role ENISA can play in the delivery of a successful Digital Single Market strategy.

ERA

Following the entry into force of the technical pillar of the 4th EU Railway Package in 2016, the European Union Agency for Railways replaces and succeeds the European Railway Agency (ERA). The Centre translated 88 documents in total for ERA. Most of them were translated from English into the official EU languages (including a series of leaflets on the topic ‘Integrating Human Factors in European Railways’), and there was a large number of translations from Latvian into English (mostly Accident Investigation Reports). A document was translated from Russian into English, concerning parameters for the compatibility of the different rail gauge systems. The Agency also requested the translation of a series of PowerPoint presentations about workshops in several Member States on different railway safety topics.

As in previous years, the Centre continued to host ERA’s Disaster Recovery Site. The Centre increased the hosting capacity dedicated to ERA and delivered a back-up internet access service.

In the context of the 4th Railway Package extending the mission of ERA, a delegation from the Centre, led by the Director, visited the Agency in Valenciennes in April 2016. The objective was to understand its future needs and to ensure that the Centre will be able to provide tailored support to ERA in its future mission, which will enter into force in 2019 and which will include the granting of safety certificates and vehicle authorisations. This implies that ERA will serve as a single entry point through which applicants shall submit their application files. It is clear that responding to the linguistic needs related to this new mission will be of paramount importance for the success of the 4th Railway Package, as confirmed by ERA’s Director.

EMSA

The Centre continued to translate reports resulting from national inspection visits as well as related decisions of the Executive Director from English into the relevant language of the Member State visited. There was also a Service Concession Framework Contract translated from French into English, and a letter from Arabic into English concerning Lecturers of the Marine Transport College.

ENISA

As in previous years, a variety of mainly administrative documents (correspondence, agreements) from the European Union Agency for Network and Information Security (ENISA) were translated from Greek into English or vice versa. The Centre also translated a speech from English into Portuguese relating to other important study reports, such as the agency’s first report on health responses to new drugs, the European School Survey Project on Alcohol and other Drugs (ESPAD) as well as the 2016 EU Drug Markets Report, a publication jointly produced by the EMCDDA and Europol. The topic reports are made available in different formats (PDF, ePUB, HTML) on the EMCDDA’s website. The agency also regularly gathers key terms from its European Drug Report and has them translated by the Centre and validated by the National Focal Points in all official EU languages plus Norwegian and Turkish with the ultimate goal of importing them into the interinstitutional terminology database IATE. A request for 50 such terms was placed at the end of 2016.

The European Research Council Executive Agency (ERCEA) increased its translation volume in 2016 compared to previous years, the main documents being of a legal nature, such as statements of defence and calls for expressions of interest. The documents were translated mostly from English into all other EU official languages or into selected target languages.

ETF

Translation activities for the European Training Foundation (ETF) remained as varied as in previous years and covered the following topics: Country Strategy Papers 2017-20 for Tunisia, Algeria, and Morocco; ETF Partner Country Profiles; the ETF Conference ‘Getting organised for better qualifications’ plus questionnaires for self-assessments; GEMM: Governance for Employability in the Mediterranean (reports, newsletters and pilot project descriptions); the Torino Process 2016-2017; a report on Governance of Vocational Education and Training in the Southern and Eastern Mediterranean (translated into Arabic); and Managing migration: managing skills. Governing Board documents, such as minutes, budgetary and programming documents, the activity report and correspondence, were commonly made available in five languages – English, German, French, Italian and Spanish. The other material was usually translated into French.
HIGHLIGHTS OF THE YEAR 2016

EUIPO
In early spring 2016, following the entry into force of its revised Founding Regulation, the Office for Harmonization in the Internal Market (OHIM) became the European Union Intellectual Property Office (EUIPO), and the Community trade mark has since then been called the European Union trade mark (EUTM). The legal reform entailed the introduction of a series of new key terms and the two agencies agreed on their translation in all the official EU languages.

As in past years, the Office remained the Centre’s main client in terms of volumes for translated and edited documents and EUTMs. While the figures for documents (79 404 pages) were higher than in 2015, those for EUTMs (457 564 pages) were slightly lower than in the previous year.

The Centre carried out quarterly ex-post quality check (EPQC) exercises in relation to EUTM translations, covering up to 54 language pairs. About 24 man-days were dedicated by the Centre to these ex-post quality checks. The number of errors showed some fluctuation, but with an average of 0.78% when measured at segment level, the error rate was significantly lower than the maximum threshold of 1.5% set in the Centre’s 2016 Work Programme.

EUIPO also continued to carry out ex-post quality control exercises on the translation of administrative documents and on the editing of opposition and cancellation decisions. The feedback received from EUIPO was carefully analysed by the Centre’s translators in order to identify cases of best practice and possible areas of improvement. The two agencies also worked together to extend EUIPO’s Terminology Maintenance Console (TMC) to the area of design classes. The new Designs Terminology Maintenance Console (DTMC) allows EUIPO, national intellectual property offices and countries and organisations outside the European Union to submit new product indication entries which will feed EuroLocarno, a database containing Locarno classification terminology. A web service system allows the two agencies to exchange the DTMC terms and the corresponding translations delivered by the Centre’s translators.

Communication with EUIPO continued to be regular and constructive. Monthly videoconferences were held to follow up on common projects, and linguists and managers from both sides met on several occasions to discuss working methods, writing conventions, quality assurance matters and project related topics. Engagement between the Centre’s Coordinator for EUIPO and the staff from EUIPO’s Linguistic and Logistics Area remained intense throughout the year. The Centre’s five language teams corresponding to EUIPO’s working languages (English, French, German, Italian and Spanish) worked with the Centre’s client coordinator to delete obsolete reference material made available to contractors and in-house translators. The Centre’s client coordinator updated instructions continuously as and when EUIPO sent new reference documents, which were used to update the Centre’s translation memories (in particular the templates used for the editing of EUIPO opposition decisions).

In February, a workshop was held at the Centre with a Spanish EUIPO linguist on proofreading conventions and guidance on how to deal with Spanish EUIPO documents.

In May, a delegation led by the Centre’s Director visited EUIPO to meet the Office’s Executive Director. The Office’s Customer Service Department had prepared a full programme for this high-level visit whose main purpose was to present the activities carried out by the Office in the field of EU trade marks and designs and to explore avenues for future cooperation. The visit allowed both parties to highlight some of the recent achievements and to better understand each other’s expectations and constraints. Soon after this visit, EUIPO launched its Multilingual Communications Management project as part of its implementation of its Strategy 2020.

In early December, several representatives from the Centre visited EUIPO to provide training on eCdT to the numerous EUIPO staff members who regularly use the Centre’s Client Portal to submit translation requests and manage the various EUIPO accounts. The migration of EUIPO to eCdT took place a couple of days later, after which all the Centre’s clients were then using the eCdT Client Portal for placing their requests6.

eu-LISA
Volumes produced for the European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (eu-LISA) increased further in 2016 compared with previous years. They included a budget document, a list of job titles for future recruitment, the work programme, the consolidated activity report, the reply to the observations of the Court of Auditors and lists of national authorities which have access to data in certain information systems and which are responsible for the national N. SIS II offices7. While the consolidated activity report was sent for editing in English, the other documents were translated into all the official EU languages.

6 See page 23 for further information on eCdT
7 SIS II: second generation Schengen Information System
EU-OSHA

The European Agency for Safety and Health at Work (EU-OSHA) continued to place regular requests for the translation of content for their fully multilingual website, making use of the automated translation management tool and associated workflow for direct web upload (including quality control) established with the Centre in 2015. In addition, the Centre translated material for the ‘Healthy Workplaces for All Ages’ campaign, the Healthy Workplaces Good Practice Awards, for the collaborative online encyclopaedia OSHwiki and the Online interactive Risk Assessment tool OIRA. Translations were also requested for leaflets and discussion papers; e-Facts; conference and survey material; country and topic reports, such as the one on occupational safety and health in micro and small enterprises in the EU; vacancy notices; meeting minutes; as well as programming and reporting documents for the Agency’s Governing Board. Most of the texts were translated from English into all the official EU languages, Icelandic and Norwegian, thus helping EU-OSHA to reach out to their numerous stakeholders.

