

Translation Centre
for the Bodies of the EU

HIGHLIGHTS OF THE YEAR 2021

suomi

English

Nederlands

čeština

slovenščina

magyar

italiano

eesti

lietuvių

Deutsch

Gaeilge



български

svenska

Malti

română



polski

español

slovenčina

latviešu

português



dansk

hrvatski

ελληνικά

français



FOREWORD



2021 was first and foremost a year of consolidation for the Translation Centre, but there was also opportunity for further innovation.

The Centre continued to function well during the ongoing pandemic. On-site working was combined with teleworking and the Centre was able to deliver 641 970 pages to its clients in 2021. The number of document pages for 2021 (367 264) increased by 9.7% compared with 2020 (334 921 pages) and thus exceeded the number of EU trade mark pages (274 706 pages) for the second year in a row.

In 2021, the Centre was able to reap the benefits of its 2-year transformation process by starting to offer the new services developed in close cooperation with the European Union Intellectual Property Office (EUIPO) and by further extending its capabilities in the areas of neural machine translation and speech-to-text technologies. The Centre made the achievements of its transformation widely known to its partners through targeted communication campaigns and events. These included the annual Translation Contact Network meeting and the workshop on multilingualism under the umbrella of the EU Agencies' Heads of Communication and Information Network.

Another highlight of the year was the tailored, secure on-site machine translation solution agreed on with the European Public Prosecutor's Office (EPPO) and the Commission's DGT at the end of 2020, as it went into production in the first quarter of 2021 and was enriched with additional features during the year to fully meet the EPPO's operational needs.

In its efforts to provide bespoke services to clients, the Centre ran several pilot projects with promising results, such as: with the Commission's DGT on the outsourcing of formatting and layout; with the European Court of Auditors (ECA) on the outsourcing to the Centre of the translation and modification of one of the Court's special reports; and lastly with the European Monitoring Centre on Drugs and Drug Addiction (EMCDDA) for summarisation combined with the translation of documents, with a view to converting this activity into a fully-fledged new service in 2022.

As part of interinstitutional cooperation, the Centre deployed six new IATE releases, further shared its workflow management experience by presenting eCdT to interested parties, contributed to the launch of a common webpage of the EU's translation services, and supported the Commission's Clear Writing initiative by publishing a new brochure entitled 'Writing for machine translation'.

All these achievements demonstrate that the Centre is a state-of-the-art, forward-looking organisation which has established itself as a reference point for the provision of language services in the EU.

I retired at the end of January 2022 after 20 years at the Centre. I would like to thank most warmly all stakeholders (clients, institutional partners and external language service providers) for their cooperation and their continuous trust in the Centre's work. My most sincere thanks also go of course to the Centre's staff for their outstanding commitment and collegial spirit which made my career at the Centre a truly enriching experience.

I wish the family of EU institutions, agencies and other bodies every success in their future efforts to shape the European Union and convey its numerous benefits to citizens. May multilingualism remain a core European value, and may the Translation Centre, alongside the translation services of the institutions, continue to play its part in that endeavour.

Benoît Vitale

(Acting Director - 1 January 2019-31 January 2022)

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Highlights of the year 2021

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| Client | % Change | 2020 (pages) | 2021 (pages) |
|---------|----------|--------------|--------------|
| EUIPO | 22.5% | 43 545.0 | 53 353.0 |
| EUAA | 50.6% | 26 091.0 | 39 294.5 |
| EMA | -13.5% | 40 793.5 | 35 286.5 |
| EDPS | 23.5% | 17 640.0 | 21 792.0 |
| ECHA | 28.3% | 16 888.5 | 21 664.5 |
| ELA | 1388.2% | 1 326.5 | 19 741.5 |
| FRONTEX | 7.7% | 14 248.0 | 15 339.0 |
| EBA | 51.6% | 9 331.0 | 14 144.5 |
| FRA | 10.8% | 12 365.0 | 13 703.0 |
| SRB | 25.2% | 10 419.0 | 13 049.0 |

| | | | |
|------------|---------|----------|----------|
| eu-USA | 6.4% | 11 320.5 | 12 045.5 |
| EU-OSHA | -18.3% | 13 752.0 | 11 237.5 |
| EUROJUST | 61.1% | 5 163.5 | 8 320.5 |
| ECDC | -4.4% | 8 566.5 | 8 189.0 |
| ESMA | -20.4% | 8 481.5 | 6 748.5 |
| ENISA | 741.1% | 767.0 | 6 451.5 |
| EUROFOUND | 32.1% | 4 809.5 | 6 351.5 |
| EC DG-GROW | -52.6% | 11 104.5 | 5 259.0 |
| ETF | 168.6% | 1 916.5 | 5 147.0 |
| EMCDDA | 235.7% | 1 267.5 | 4 255.5 |
| EFSA | 92.0% | 1 848.5 | 3 549.5 |
| CHAFEA | -74.5% | 13 274.5 | 3 388.0 |
| EACEA | -19.1% | 3 736.5 | 3 023.0 |
| OMBUDSMAN | -19.4% | 3 523.0 | 2 841.0 |
| EEA | -14.4% | 3 315.0 | 2 837.0 |
| EFCA | -44.3% | 4 973.0 | 2 770.5 |
| ACER | -16.0% | 2 775.0 | 2 331.5 |
| EPPO | 0% | 0.0 | 2 105.0 |
| ECA | 949.6% | 171.5 | 1 800.0 |
| OSGES | 127.3% | 588.0 | 1 336.5 |
| EIOPA | -32.5% | 1 886.0 | 1 273.0 |
| REA | 786.6% | 142.0 | 1 259.0 |
| EMSA | -50.5% | 2 529.5 | 1 251.0 |
| ERA | -70.2% | 3 675.0 | 1 094.0 |
| CEDEFOP | -45.4% | 1 773.5 | 969.0 |
| CONSEIL | 432.6% | 170.5 | 908.0 |
| EUROPOL | -28.6% | 1 061.0 | 757.5 |
| BEREC | 14.0% | 520.0 | 593.0 |
| EUSPA | 169.6% | 195.5 | 527.0 |
| EC DG-JUST | -40.9% | 791.5 | 467.5 |
| ECB | 12.7% | 395.0 | 445.0 |
| CPVO | -52.2% | 867.5 | 415.0 |
| EP DG TRAD | 2006.1% | 16.5 | 347.5 |
| EIGE | -81.9% | 1 687.0 | 306.0 |
| CEPOL | 34.5% | 142.0 | 191.0 |
| EDA | -70.1% | 596.0 | 178.0 |
| EISMEA | -64.7% | 440.0 | 155.5 |
| ERJU | -57.4% | 310.0 | 132.0 |
| F4E | -77.2% | 507.5 | 115.5 |
| EESC | 250.9% | 28.5 | 100.0 |
| HADEA | 0% | 0.0 | 92.5 |
| CJUE | -30.3% | 119.0 | 83.0 |
| ERC | 636.4% | 11.0 | 81.0 |
| CINEA | -85.6% | 458.0 | 66.0 |
| IHI JU | 1030.0% | 5.0 | 56.5 |
| SJU | -11.0% | 63.5 | 56.5 |
| EIB | -44.9% | 69.0 | 38.0 |
| EIT | -55.3% | 79.5 | 35.5 |
| CBE JU | 0% | 0 | 33.0 |
| EEL2 | 12.1% | 29.0 | 32.5 |
| CAJU | 82.8% | 14.5 | 26.5 |
| KDT JU | 100.0% | 11.5 | 23.0 |
| CHJU | 0% | 0.0 | 22.0 |
| EC DG-EMPL | -99.9% | 14 137.5 | 13.5 |
| COR | -94.0% | 50.0 | 3.0 |
| EASA | -93.2% | 22.0 | 1.5 |

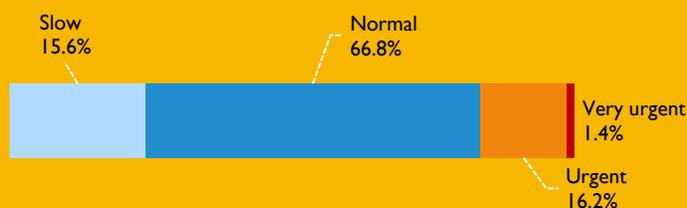
Please note: some client acronyms changed in 2021 or at the beginning of 2022. A detailed list of clients is provided in the Annex.

99.9%

COMPLIANCE WITH DEADLINES

In 2021, 99.9% of the Centre's services were delivered on time to its clients (2020: 99.7%). In the specific case of documents, 99.9% of translations were delivered on time (2020: 99.7%). In this context, 'translations' cover translation, editing, modification and revision invoiced in pages, but exclude EU trade marks, which are always sent by the contractual deadline. It is worth noting that 45% of translations were delivered ahead of the deadline (2020: 38%).