The Agency also requested the translation of 1 921 terms of its EU-OSHA Thesaurus into Maltese, Croatian, Icelandic and Norwegian, and the revision of 36 terms of this Thesaurus in all the official EU languages, a project that will continue in 2017.

In 2017, the Centre’s Management Board visited the Centre in May. The objective was mainly to discuss EU-OSHA’s requirements for adapting both source and target texts to the needs and expectations of the Agency’s National Focal Points given that EU-OSHA’s content is mostly written for distribution at a national level. As a result of this visit, the Centre arranged a meeting in September between the Agency’s press officer, German and Austrian Focal Points, and the Centre’s German translators and Head of Language Group in order to foster mutual understanding and agree on concrete actions aimed at enhancing drafting styles and terminological coherence and consistency.

Eurofound

Translation activities for the European Foundation for the Improvement of Living and Working Conditions (Eurofound) were similar to previous years, with volumes being above those of 2015. The bulk of requests concerned executive summaries of study reports; the publication ‘Foundation Focus’; documents related to the 6th European Working Conditions Survey; website content; recruitment procedures; the Eurofound Yearbook 2015 as well as various administrative documents for the agency’s Governing Board meetings. Most of the material was translated into all EU official languages in line with Eurofound’s multilingual publications policy.

Cooperation with Eurofound’s Head of Communication was particularly intense at the beginning of the year in the framework of the Task Force on Outward Communication set up by the Heads of Agencies under Eurofound’s coordination of the EU Agencies’ Network in 2015.8

In June, the Centre’s Director met Eurofound’s Director, Deputy Director and communication staff, including Eurofound’s representative on the Centre’s Management Board. Topics discussed included the EU Agencies’ Network and Eurofound’s translation requirements.

European Supervisory Authorities (ESAs)

The three Authorities introduced several requests for the translation of joint guidelines as a result of a memorandum of understanding signed between them in 2016.

EBA

In line with previous years, the Centre translated mainly guidelines, recommendations, draft regulatory technical standards and opinions from English into all official EU languages for the European Banking Authority (EBA). These were systematically reviewed by the national authorities and the Centre was asked to analyse the feedback and provide final versions for publication on the EBA website. Executive summaries of the Authority’s annual report and work programme, as well as recruitment documents were also translated.

There were a number of very fruitful meetings with EBA during 2016. In March, the Director of Operations, visited the Centre to discuss workflows from the point of view of both sides and to brainstorm on what could be improved. This meeting resulted in renewed work on the terminology project for EBA that the Centre had initiated in 2014 and a meeting with EBA’s national revisers that was held at EBA’s London offices in June 2016. A specific meeting was also arranged between the translators of the Bank of Spain, EBA’s Head of Communication and the Centre’s Spanish translators and their Head of Language Group. These meetings were mainly aimed at discussing translation quality related matters, clarifying key terminological concepts, understanding workflows both in Member States and at the Centre and exploring the challenges faced by the Centre and EBA in handling the feedback provided by national revisers.

8 See page 18 for further information on the EU Agencies’ Task Forces.
In September 2016, the Centre’s Director and the Head of the Translation Department visited EBA and met with its Executive Director. The meeting allowed the Centre’s representatives to present the various facets of the Centre’s activities and discuss EBA’s requirements. This was followed by a visit of the Authority’s Executive Director to the Centre in Luxembourg where he saw how EBA translations are produced using computer-assisted translation tools.

EIOPA and ESMA

For the other two ESAs, the European Insurance and Occupational Pensions Authority (EIOPA) and the European Securities and Markets Authority (ESMA), translations were requested for several sets of guidelines, some documents on specialist aspects of the Authorities’ field of activity, and some administrative documents related to recruitment, work programmes and annual reports. The feedback provided by the Authorities’ national revisers on the Centre’s translations was processed in the same way as for EBA.

A meeting with ESMA’s Head of Communications in Paris in September helped clarify questions related to the Centre’s new pricing structure and eCdT Client Portal as well as reviewing the Authority’s workload forecasts.

Europol

In accordance with the new Regulation (EU) 2016/794 of the European Parliament and of the Council, the European Police Office (Europol) will change its name to the European Union Agency for Law Enforcement Cooperation in May 2017.

The documents translated for Europol in 2016 included a decision of the Director, a notice about the adjustment of basic salaries and allowances applicable to Europol staff, the presentation of Europol ‘About Europol - Helping make Europe safer’ for its website, procurement and tender documents, replies to the observations of the Court of Auditors and correspondence concerning legal matters. The source languages were mainly English and Dutch and the documents were usually translated into all EU official languages.

F4E

A limited number of documents was sent for translation by the European Joint Undertaking for ITER and the Development of Fusion Energy (F4E), mainly legal documents, press releases, web articles and replies to the observations of the Court of Auditors. Originals were in English, Spanish and Japanese, and translations went mostly into French, English and Spanish.

FRA

In 2016, the European Union Agency for Fundamental Rights (FRA) increased its translation activities compared to previous years, which meant that it was 4th in terms of volumes among the Centre’s clients. The Centre translated a great variety of documents, ranging from the annual planning and reporting documents to handbooks, topic reports, factsheets, surveys and their outcomes, news releases, web content, speeches and brochures. Most texts were published in English, German and French on the FRA’s website. Key translation projects, such as the Annual Fundamental Rights Report or handbooks and related press releases, were usually translated into all official EU languages.

In June 2016, FRA and the European Court of Human Rights launched the handbook on European law relating to access to justice which was translated by the Centre. Another Agency highlight of the year for which the Centre provided translations was the 3-day Fundamental Rights Forum in Vienna which brought together several hundred experts who debated on the most pressing issues facing Europe at the moment, namely: refugee protection, the digital age and inclusion.

Frontex

With the new Regulation (EU) 2016/1624 of the European Parliament and the Council, which enlarged the mandate of the Agency, Frontex changed its name from the Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union to the European Border and Coast Guard Agency.

Translations included two codes of conduct, a complaint form for potential violation of human rights, a privacy statement, the VEGA Handbook: Children at airports’, an organisational chart, the work programme, the general report, the reply to the observations of the European Court of Auditors and some documents of a legal and administrative nature. Source languages were English and Greek and some of the documents, especially the Handbook, were translated into non-EU languages such as Arabic, Turkish, Pashto, Urdu and Tigrinya.

INEA

The Innovation and Networks Executive Agency (INEA; formerly the Trans-European Transport Networks Executive Agency – TEN-T EA) increased its overall volume further compared to previous years. Unlike other agencies, English was not the main source language of documents sent for translation to the Centre. There was a noticeable number of translations from Czech, Italian and French into English concerning national activities under the Connecting Europe Facility (CEF) which supports trans-European networks and
infrastructure in the sectors of transport, telecommunications and energy.

Ombudsman
The Centre continued to translate decisions, the annual report, guidelines, speeches, web content, procurement documents and correspondence for the European Ombudsman. Key documents sent for translation were also the publication 'Reforming the European Network of Ombudsmen', the ‘EU Framework for the UN Convention on the Rights of Persons with Disabilities’, and material relating to the Network of Ombudsmen conference in June 2016. Most of the documents were translated from English into all EU official languages.

SJU
The volume of translations requested by the SESAR Joint Undertaking (SJU) was slightly higher than that of other Joint Undertakings. The Centre translated a draft framework service contract in the field of communication activities, vacancy notices and the budget 2016 mainly from English into all EU official languages.

SRB
In its second year of working with the Centre since its establishment, the Single Resolution Board (SRB) considerably increased its translation volume compared to the previous year. Most of the work done by the Centre for the SRB – decisions, vacancy notices, correspondence, a brochure explaining the mission of the agency, form sheets, Rules of Procedure, the Annual Report etc. – were translations from English although some source texts were in German, French, Italian and Portuguese. The Centre also provided some editing services for documents written in English.

In March 2016, a member of the English team spent a short period at the SRB’s offices in Brussels to work on-site on highly confidential resolution documents.

In May 2016, two members of staff from the SRB held a very useful training session for translators at the Centre. This was to explain the SRB’s work – mission and governance; key stakeholders; the resolution process and tools; and the resolution fund. They also discussed specific terminology and abbreviations used in SRB texts. Subsequently the SRB provided a glossary of some key terms in English for the Centre’s translators.

REGULAR COOPERATION WITH THE OTHER CLIENTS

The Centre continued cooperating efficiently with all other clients with the following trend in volumes:

An increase by comparison with the previous year was seen with translation requests from the following five clients:
- Clean Sky 2 Joint Undertaking (CLEAN SKY 2 JU)
- European Defence Agency (EDA)
- Fuel Cells and Hydrogen 2 Joint Undertaking (FCH 2 JU)
- European GNSS Agency (GSA)
- Innovative Medicines Initiative Joint Undertaking (IMI JU)

Translation volumes decreased for the following three clients:
- Executive Agency for Small and Medium-sized enterprises (EASME)
- Electronic Components and Systems for European Leadership Joint Undertaking (ECSEL JU)
- Research Executive Agency (REA)

There were no translation activities for the Directorate-General for Translation of the European Parliament, the European Union Satellite Centre (SatCen), the European Judicial Cooperation Unit (Eurojust), and MAOC, the Maritime Analysis and Operation Centre (Narcotics).

The Agencies’ budget publications
As in previous years, the Centre continued to coordinate the multilingual joint publication of the agencies’ budget summaries and amending budget summaries as a free service offered to its clients. In 2016, in close cooperation with the Publications Office, the Centre organised publications in January, March, April, June, September, November and December for a total number of 99 budget summaries published in 23 languages.

TERMINOLOGY WORK

The Centre continued to enlarge its terminology resources with a view to increasing the quality and consistency of the translations it provides to its clients, in particular:

The Centre continued working on updates to the ECHA-term base, carried out a major update of the GEMET Thesaurus (General Multilingual Environmental Thesaurus) for EEA to reflect changes in terminology and new priorities such as...
HIGHLIGHTS OF THE YEAR 2016


Other projects started in 2016 concerned EIOPA, FRA, EIGE, EUIPO and EU-OSHA.

Further to the integration of client specific terminology collections in IATE in the Centre’s computer-assisted translation tool in 2015, a terminology quality assurance tool (QA checker) was set up in SDL Trados Studio 2014. This tool integrates all recommendations made by clients with regard to terminology and it automatically identifies discrepancies in the use of terms by translators while they work on documents.

Additionally, the Centre’s Terminology Coordination Team and IATE Team worked closely together to ensure the appropriate integration into IATE of the new Term Recognition Module, a tool designed to provide translators with terms available in the database and necessary for the processing of each new translation request.

INTER-AGENCY ACTIVITIES

The Heads of the EU Agencies endorsed a ‘Strategy agenda for the Network of EU decentralised Agencies’ at the end of 2015. In this Strategy, they defined three main strategic priorities for a five-year period and set up the corresponding task forces: 1) to share services and capabilities, 2) to create mutual value with the EU institutions, and 3) to develop outward communication. The aims were to foster synergies among the agencies, explore and define scenarios on how the agencies and/or the Network can develop and deepen their cooperation with the institutions, and to improve the visibility of the agencies as a network. The Centre participated in all three task forces.

Task force on shared services and capabilities

The task force on shared services and capabilities released an online Shared Services Catalogue covering six categories (Finance; Human Resources; Communication; Information Technology; General Management; Facilities Management). In addition, it developed a shared services platform and a joint procurement tool and proposed to continue to update the catalogue and promote its use by the agencies.

Task force on mutual value creation with the EU institutions

The purpose of the task force on mutual value creation was to explore possible ways of closer collaboration within the Network of EU Agencies, with a view to creating additional value by better engagement with the EU institutions and contributing to the overall Union objectives for the benefit of EU citizens.

Following the presentation of the study on ‘How do EU Agencies and Bodies contribute to the Europe 2020 Strategy and to the Juncker Agenda?’ at the EU Agencies’ Forum (see below), held at the European Parliament in December 2016, a survey was sent to the Network, where the agencies were asked to specify their relations with the EU institutions and to provide information and details about their Institutional Liaison Offices. The task force also identified how agencies individually and as thematic groups are contributing to the Union objectives and presented a mapping exercise which recommended enhanced cooperation between the agencies and the EU institutions.

Task force on outward communication

This task force had the mandate to ‘explore the feasibility of mid- to long-term scenarios on where and how the Agencies and/or the Network may be more effective in their outward communication and in increasing their visibility both towards the EU citizens and towards other key actors at both EU and national levels; and to explore which target groups (at EU and national levels), communication products (shared Agencies’ outputs including infographics, videos, apps, ‘cluster joint campaigns’, media articles, branding etc.) and tools and channels (shared online platform, alternative platforms, social media, etc.) might be appropriate.’

Under the lead of Eurofound’s Head of Communication, the task force worked out different options for a Network Communication Plan which was presented to the Heads of Agencies in February. The high-level document outlined different scenarios for such a Network Communication Plan, an analysis of feasibility and a set of recommendations for the Heads of Agencies. The Centre contributed to this document by making sure that multilingualism was taken into account. The first, less-costly scenario presented in this plan was endorsed by the Heads of Agencies and formed the basis for the 2016 work programme of the Heads of Communication and Information Network (HCIN).

Throughout the year, the Centre took part in a number of network and sub-network meetings as well as workshops organised by different agencies in order to foster the exchange of knowledge and the sharing of best practice.

9 Source: Strategy agenda for the Network of EU decentralised Agencies
EU AGENCIES’ EDITORS’ WORKSHOP

As part of the HCIN work programme for 2016, the EEA organised a workshop in September under the theme ‘Writing, editing and publishing in an online world’. Participants were invited to join in defining and discussing some of the common challenges for editors in a rapidly changing and increasingly digital world. The Centre delivered a presentation on ‘Editing and Writing for Translation’ at this event.

INTERNAL COMMUNICATIONS

The Internal Communication Community of Practice (ICCP) established by the Heads of Communication and Information Network (HCIN) in 2015 came together in Alicante in October for a workshop dedicated to the topic of ‘Positive Workplace Culture’. The workshop was attended by the Head of the Centre’s External Relations and Communication Section.

WEB MANAGERS NETWORK

The HCIN’s web managers network met in Alicante in October to discuss various aspects of and latest trends in online communication, focusing in particular on how to engage with online audiences, on web services of common interest and on social media knowledge sharing. The Centre’s Head of External Relations and Communication Section provided a presentation on multilingualism and website translation and outlined the Centre’s plans for developing a web translation service which will initially be offered to agencies running Drupal based websites.

Translation Quality Assurance

STATUS OF IMPLEMENTATION OF THE CENTRE’S TRANSLATION QUALITY ASSURANCE ACTION PLAN (TQAAP)

At the end of 2014, the Centre adopted a new Translation Quality Assurance Action Plan (TQAAP) for 2015-2016. In the Centre’s Work Programme 2016, the achievement rate target for the TQAAP had been set at 100%. By the end of 2016, 98.2% of the plan had been implemented.