Types of deadlines requested by clients



2021 VOLUMES IN PAGES

ACTUAL

| Delivered pages* | 367 264 | 274 706 | Total pages 641 970 |
|--|---------|---------|---------------------|
| Invoiced pages after translation memory analysis | 333 695 | 274 706 | Total pages 608 401 |

FORECAST

| | | | |
|-------------------------------|---------|---------|---------------------|
| Amending budget 2/2021 | 383 165 | 284 686 | Total pages 667 851 |
| Initial budget 2021 | 322 443 | 284 686 | Total pages 607 129 |
| Preliminary draft budget 2021 | 319 006 | 284 686 | Total pages 603 692 |

KEY PRODUCTION FIGURES

The Translation Centre closed the year with a total translation volume of 641 970 pages* delivered to 66 clients. This includes 274 706 pages (42.8% of the total volume) of EU trade marks for the European Union Intellectual Property Office (EUIPO).

The number of pages of documents translated, modified, edited and revised increased by 9.7% in relation to the previous year, reaching 367 264 pages (2020: 334 921 pages). This volume was 13.9% higher than the forecast in the initial budget (322 443 pages) and 4.1% lower than the forecast in the amending budget 2/2021 (383 165 pages).

The number of pages of EU trade marks translated (274 706 pages) represented an 8.5% decrease compared with 2020 (300 348 pages).

For the second year in a row, the number of pages of documents

translated exceeded the volume of EU trade marks (57.2% of annual volume was document pages vs 42.8% trade mark pages).

After analysis to identify content already included in the Centre’s translation memories, the number of pages actually invoiced to clients amounted to 608 401**. **This represents a cost saving of 12.1% for the Centre’s clients.**

In addition to the traditional services of translation, modification, editing and revision, the Centre also spent 503 person-days on terminology work, representing a 65.3%

decrease compared with 2020 (1 448), and a total of 21 clients requested the translation or revision of 58 893 term list entries (+19.5% vs 2020).

In January 2021, a whole range of new services was made available to the Centre’s clients on which we report on in the next section.

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

** including EUTMs. Please note that the calculation of page volumes after taking account of translation memory content reuse was replaced by the introduction of the simplified pricing structure in June 2021 (translation memory content reuse no longer impacts the page count as of 1 June 2021).

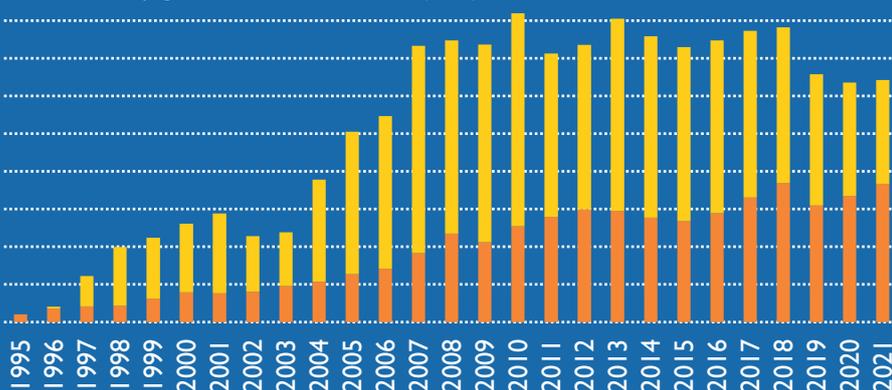
VOLUME PROGRESSION (All language services)

641 970 +1.1% (2020)

total pages translated in 2020

- 367 264 pages* of documents +9.7% (2020)
- 274 706 pages of EU trade marks -8.5% (2020)

BUT ALSO...



58 893 ↑ +19.5% (2020)

| term list entries translated or revised

4 520 ↑ +182% (2020)

| minutes of subtitling

4 241 ↑ +222.8% (2020)

| pages of editing

503 ↓ -65.3% (2020)

| person-days of terminology work

1 528 ↑ +92.7% (2020)

| minutes of transcription

27 **NEW**

| minutes of automatic transcription

2 | NEW SERVICES

TAKING STOCK ONE YEAR POST-LAUNCH

In the second half of 2020 and in January 2021, the Centre launched a whole range of new services as a result of its 2-year transformation programme undertaken in cooperation with the European Union Intellectual Property Office (EUIPO). Here is a short summary of these services and how they were taken up by clients.