The 2015-2016 TQAAP followed the structure of the EN 15038:2006 standard and encompassed a set of measures that have been systematically implemented before, during and after translation in order to ensure that the Centre’s output is of the quality expected by its clients.

In 2016, the focus was placed on reviewing the guidelines for selection procedures and aligning them to the latest general implementing provisions in the field, further training for translators in the effective use of CAT tools and the implementation of quality assurance tools in SDL Studio and WorldServer.

Further focus areas covered the implementation of a new corpus management tool (MultiTrans Web) and the automation of the information flow on related translation requests via the new workflow tool, eCdT, which enables them to be processed together and assigned to the same translator with a view to increasing coherence and consistency during the translation of related texts.

See page 22 for further information on this survey.

More information on the EU Agencies’ Forum is available on the EU Agencies’ website: https://euagencies.eu/
Other measures included the ex-post quality control of three additional non-EU languages (Icelandic, Arabic and Turkish).

Further progress was also made with the tests carried out with the Centre-specific machine translation engines made available by the Commission’s Directorate-General for Translation (DGT). 13

A new Translation Quality Assurance Action Plan was drawn up for the period 2017-2018, listing a number of measures to be taken so that the Centre can continue to provide high quality services to clients. The new set of measures will focus on implementing, as appropriate, the principles of the ISO 17000:2015 standard for translation and on the benefits resulting from the migration to a newer SDL Trados Studio version. It will also focus on training related to new services offered by the Centre and new approaches such as post-editing machine translation.

13 For further details on machine translation, see page 26

**Handling client feedback: CSF statistics**

In 2016, the total number of Client Satisfaction Forms (CSFs) processed by the Centre (3,262 CSFs) hugely exceeded the figures of previous years. The overall return rate of CSFs received versus jobs delivered (except for EU trade marks; Community designs and Euroclass terms) was 5.8% in 2016.

The European Medicines Agency (EMA), the European Chemicals Agency (ECHA), the European Commission’s Directorate-General for Justice and Consumers (DG-JUST), the European Banking Authority (EBA), and the European Union Intellectual Property Office (EUIPO) were the clients who most regularly provided feedback, followed by the European Securities and Markets Authority (ESMA), the European Agency for Safety and Health at Work (EU-OSHA) and the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA).

The main weakness areas identified in the CSFs were presentation (formatting), terminology, inaccuracy, mistranslation and style.

As part of its quality assurance procedure, the Centre analysed all CSFs individually and the corresponding actions were taken to satisfy the clients’ requirements. Wider-ranging follow-up measures included particular document alignments, capturing clients’ preferences in the quality assurance tools linked to the CAT tool used by translators, targeted feedback and updated instructions for freelance and in-house translators, as well as specific training courses for translators.

Further to the discussions held internally and with clients in 2015, the Centre organised an in-house workshop on the future CSF workflow with all those involved in the process.

Following this workshop, the Centre organised a videoconference with six clients (the European Union Intellectual Property Office (EUIPO), the European Medicines Agency (EMA), the European Chemicals Agency (ECHA), the European Union Agency for Fundamental Rights (FRA), the European Banking Authority

### CSF statistics

<table>
<thead>
<tr>
<th>Year</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Fairly satisfied</th>
<th>Not satisfied at all</th>
<th>Return rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>253 (12%)</td>
<td>359 (17%)</td>
<td></td>
<td>1373 (63%)</td>
<td>5.6%</td>
</tr>
<tr>
<td>2013</td>
<td>182 (9%)</td>
<td>528 (26%)</td>
<td></td>
<td>968 (48%)</td>
<td>4.7%</td>
</tr>
<tr>
<td>2014</td>
<td>254 (11%)</td>
<td>1049 (46%)</td>
<td>539 (24%)</td>
<td>104 (6%)</td>
<td>3.8%</td>
</tr>
<tr>
<td>2015</td>
<td>287 (13%)</td>
<td>923 (42%)</td>
<td>537 (25%)</td>
<td>2,7%</td>
<td>2.7%</td>
</tr>
<tr>
<td>2016</td>
<td>239 (7%)</td>
<td>1053 (32%)</td>
<td></td>
<td>586 (18%)</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

*Number of CSFs received from clients (2012-2016) and spread of CSFs over the four satisfaction levels (per total of CSFs received)*
HIGHLIGHTS OF THE YEAR

(EBA) and the European Agency for Safety and Health at Work (EU-OSHA) in September 2016. This videoconference was held in order to understand how clients currently collect/deal with translation feedback and what they think about the CSF; present how the current system is managed by the Centre and the approach the Centre would like to take in the future; and obtain clients’ feedback on the proposed approach.

The new solution proposed by the Centre was well received by the six clients and will be finetuned and deployed in the Centre’s workflow management system, eCdT, during 2017.

In the interim, a provisional workflow was established to deal with CSFs in eCdT, following the migration of all clients to the new platform during 2016.14

Surveys

2016 Follow-up Survey to the General Client Satisfaction Survey 2015

In late autumn, the Centre conducted a follow-up survey to its 2015 general client satisfaction survey with the aim of assessing clients’ overall satisfaction and identifying potential needs for new services.

The survey response rate (34.5%) was significantly lower than for the 2015 survey (59.3%) and slightly lower than for the follow-up survey in 2014 (35%).

In comparison with 2015, the survey revealed that the percentages for ‘Fairly satisfied’ (50%) and ‘Very satisfied’ (30%) with respect to clients’ satisfaction with the overall quality/price ratio of the Centre’s services is more proportional, with a marked upward trend for ‘Very satisfied’.

As regards the level of dissatisfaction, 20% of those answering the question said they were ‘Slightly dissatisfied’ with the overall quality/price ratio, compared to 5% in 2014 and 18.7% in 2015. As observed in 2014, but contrary to 2015, no respondent felt ‘Very dissatisfied’.

The findings of the 2016 follow-up survey show that 55% of the respondents were ‘Entirely satisfied’ with the range of services, in contrast with 71.8% in 2015.

Other conclusions were that there is still a certain degree of variation in the quality of translations, especially related to particular fields of activity or between languages. Respondents also stressed the importance of flexibility to discuss upcoming projects and openness to meet clients’ requirements. Finally, they made a number of suggestions for improving the new eCdT Client Portal.15

The Centre’s management decided that the 2016-2018 Action Plan resulting from the general client satisfaction survey 2015, combined with the objectives included in the Centre’s Strategy 2016-2020 and the

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14 See page 23 for further information on eCdT.

15 See page 23 for further information on eCdT.
Translation Quality Assurance Action Plan 2017-2018, are appropriate to address the comments made by clients in this survey. It was also decided that a more specific eCdT Client Portal survey to be conducted at the beginning of 2017 would enable the Centre to collect more detailed client feedback with a view to prioritising future developments for this new tool.

**Status of Implementation of the Action Plan 2016-2017 Resulting from the General Client Satisfaction Survey Conducted in 2015**

The action plan resulting from the 2015 general client satisfaction survey covers the period 2016-2017. The plan consists of five action areas with, in total, eight sub-actions relating to the improvement areas highlighted in the clients’ survey responses. By the end of 2016, seven actions had been implemented, some of them with continuous effect, and one action remained open, on which work is in progress.

The actions that were implemented are the following:

- set up of glossaries with client-specific terminology and preferred/non-preferred phraseology extracted from CSFs to be used in SDL Studio for every official EU language as an aid to translation;
- specific training courses for the Centre’s linguists to enhance their writing skills for the media and for the web;
- implementation of the new invoicing scheme following the adoption of the Centre’s new pricing structure by the Management Board in October 2016;
- fine-tuned tracking of deadline compliance;
- actions to enhance clients’ knowledge of the Centre’s services, tools and workflows (targeted videoconferences, workshops and meetings with clients; eCdT training sessions and related documentation; explanatory note on the Centre’s new pricing structure and related client newsletter; checklists and guidelines for clients’ translation reviewers etc.);
- instructions for the handling of particular file formats; and
- greater automation in pre-processing activities.

The Centre will continue investing efforts in all these areas in 2017.

**Follow-up Survey on EU Agencies’ Approaches to Multilingualism**

As part of the Agencies’ Heads of Communication and Information Network (HCIN) annual work programme, the Centre conducted a follow-up survey on the agencies’ approaches to multilingualism, as it had done in 2015.

A summary of the outcome of this survey was presented to the HCIN at the Network’s October meeting. The response rate in 2016 was 53.5%. A total of 74% of responding agencies indicated that they have a multilingual policy and 43.4% of responding agencies have a multilingual website. Some 13% of responding agencies are currently reviewing their multilingual policy and many agencies are extending the translated content on their website. For the future, the Centre suggested that the Network focus on joint multilingual projects to promote the Network.

Follow-up surveys on the EU Agencies’ approaches to multilingualism will continue to be organised based on the consolidated file compiled by the Centre, which consists of the responses to the 2014, 2015 and 2016 surveys.
Workflows, tools and services: optimisation and innovation

**eCdT**

Throughout 2016, the Centre focused on further developing and enhancing the eCdT platform consisting of three modules: the Client Portal, a workflow management module and the Freelance Portal. Particular attention was given to full integration with the SDL WorldServer tool required for the management and use of the Centre’s translation memories; the roll-out of the ODR business-to-business solution and dedicated workflow; the migration of all clients to eCdT; the implementation of the Centre’s new pricing structure including the optional quotation mechanism; the development of video guides on the use of the Freelance Portal for the Centre’s external language service providers; as well as the introduction of a set of workflow automations.

The migration of clients to eCdT took place in four phases as outlined below. This gradual approach enabled the Centre to increase the throughput on eCdT little by little and thus to continuously verify and enhance the platform’s stability and performance.

**June:** 8 clients

Cedefop, DG EMPL, ECHA, EDPS, EMSA, ETF, Frontex and Ombudsman

**September:** 32 clients

CJUE, ECB, Conseil, ECA, EIB, Cepol, Chafea, CSJU (Clean Sky JU), ECSEL JU, EDA, ERCEA, FCH JU, GSA, IMI JU, REA, SJU (SESAR JU), EMA, EU-OSHA, FRA, EBA, ESMA, EIOPA, SRB, ECDC, EMCDDA, EFSA, ENISA, CPVO, EASO, ERA, BEREC Office and ACER

**October:** 21 clients

DG-JUST, EACEA, EASA, EASME, EEA, EFCA, EIGE, EIT, EUROFOUND, EUROJUST, EUROPOL, F4E, INEA, eu-LISA, EUSC (SatCen), COR/EEESC, EP DG TRAD, MAOC (N), EURSC, BBI JU and Shift2Rail JU

**December:** 1 client

EUIPO

Specific training sessions were organised by the Centre at its premises during which clients had the opportunity to try out the Client Portal in dedicated hands-on sessions. In addition, the Centre visited EUIPO to provide training to the numerous EUIPO staff members who regularly use the Client Portal to submit translation requests and manage the various EUIPO accounts.

The eCdT Client Portal offers a set of new functionalities identified in previous workshops with the clients:

- request for quotation
- advanced request templates
- the possibility to mark documents as ‘private’
- multi-document requests
- shortened wizard for request creation

Since there were 60 users to be trained at EUIPO, a special 2-day training course took place at the Office’s premises on 1 and 2 December 2016.
HIGHLIGHTS OF THE YEAR

enhanced summary page for each request with the possibility to download all files related to a request (source, target, references, corrected files upon client feedback)

Between the initial roll-out to clients in June and the end of the year, 1 847 requests were placed through the new Client Portal, out of which 162 were multi-document requests (the biggest came from from ECHA and contained 37 files). Without the multi-document request functionality, 854 single requests would have needed to be placed which represents an efficiency gain of around 28% in the processing of requests. 17 937 individual language jobs were delivered through the Client Portal during this period.

eCdT and SDL WorldServer Technologies
The migration to eCdT introduced a series of important changes in the treatment of clients’ requests, mainly due to the use of SDL WorldServer technology, a system that supports eCdT to perform a series of tasks. This integration streamlined some of the pre-processing undertaken at the Centre, for instance with the creation of projects for translators. It also automated the verification processes needed to check the integrity and compliance of the deliverables returned by external service providers, which meant a decrease of manual repetitive tasks for the Centre’s staff.

SDL Public Sector Forum
Two representatives of the Centre attended the SDL Public Sector Forum in October 2016 in Brussels which looked at best practices and innovation in translation production, automated translation, collaborative environment, review management and externalisation of translations. The Centre’s participants presented a case study on translation automation at the Centre. The study demonstrated how the Centre has automated some of its core translation processes, highlighting that without these enhanced automations, the pre-processing, mid-processing and finalisation processes would be far more work-intensive and time-consuming.

Web Translation
Encouraged by clients focusing on rendering their websites multilingual, the Centre identified web translation as a key new service for clients. The Centre has been working on the definition and implementation of a business-to-business web content exchange solution and the standardisation of a process development based initially on Drupal 7 that aims at facilitating web translation project management, maintenance, monitoring and updates. The release of the Centre’s new Drupal 7 based website in 2017 will enable the Centre’s technical teams to test this new approach on the Centre’s website content in order to develop the new web translation service for clients.

Subtitling, Transcription and Speech Technologies
Since 2015, the Centre has had the opportunity of exploring automated speech recognition engines for its subtitling service. The Centre started to use and enrich English, Spanish and French engines within the framework of its subtitling service, thus continuously enhancing its knowledge and technology base and streamlining the subtitling production workflow. Using automated speech recognition engines increases efficiency and speed and enables the Centre to deliver easier transcription of audio and video materials, source language captions as well as other language subtitles to its clients.

Subtitling, transcription and speech technologies
THE TRANSLATION CENTRE’S SECOND MISSION: INTERINSTITUTIONAL COOPERATION

The Centre is an active participant in interinstitutional cooperation and its representatives regularly meet with their colleagues from the translation services of the EU institutions to discuss common points of interest (recruitment, staff exchanges, training, language technology, awareness raising, KIAPIs, etc.) and take decisions concerning common projects (which include interinstitutional tools such as IATE). The Centre also exchanges information, expertise and best practices with the translation services of the EU institutions and international organisations in the framework of the International Annual Meeting on Language Arrangements, Documentation and Publication (IAMLADP) and the Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology (JIAMCATT). These are the most noteworthy events and achievements in 2016:

1 KIAPIs – Key Interinstitutional Activity and Performance Indicators

ICTI

The Centre participated in the various meetings of the Coordination Committee for Translation (CCT), the Executive Committee for Translation (ECT) and the Interinstitutional Committee for Translation and Interpretation (ICTI). The topic of outsourcing was identified as a key area for exchange of information in the context of resource constraints in many translation services. On 2 June 2016, the Head of the Translation Department presented the Centre’s approach to outsourcing at an ECT meeting where the various business models used by the EU translation services were presented. The subsequent discussion dealt with the growing importance of outsourcing, the management of internal and external resources, and the challenge of defining the level of internal staffing needed to preserve a high quality approach.