TRANSLATION SERVICES

Paste 'n' Go translation

The Paste 'n' Go translation service was launched on 1 January 2021 for texts up to four pages (6 000 characters) and simple formatting, where the preparation for translation and the final technical check are fully automated.

In 2021, **468.5 pages** were delivered through Paste 'n' Go to seven clients (ECDC, ECHA, EEL2, EPPO, EUIPO, HaDEA, REA) and the Centre.

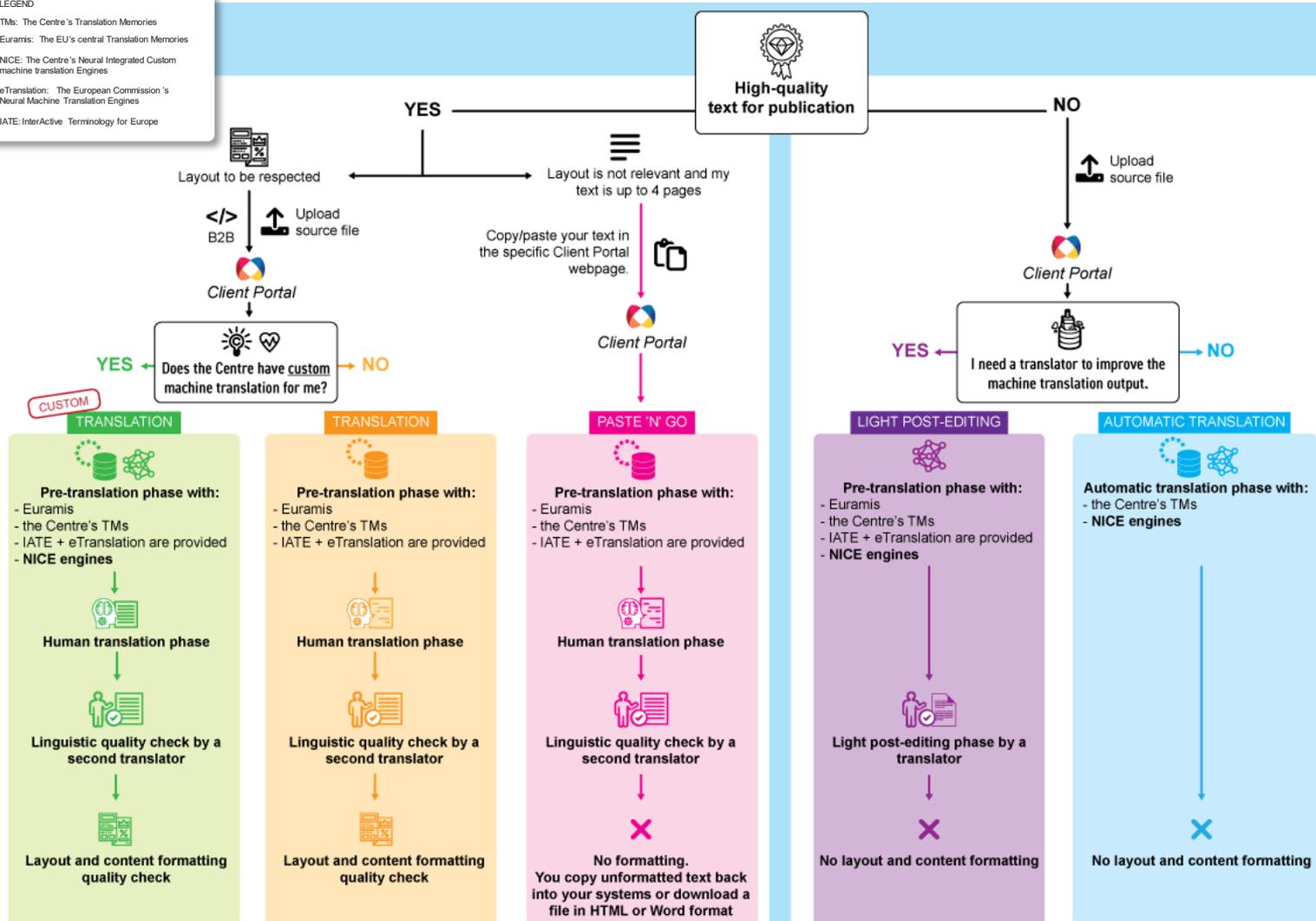
Automatic translation

This service allows clients to request the automatic translation of documents and other types of text based on a combination of the Centre's translation memories and custom machine translation engines, without any quality control by translators or preparation of the source documents for technical processing or formatting.