Several representatives from the Centre also attended the ECT Middle Management Event co-organised by the European Commission and the European Parliament in Brussels on 17 November 2016. The Executive Committee for Translation (ECT) had chosen quality as the main topic, as well as the issue of quality assurance of outsourced translation. This is an area of importance to many translation services in the context of resource constraints and increased outsourcing. The purpose of this ECT Middle Management Event was to look at areas where the partners could benefit more from interinstitutional cooperation and mutual exchange of information and practice. A representative from the Centre participated in a round table discussion where the panellists discussed outsourcing practices in a nutshell. The moderator of the round table presented a CCT Report which the Interinstitutional Outsourcing and Quality Networks (co-chaired by a representative from the Council and by the Acting Head of the Translation Support Department) produced in order to explore these crucial issues.

Other key issues discussed in ICTI and ECT meetings during 2016 included the engagement of the EU translation services with regard to the Irish language derogation; a pilot project to enhance interinstitutional cooperation in the context of the Ordinary Legislative Procedure;
and the work of an interinstitutional task force to reflect on the future computer-assisted translation tool and environment. Following the preliminary work started in 2015.

A new module enabling the retrieval of document-specific glossaries from IATE which can be integrated in the EU translators’ environment for automated consultation was released for testing in September 2016 and has been continuously improved following the feedback from the different EU institutions’ terminology services.

After finalising the set-up of the development infrastructure and putting in place the main architecture, back-end and database structure, the first features of IATE2 were developed in September 2016. By the end of the year, simplified entry creation and data modification with a responsive design and a new look and feel was in place. An interinstitutional IATE2 Task Force has been defining requirements and providing feedback in close cooperation with the IATE Support and Development Team at the Centre.

IATE2 was presented in several interinstitutional and international fora, including JIAMCATT, the Translating Europe Forum, the European Association for Terminology Summit and Translating and the Computer, giving rise to enormous interest by the user community and external stakeholders.

**MT engines**

The Centre further enriched corpora used for the creation and improvement of Machine Translation (MT) engines. Based on the analysis of the outputs produced with specialised MT engines, it was decided to move forward with the integration of English, German and French MT engines as part of the linguistic pre-processing activities carried out on incoming client requests.

Building on these first results, the Centre sought an increased cooperation with the MT@EC team of the European Commission which agreed to build further specialised MT engines in the medical field (from EN into all EU languages, except Irish) with a view to fully integrating them in the Centre’s translation workflow.

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**ICTI brochure in Irish**

Several years ago, the ICTI started a campaign to promote language studies among young Europeans. The release of a brochure called ‘Interpreting and Translating for Europe’ was part of this campaign. The brochure outlines the career prospects on offer for translators, interpreters and lawyer-linguists in the various services of the EU institutions and bodies, and describes the work involved. It was originally drafted in all the EU official languages, except Irish, and has been regularly updated by the ICTI members. The 2016 update fills this gap with the release of a version of the brochure in Irish. All language versions of the updated brochure are accessible on the Centre’s website.

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**IATE**

The Translation Centre has been managing the interinstitutional terminology database IATE since 2003 and is also leading the development of IATE2. The main work areas of the IATE project in 2016 were the integration of IATE data in the EU translators’ environment to automatise consultation with IATE, and developing the new IATE web application.
**Translating Europe Forum**

The 'Translating Europe Forum' in October 2016, organised by the European Commission’s DG Translation, was attended by over 600 language professionals and dealt with the topic of how private and public language service providers keep up with the changing world of translation technologies.

The objective of the Centre’s participation in this event was to give a presentation on behalf of the IATE Management Group on IATE, IATE2 developments and Terminology Project Management as well as to explore latest developments in various fields such as training for translators, machine translation and related activities, creation and exploitation of corpora and future prospects such as speech recognition.

**Meetings with the Publications Office**

The Centre attended the seminar for EU agencies organised by the Publications Office (PO) every year in April with the aim of providing the agencies with the latest news on its services. It also participated in two workshops organised by the PO: firstly, in April, on data visualisation tools, which was open to all EU institutions and agencies and aimed at presenting the EU Open Data Portal and data visualisation initiatives from the EU institutions; secondly, in November, on ‘Writing and publishing: get it right from the start’, which shed a light on the editing and publishing process for EU publications.

Besides these events, a delegation from the PO visited the Centre in June in order to explore ways of cooperating in areas such as editing, proofreading and revision, with a view to optimising the production process for EU agencies’ publications. The meeting helped clarify the scope of services which both parties provide to the EU agencies and the challenges they face. It also facilitated the exchange of experience in the field of outsourcing.

**Interinstitutional meetings of terminologists**

Given the importance of terminology in the highly specialised fields of the Centre’s clients, the Centre’s terminologists continued to have regular exchanges with their counterparts in the translation services of the EU institutions. In October 2016, the Centre hosted the annual interinstitutional meeting of Romanian terminologists.

During the meeting, presentations were given on the way the Centre manages terminology and the data imports into IATE. Other topics covered were harmonisation of linguistic practices both in terms of vocabulary and spelling, regular client terminology updates, and interinstitutional information exchanges on upcoming training sessions and seminars as well as further IATE developments (IATE2).

**Salon du travail et de la mobilité professionnelle** in Paris

As part of the interinstitutional Awareness Raising Network, a French translator from the Centre took part, together with translators and interpreters from all the EU institutions, in the fair ‘Salon du travail et de la mobilité professionnelle’ which was held in January in Paris. Under the banner ‘Traduire l’Europe’, the EU linguists who had come from Brussels, Luxembourg and Frankfurt, provided information on career possibilities in the institutions, focusing especially on the work of translators and interpreters.

**Europe Day**

Luxembourg’s twentieth annual Festival of Europe was held on 21 May in celebration of the anniversary of the Schuman Declaration (9 May 1950), in which the idea of creating a European Coal and Steel Community was first proposed.

Organised under the auspices of the European Commission Representation in Luxembourg, the Festival of Europe extended across the capital.

As in previous years, the Translation Centre, along with colleagues from the EU institutions, ran the interinstitutional stand under the banner: ‘Übersetzen für Europa – Traduire pour l’Europe – Translating for Europe’.

Visitors to the stand were able to learn about the EU institutions’ translation departments and recruitment procedures, recruitment planned for linguists in 2016, multilingualism in the EU and much more. Games for children and grown-ups gave the visitors an opportunity to discover the 24 official languages of the EU.
JIAMCATT 2016 (Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology) was hosted by the World Meteorological Organisation in Geneva in April 2016.

The Head of the Centre’s Language and Technology Support Section and IATE Tool Manager gave a presentation on IATE ‘From IATE to IATE2’, during which he explained the new features being developed for IATE2, such as an improved look and feel, contextual help, wider search possibilities via full-text search, an early duplicate detection mechanism and enhanced data validation.

The meeting concluded with several recommendations, including the member organisations being encouraged to reflect on the positive impact that technology can have when embedded in a conscious change management process and to continue sharing information and collaborating in the exchange of their language assets. The members were also recommended to seek modular and flexible solutions, incorporating open standards and formats, and to promote the use of structured document formats such as XML to handle multilingual content and help ensure formatting consistency across language versions.

IAMLADP

The 2016 International Annual Meeting on Language Arrangements, Documentation and Publication (IAMLADP) was hosted by the United Nations Office in Vienna (UNOV) in June 2016 and was attended by over 130 participants from around 60 different international organisations, including the Centre, which was represented by the Director and the Head of the Translation Department.

IAMLADP is the biggest network of managers of international organisations (IOs) employing conference and language service providers, mainly translators and interpreters. As such, IAMLADP represents a community of about 10,000 language professionals. The UN Department for General Assembly and Conference Management in New York is the permanent Chair of IAMLADP. The overall objective of IAMLADP is to enhance the efficiency, quality and 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 UNOV Director-General reminded participants that language skills are crucial to IOs, which is why the IAMLADP forum enhances their ability to accomplish their goals. International organisations are all under pressure to cut costs without compromising quality with respect to multilingualism. The transformation of their business models forces them to find creative solutions to the challenges they face, while promoting and recognising the value of language diversity.