In total, **2 318.5 pages** of automatic translations were delivered to three clients in 2021 (EMCCDA, EUIPO, FRA) and the Centre.

LEGEND

- TMs: The Centre's Translation Memories
- Euramis: The EU's central Translation Memories
- NICE: The Centre's Neural Integrated Custom machine translation Engines
- eTranslation: The European Commission's Neural Machine Translation Engines
- IATE: InterActive Terminology for Europe



Custom machine translation as part of the translation service

In 2021, out of the total number of pages for documents delivered to clients (367 264), the Centre produced **32 875 pages** of translation using its own custom machine translation engines in the fields of intellectual property and public health.

The clients benefitting from this service were the EUIPO from 1 January (in 5 EU official languages) and EMA from 1 July (in 22 EU official languages).

Light post-editing of neural machine translation output

The Centre launched its new light post-editing service at the beginning of December 2021.

For the introduction of this service, the Centre developed additional machine translation engines and an ad hoc workflow in eCdT with enhanced automations.

Light post-editing is a translation service in which post-editors improve the output of machine translation when the final text is not intended for publication, but rather for information ‘gisting’, i.e. communicating the essential meaning.

In 2021, **649 pages** of light post-editing were delivered to two clients (EUIPO, EMCDDA) and the Centre.

AUDIOVISUAL LANGUAGE SERVICES

Subtitling

The service of video subtitling, which has been offered since 2015, has been optimised to use the same speech-to-text technology as the transcription service.

In 2021, **4 520 minutes** of subtitling were produced for 11 clients (BBI JU, EASO, ECDC, ECHA, EIGE, EFSA, EUIPO, EU-OSHA, Eurojust, ETF, Frontex) and the Centre. This was almost three times as much as in 2020 (1 601 minutes for 11 clients).

Transcription

The Centre had launched Transcription as a new service in June 2020. It consists of converting an audio and/or video file into a high-quality written text by means of speech-to-text technologies. The raw output is then post-edited by a linguist.

During 2021, the Centre produced **1 528 minutes** of transcription for three clients (EFCA, EIB, FRA) and the Centre’s Management Board.

Automatic transcription

As of 2021, the Centre also started offering automatic transcription. Unlike with the transcription service, there is no human post-editing of the raw output produced by the speech-to-text tool.

In 2021, **27 minutes** of automatic transcription were produced for the EUIPO and for the Centre’s own needs.

WEB TRANSLATION

Ever more of the Centre’s clients are considering making their websites multilingual to reach a wider audience. As most of them work with the content management system (CMS) Drupal, the Centre has developed a WebTranslation module which runs both on Drupal 8 and 9 and facilitates the management of multilingual websites.

The number of clients who have expressed their interest in using the module has been growing steadily. Many of them have already attended demo sessions organised by the Centre’s Advanced Language Solutions Section. **The EPPO became the first client to request web translations via the module. Others who followed in 2021 were EFSA and ECDC.**

The EUAA, Eurofound, the EMCDDA and EASA have also confirmed their interest in installing the module.

| ID | REQUEST IDENTIFIER (CDT) | LABEL | PROVIDER | PROGRESS | CHANGED | OPERATIONS |
|-----|--------------------------|--|--------------------------|----------|-------------------------|------------|
| 116 | 2022:SIMUL_116 | Test – Daniel | Translation Centre (CdT) | 1 | Tue, 22/02/2022 - 17:42 | Manage |
| 115 | 2022:000934 | CDT-news view and 72 more | Translation Centre (CdT) | 1978 | Tue, 22/02/2022 - 16:39 | Manage |
| 102 | 2022:SIMUL_102 | CDT-partners view (test jean, to delete) | Translation Centre (CdT) | 42 | Mon, 21/02/2022 - 21:21 | Manage |
| 32 | 0000/unknown | Jobs content type | Translation Centre (CdT) | 3 | Fri, 15/10/2021 - 11:05 | Manage |
| 30 | 0000/unknown | Jobs extra terms (D) | Translation Centre (CdT) | 165 | Fri, 15/10/2021 - 10:50 | Manage |

→ CdT WebTranslation module

3 | ENHANCING CLIENT COOPERATION

Throughout 2021, the Centre continued to meet its clients bilaterally to better understand their needs and expectations, foster cooperation, and discuss specific projects. The annual Translation Contact Network meeting was once again a great opportunity to share knowledge and best practices. The Centre also followed up on new business opportunities.