At the end of the meeting, the participants adopted the “Vienna statement on multilingualism”, which is published in the six official languages of the United Nations on the IAMLADP Annual Meetings page of the public website (www.iamladp.org).

Most of the discussions focused on how to pool resources and provide the best resource mix (between in-house and external resources), share experience and best practices, provide a life-long learning environment for translators and interpreters, integrate and use technology, and deliver fit-for-purpose linguistic services.

Peer-learning sessions allowed members to share their views on topics of interest to the community of managers of translation services.

Prior to the IAMLADP Annual Meeting, the Centre’s Head of the Translation Department attended the Annual Meeting of the Universities Contact Group (UCG) of the IAMLADP Working Group on Training, which was held at the European Parliament in Brussels in March 2016.

The 2015 Report of the IAMLADP University Contact Group (UCG), presented in Vienna, made it clear that it is of paramount importance for IOs to be in touch with academic institutions. The UCG is a clear example of such a win-win relationship, since some universities organise seminars which are attended by their students and by staff from IOs, who share their expertise with the students. In turn, IOs can also benefit from the expertise of university researchers and professors (e.g. the seminars organised by the Centre with university experts in the fields of subtitling, speech recognition and machine translation).

The Director and the Head of Translation Department at the 2016 IAMLADP Annual Meeting
The Translation Centre maintains contacts with educational bodies in order to raise awareness about the translator’s profession in the EU context; attract interested students in the context of traineeships, recruitment and calls for tenders; ensure that its translators are trained with regard to terminology, CAT tools, subtitling techniques, etc.; create networks with academic personnel who can provide advice in specific areas; and to promote the Centre and its work for the EU agencies. Similarly, contacts with translators’ professional associations and the language services of specific organisations are important to benchmark working methods and exchange know-how. This chapter summarises the highlights in the area of external outreach other than interinstitutional cooperation.

Contact with Universities

Technological support agreement on speech recognition

Under a pilot agreement signed in November 2015, the Centre availed of opportunities to analyse the functioning and the integration of automated speech recognition (ASRs) engines in automatic transcription and video subtitling.

Real-time speech-to-text engines, silence-based segmentation, entities’ detection, domain-related adaptation of engines as well as error detection and automatic correction of outputs and multilingual retrieval of data were among the features explored and refined.

Visit to the FAO and the University of Rome Tor Vergata

In April, a member of the Translation Support Department attended two training sessions organised in Rome by the Food and Agriculture Organization of the United Nations (FAO) and the University of Rome Tor Vergata.

The first training session took place at the FAO headquarters and dealt with the organisation’s Open Governance Initiative. This project aims at improving the accessibility of normative, judicial and legislative documentation.

The second day was dedicated to a workshop on ‘Innovation in languages and technology’ organised at the University of Rome Tor Vergata. Professionals from various international organisations and universities, researchers and students actively participated in the event. The topics discussed were related to the impact of translation technologies in the international environment, the importance of standardisation procedures for the mark-up of documents, and the use of web-based technologies in translation and localisation.

During both visits, the Centre’s representative gave several presentations on website translation, the Centre’s translation workflow and the tools used internally for quality assurance purposes.

Visit from PhD students from Switzerland

In June, the Centre welcomed PhD students from the University of Zurich. In the framework
of their specialisation studies in European law, they came to Luxembourg to visit the Court of Justice and the Centre. As Switzerland has four official languages, it was important for them to find out how the European Union delivers a multilingual approach.

The Centre focused its presentations on legal terminology management and how it delivers translation services in the 24 EU languages for its various clients, which submit a wide spectrum of legal documents, and the interinstitutional management of the IATE database.

Conference on Audiovisual Translation (AVT)

In June, the Centre attended the three-day conference on ‘Audiovisual Translation – dubbing and subtitling in the central European context’, which was held at the Constantine The Philosopher University in Nitra (Slovakia).

The conference provided an excellent opportunity to discover new developments in translation as well as research in the field. The new trends worthy of mention are audiovisualisation (less texts and more videos), internetisation (less paper), cloud-subtitling (no software installation), text-to-speech and voice recognition, and live subtitling.

According to the experts who attended the conference, the future will bring more subtitling, more specialisation, with an increased focus on accessibility, automation and better technology, with spellchecker, glossaries, internet search function and memory tools being fully integrated in the available subtitling tools.

Visit by a delegation of Brazilian students

In July, a group of 20 students from Brazil visited the Centre. They were welcomed by the Head of the Translation Department, who introduced them to the history, mission and activities of the Centre.

The Brazilian visitors were in Luxembourg as part of a study tour organised by Mission Abroad, a non-profit organisation based in Canada that arranges academic tours for university students from Brazil. The visitors were undergraduate and graduate students from various Brazilian universities studying International Relations, Economics, Law, Public Administration and other related majors. Their study tour offered them a great opportunity to find out how several international organisations work.

The visitors enthusiastically thanked the Centre for the opportunity they had been given to learn more about multilingualism in the European Union and the system of EU Agencies, which reflects the history of European development.

Seminar on subtitling best practices

In November, the Centre received Patricia Kerres, deputy chairperson of the translation programme committee and lecturer in subtitling at the Université Catholique de Louvain (UCL) in Belgium. She shared subtitling best practices with the Centre’s translators and some translators from the European Commission and the European Parliament.

Patricia Kerres insisted on the importance of rendering the content in the target language within the spatial and timing constraints, while ensuring a comfortable reading speed for the target audience. She also gave an insight into time-cueing, the right positioning of subtitles, the semantic units to be respected, and the particular rules of typography and punctuation pertaining to subtitling.

Doctor honoris causa conferred on the Head of the Centre’s Translation Department

In December, the Université Catholique de Louvain granted Thierry Fontenelle, the Head of the Translation Department, the title of Doctor honoris causa.
In September 2015, the Faculty of Arts and Philosophy at the Université Catholique de Louvain took over the Masters in translation and interpreting hitherto offered by the Institut Marie-Haps, a higher education institution based in Brussels. To mark the occasion, the University decided to award two honorary doctorates, nominating Thierry Fontenelle, along with the poet, essayist and translator Jacques Ancet.

**Conference on legal translation in Korea**

In April, the Head of the Translation Department was in Seoul, South Korea, to deliver a lecture at a conference organised by the Centre for Legal Translation (CLT) of the Korea Legislation Research Institute (KLRI). The mission of the KLRI includes the translation of Korean legislation into English. A delegation from the Institute had visited the Centre and other EU translation services in November 2015 to learn about the EU approach to dealing with the many challenges in the field of legal translation. Following that visit, the KLRI invited three representatives from the EU to participate in an international conference in Seoul on the development of legal translation.

The conference topics included the complex multilingual context in which the EU operates, the translation of Japanese statutes, the translation into English of Chinese legal terms, and the activities of the national standards and accreditation body for translators and interpreters in Australia. KLRI’s specific activities were also presented.

Of particular interest to the participants was the Centre’s business model that is based on the outsourcing of translation, its quality assurance model and how it responds to clients’ evolving needs and increasingly complex challenges. The conference was a unique opportunity to discuss how the Centre uses innovative communication channels to provide translations of new classes of goods and services in the intellectual property domain and how it contributes to fostering EU agencies’ presence on social media with the/subtitling in official EU languages of videos presenting their missions and activities.

**Conference on ‘Irish as a full official and working language of the EU’**

In October, the Centre’s Head of Translation Department attended a conference on ‘Irish as a full official and working language of the EU’. The conference was jointly organised in Dublin by the Irish Government’s Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs and the European Commission.

Following the decision by Council Regulation to make Irish a full official and working language of the EU from January 2022, the Centre, like all the EU institutions, needs to prepare to implement the measures required to give effect to that decision.