NEW COOPERATION AGREEMENTS AND POTENTIAL FUTURE CLIENTS



Following the approval of the EU Funding Programme for the period 2021-2027, in February 2021, the European Commission adopted a new implementing decision

establishing the European Climate, Infrastructure and Environment Executive Agency (CINEA), the European Health and Digital Executive Agency (HaDEA), the European Research Executive Agency (REA), the European Innovation Council and SMEs Executive Agency (EISMEA), the European Research Council Executive Agency (ERCEA), and the European Education and Culture Executive Agency (EACEA). All became operational on 1 April 2021 with a mandate that will run until 31 December 2028. As a result, **the Centre signed a new cooperation agreement with HaDEA and amended its existing agreements with the other executive agencies.**

The adoption of a new space programme for the period 2021-2027 led to the



transformation of the European Global Navigation Satellite Systems Agency (GSA) into the **EU Agency for the Space Programme (EUSPA)**. Following this change, the Centre signed a new cooperation agreement with the EUSPA.

In December 2021, a new legal framework also entered into force for the **European Union Joint Undertakings (JUs)**, leading to adaptations of names and acronyms for most of these entities, and to the set-up of two new JUs (Global Health EDCTP3 Joint Undertaking and Smart Networks and Services Joint Undertaking). By the end of 2021, the process of adjusting the cooperation agreements with the JUs was still ongoing. The two new JUs will be contacted in 2022 to see if they are interested in signing an agreement with the Centre.

In 2021, the Centre's client portfolio remained at **69 clients**, despite the signature of a new agreement with HaDEA. This was due to the fact that the Consumers, Health, Agriculture and Food Executive Agency (Chafea) was wound up.

BILATERAL MEETINGS WITH CLIENTS¹

ACER

European Union Agency for the Cooperation of Energy Regulators

Following ACER's initiative to share key terminology in the energy field, discussions took place between the agency, the National Energy Regulators and the Centre's Terminology Coordination Team with the aim of publishing the relevant collection of terms in IATE for the benefit of both linguists and subject-field experts.

The cooperation started with a pilot phase, consisting of the preparation and processing of English and German terms by the central terminologists of eControl (the Austrian Energy Regulator) and the Centre, in order to provide a collection of terms free of duplicates and fully documented in compliance with IATE rules. This cooperation resulted in the import of around 300 new IATE entries, and in the enrichment of another 300 existing IATE entries.

During the pilot, the Centre's Terminology Coordination Team provided guidance and advice on the management of terminological data, and on this basis a methodology was put in place by the Austrian Regulator to create similar collections of core terms in the field of energy in the other EU languages. The project will continue in 2022.

Another area of cooperation launched in 2021 was ACER's website, which underwent a technical migration towards Drupal 9. The agency was therefore interested in learning more about the advantages that the Centre's WebTranslation module has to offer.

After a series of meetings and exchanges, ACER proposed spring 2022 as starting date for the installation and testing of the module.

CJEU and Council

Court of Justice of the European Union

Council of the European Union

Several benchmarking meetings took place with the management of the Court of Justice and the Council translation directorates to discuss practices and experiences in the areas of machine translation and outsourcing and to see if synergies could be found. The Centre's future summarisation service also attracted the interest of the institutions. Discussions will continue in 2022.

EASA

European Union Aviation Safety Agency

The Centre met EASA twice in the last quarter of 2021 to discuss the need for translation of specific information on the agency's public website and to provide a demonstration of the Centre's WebTranslation module.

By the end of the year, discussions on how to implement this module on EASA's website were still ongoing. In parallel, EASA placed its first website translation requests with the Centre.

Cooperation with ACER and the Austrian Energy Regulator eControl resulted in 300 new IATE entries and updates to another 300 existing IATE entries.

EBA

European Banking Authority

Quality assurance and processing issues were in the focus of a meeting with the EBA's communication team held in late October.

¹ Clients are listed in alphabetical order based on their acronym.

As the Authority regularly revises translations of guidelines and other legal documents with its national authorities, the valuable feedback resulting from these exercises is continuously analysed by the Centre's linguists, and relevant changes are fed into the Centre's translation memories.

The meeting enabled the participants to review the feedback handling cycle, discuss specific terminology preferences, and agree on process changes to be implemented during the feedback exercises on both sides.

The ECA and the Centre undertook a pilot project for the translation of one of the ECA's special reports involving various amendment cycles.

ECA

European Court of Auditors

In a meeting in spring 2021 between the ECA's new Director of Translation and the Centre's acting Director, both parties agreed to explore ways of finding synergies and cooperating more closely together on selected projects.

This is why, in the last quarter of 2021, the ECA undertook a pilot project with the Centre to assess whether the Centre might become a provider for handling what the Court terms 'Special Reports'. These reports follow a specific workflow as they are 'evolving' documents: several ECA stakeholders discuss them at the same time as they are being translated, and any changes that are agreed on must be reflected in amended document versions.

The Centre's workflow for modification requests was thus adapted to meet the ECA's needs both for the various updates of the documents and in regard to layout work.

The pilot project included the translation of one special report (46.5 pages) from EN into 22 EU languages, plus some additional files (7 pages) linked to the main report (e.g. sms, html metadata, press releases, Official Journal notice). The translation phase was successfully completed by the end of the year with a final feedback phase running into 2022.

An experience exchange on the entire pilot project will take place in Q1/2022.

ECDC

European Centre for Disease Prevention and Control

In 2021, ECDC installed the Centre's WebTranslation module and attended a series of presentations and technical sessions to assist them during the set-up phase.

The tool was successfully implemented in the ECDC's production environment. Since then, the agency has submitted several web translation requests via the module.

EC DG GROW

European Commission - Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs

As a result of the Single Digital Gateway project, DG GROW continues to be a key user of the Centre's B2B system, which allows Member States to submit requests to the Centre's internal workflow system.

Throughout 2021, fruitful sessions were held to help optimise technologies and work processes, and also provide testing support.

EC DGT

European Commission – DG Translation

The Centre's acting Director met the Director-General of the Commission's DGT and the DGT's representatives on the Centre's Management Board on several occasions during 2021. This was to prepare Management Board meetings, review the status of the Centre's new services launched in 2020/2021, reflect on possible ways for further developing the Centre's financing model, and follow up on the implementation of eTRA-Local at the EPPO.

For the latter, and as defined in a Memorandum of Understanding on local installations of eTranslation between DGT and the CdT, a dedicated Steering Committee was put in place involving the Centre's machine translation experts and DGT's eTranslation team to discuss technical matters and

ensure regular quality updates of the machine translation engines used.

The Centre also undertook a pilot project with DGT colleagues on the outsourcing of formatting and layout work, and both parties continued to share information on the Centre's eCdT workflow management system.

The Head of DGT's Coordination and Institutional Affairs Unit paid the Centre a brief visit in November to discuss outsourcing practices, particularly in the area of light and full post-editing of machine translation.

ECHA

European Chemicals Agency

A technical meeting took place between ECHA and the Centre to enhance data synchronisation between ECHA-term and the IATE database. The next steps for full integration of both resources with each other are under evaluation by ECHA.

EEA

European Environment Agency

The Centre's Head of Communication met the EEA's Communication team on several occasions as part of different projects planned in the annual EU Agencies' Heads of Communication and Information Network (HCIN) work programme.²

The Centre supported the EEA's publication of Gemet terminology in the area of sustainable finance in 26 languages.

EFSA

European Food Safety Authority

EFSA's multilingual strategy for 2021 included expanding the number of linguistic versions available on its website.

The Centre thus coordinated several meetings to present its WebTranslation module as an opportunity to optimise EFSA's efforts.

The meetings concluded with the successful implementation of the tool in EFSA's production

environment and the delivery of content in additional languages to be published on EFSA's site.

The Centre's WebTranslation module successfully went live on EFSA's website facilitating the agency's multilingual website management.

EIB

European Investment Bank

Seeking to benefit from the added value of the Centre's recently launched Transcription service, while also being assured of the confidentiality standards of the speech-to-text process, the EIB requested a data protection analysis report from the Centre.

The report was duly submitted to the EIB, which, upon verification, agreed that the security protocols of the service were satisfactory.

Following the transcription of a highly confidential 5-hour meeting report, the Head of the EIB's Linguistic Services Division praised the assistance this solution had provided to them.