The participants discussed how the EU institutions and Ireland will cooperate in order to raise awareness about future EU careers for Irish-speaking translators and interpreters, as well as to build the necessary linguistic resources (dictionaries, term bases, machine translation systems, etc.).

**Certified Terminology Managers**

In October, the International Network for Terminology (Termnet) delivered the training course ‘Certified Terminology Manager – International organisations’ on behalf of the ECQA (European Certification and Qualification Association) at the Centre’s premises. The purpose of this course was to learn the basic skills for creating, organising and managing mono–, bi– and multilingual terminology.

Since 2010, the Centre’s terminology coordinators have attended this specialised training course in order to obtain a certificate in the Basics of Terminology Management. Several terminology coordinators at the Centre have already been certified. The ultimate goal of the Centre is to ensure that all of its language specific terminology coordinators are certified with the ECQA.
THE ROLE OF NATIONAL EXPERTS IN TERMINOLOGY STANDARDISATION

In November, Henrik Nilsson, the chairman of EAFT (European Association for Terminology) and TNC (Swedish Centre for Terminology), gave a presentation at the Centre on the role of national experts in terminology standardisation.

Mr Nilsson talked about the role of a translator in terminology work. On a day to day basis, a translator faces a complex task: he/she uses terminological products as well as expert knowledge and he/she also very often performs terminological research and produces new terms.

Mr Nilsson stressed the importance of experts as terminological resources for getting more detailed information about concepts and terms, validating terms, creating new terms, finding equivalents/synonyms, as well as eliminating incorrect synonyms, etc. He then presented the procedure used at the Terminologicentrum TNC and gave some examples of Joint groups for terminology which are active in Sweden.

After the presentation, Mr Nilsson had a meeting on banking terminology and financial jargon with the Centre’s Swedish team. During this meeting, he gave tips on how to overcome terminology problems, deal with neologisms, maintain contacts with national experts, and where to find terminological resources available in Swedish.

TRANSLATING AND THE COMPUTER CONFERENCE (TC38)

In November, the Centre attended the 38th edition of the annual Translating and the Computer Conference organised by AsLing (the International Association for Advancement in Language Technology) in London. This event brings together language technology professionals, translation technologists, experts, students and other interested parties from the translation and language technology industry.

The Centre’s representatives delivered a presentation entitled ‘From IATE to IATE 2, or when technologies are agents of change and means to improve user satisfaction’. The Centre’s representatives explained why a new IATE was needed, the technology choices made, the main highlights of IATE2 and cooperation on terminology in the EU institutions. They organised a workshop on subtitling to explain and promote the Centre’s quality-focused approach to subtitling management.

TRAINEE AT THE CENTRE

With a view to establishing contacts with Member State universities, the Centre published a call for traineeships in March 2016 to recruit university students or young professionals following postgraduate studies. Following a selection procedure, five trainees joined the Centre during the year: three translators (Romanian, Latvian and Czech), one terminologist and one linguist specialised in automatic translation tools.

In line with its second mission of interinstitutional cooperation, the Translation Centre arranged 11 information sessions for 268 trainees from the European Commission and the European Parliament. These visits help to raise the Centre’s profile and enable networking with students who may be interested in working with the Centre in future in the context of recruitment or calls for tenders.
Statistics on the use of the Centre’s website

In order to be close to the European citizen, the Centre’s website is available in 24 EU languages, as recommended by the European Commission’s Roadmap for a Common Approach towards EU Agencies. In 2016, the website recorded over 91 000 visits. The most consulted pages were those related to job and traineeship opportunities and calls for tenders. Visitors predominantly browsed the website in English, but also in Spanish, French, Italian and German to name the five most requested languages.

cdt.europa.eu

The Centre’s new website

During 2016, the Centre embarked on redesigning its public website and its Management Board website, by creating a cross-departmental project team. The redesign involves developing the website on Drupal 7, as well as a complete content refactoring.

The following tasks were undertaken during 2016: drafting the technical specifications; creating and validating the layout mock-ups for both sites; training the IT infrastructure section and the communications section on the functioning and management of Drupal-based sites; the drafting and editing of the content of the source pages; and the development of the site pages in Drupal based on the validated site map.

The new public and Management Board websites are scheduled to go live in 2017.
The Centre on Facebook

The Centre’s community on Facebook continued to grow in 2016, reaching almost 5,800 fans. The people who ‘liked’ the Centre’s page are mostly interested in job opportunities and calls for tenders. The page serves not only as a link between translators, linguists, students and academics, but also with the Centre’s clients and other EU staff.

The Centre’s page on Facebook

Publications

New Strategy 2016-2020

At its meeting in March 2016, the Management Board approved the development of a five-year Strategy to coincide with the five-year mandate of the Director. Following discussions with the Chair of the Management Board and engagement with staff, the Centre undertook a consultation process with clients on the draft Strategy 2016-2020. The feedback received was analysed and taken into account as far as possible. The Strategy 2016-2020 was adopted by the Management Board at its meeting in October 2016.

The new Strategy defines the Centre’s vision to become a centre of excellence for the provision of language services for the EU agencies and bodies by 2020. It consists of three strategic goals which are as follows: 1) position the Centre as a partner in the holistic provision of language services to clients, 2) enhance operational effectiveness and efficiency and 3) contribute to interinstitutional cooperation.

The document is available on the Centre’s website:


New EU Agencies’ brochure

The Centre contributed to the new EU Agencies brochure, The EU Agencies working for you, which was released by the Network on the occasion of the EU Agencies’ Forum held in December 2016 at the European Parliament in Brussels.

The brochure can be downloaded from the EU Agencies’ website as well as from the Centre’s website.

https://euagencies.eu/

http://cdt.europa.eu

The Centre’s Strategy 2016-2020

The language hub – the Centre’s client newsletter – Special edition on the Centre’s new pricing structure

In 2016, the Translation Centre’s Management Board adopted the principle and implementing modalities of a new pricing structure which entered into force on 1 January 2017. A special edition of the Centre’s client newsletter ‘The language hub’ was produced to make clients familiar with the main elements of this new pricing structure. The newsletter is available to clients on the Centre’s Client Portal.

https://clientportal.cdt.europa.eu/
ANNEXES

The Translation Centre’s current organisation chart
HIGHLIGHTS OF THE YEAR

Total volume in 2016: 746 965 pages

Volume in 2016 per client (in pages) excluding EU trade marks
HIGHLIGHTS OF THE YEAR

Volume vs forecast (in pages)

- Preliminary draft budget 2016
- Initial budget 2016
- Amending budget 1/2016
- Invoiced pages
- Translated pages

Human and financial resources 2016 (forecast(*) vs actual)

<table>
<thead>
<tr>
<th>Activities</th>
<th>Figure type</th>
<th>Human resources (<strong>)(</strong>*)</th>
<th>Financial resources (***)</th>
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<td></td>
<td></td>
<td>Total (%)</td>
<td>Total</td>
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<tr>
<td>Core operational activity: translation</td>
<td>Forecast</td>
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<td></td>
<td>Actual</td>
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<tr>
<td></td>
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<td></td>
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(*) See Annual Work Programme 2016.
(**) Expressed in full-time equivalents (FTE).
(***) Rounded-up figures.
### Key figures 2016 per client(*)

<table>
<thead>
<tr>
<th>Client</th>
<th>Key figures 2016 per client(*)</th>
<th>Translated (2015)</th>
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</thead>
<tbody>
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<td>BEREC Office</td>
<td>Body of European Regulators for Electronic Communications Office</td>
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</tr>
<tr>
<td>Cedefop</td>
<td>European Centre for the Development of Vocational Training</td>
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<tr>
<td>CEPOL</td>
<td>European Union Agency for Law Enforcement Training</td>
<td>300.5</td>
</tr>
<tr>
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Coming soon
The Centre's new website:
www.cdt.europa.eu