ELA

European Labour Authority

In 2021, the Centre helped the European Labour Authority to set up the 'ELA Translation Facility', which is a translation request workflow involving the agency's Member State (MS) administrations. Translation requests can thus be created by MS authorities on the Centre's Client Portal, with the ELA being able to validate these requests and control budget consumption per MS.

Several online sessions were held to train ELA staff and the national translation coordinators on the use of the Centre's Client Portal and to clarify any technical and procedural questions.

A presentation of the Centre's terminology services and workflows took also place with the Centre's Terminology Coordination Team.

² See Section 7 'Participating in the EU Agencies Network' for further details.

EMA

European Medicines Agency

Throughout the year, the Centre provided effective support to EMA with many translations in the context of the authorisation of COVID-19 vaccines and medicines and other safety information material related to the pandemic.

A bilateral meeting took place in January to review translation needs related to COVID-19 and discuss ways of making the EMA website multilingual in the future.

As in previous years, a representative from the Centre attended EMA's quarterly Quality Review of Documents (QRD) meetings with the national competent authorities. This was so that the Centre remained informed of latest legal developments in the medical field, updates to QRD guidance documents, and requirements to be included in the information on new human and veterinary products under evaluation by EMA.

In 2021, EMA requested the translation of new product information for 12 medicinal products developed by small and medium-sized enterprises (SMEs). This process involves EMA's national authorities as they proofread and assess the translations provided by the Centre.

EMCDDA

European Monitoring Centre for Drugs and Drug Addiction

Follow-up discussions on a conference call held in December 2020 took place at a meeting with the EMCDDA in July 2021.

One aim of this meeting was to review the agency's experience with the Centre's automatic translation service and the national focal points' feedback on the machine-translated outputs obtained with the Centre's engines so far, and see if the Centre's light post-editing service might be a good compromise solution for the future.

Another objective was to move forward with the implementation of the Centre's WebTranslation module on the EMCDDA's Drupal-based website. Prior to adopting the module, the EMCDDA plans to undergo a website migration to a more recent version of the Drupal content management system.

Finally, a third goal of the meeting was to reflect on the development of a new service to be offered by the Centre, namely 'summarisation' combined with translation.

Following the meeting, the EMCDDA invited the Centre to give a presentation on 'Multilingualism in the age of machine translation (MT)' at the agency's focal point meeting as a basis for discussion on how to increase multilingual communication in the future. The focal points were encouraged to provide regular feedback on MT outputs in order to optimise the Centre's engines and thus continuously enhance translation quality over time.

The Centre also embarked on a pilot project on summarisation with the EMCDDA: the agency submitted two documents to the Centre and these were summarised by the Centre's linguists prior to being translated. In this pilot project, the summarisation was still done manually. However, the idea behind the future service is that summaries are provided automatically using artificial intelligence and this is followed by human post-editing of the output. The Centre expects that this service will contribute to developing multilingualism for EU agencies.

The EMCDDA successfully tested the Centre's automatic translation service and both parties embarked on a 'summarisation' pilot project.

EPPO

European Public Prosecutor's Office

Cooperation with the EPPO, which became fully operational in June 2021, was very fruitful throughout the year.

The first quarter of 2021 was dedicated to the set-up of the on-site eTra-Local machine translation (MT) solution agreed on between the EPPO, the Commission's DGT and the Centre in 2020 to respond to the EPPO's need for confidentiality of its highly sensitive case-related documents.

The solution was initially conceived, provided and managed as a B2B integration with the EPPO's case management system. Later, at the EPPO's request,

the Centre developed a user-friendly local machine translation web portal (eTra-Local Web Portal) for EPPO users.

Human quality evaluation cycles were set up for eTra-Local engines and EPPO documents. The assessment followed the machine translation evaluation protocol agreed with the EPPO. The Centre presented the evaluation results to the EPPO and shared the translators' feedback with the Commission's eTranslation team with the aim of enhancing the engines for both general use and the specific use by the EPPO.

In the course of the year, more language pairs were added to the solution at the EPPO's request.

The EPPO also requested EU-Login authentication for the web portal so the Centre drafted a proposal which the EPPO accepted. Implementation will take place in early 2022.

Other areas under discussion with the EPPO for implementation in 2022 are: a 'Translation Text' option in the web portal; a 'staging environment' to eTra-Local services for non-production requests; the anonymisation of data; and the conversion of PDFs in order to optimise the use of eTRA-Local.

The second pillar of collaboration, which gave rise to detailed discussions between the EPPO and the Centre in 2021, are non-eTRA-Local translations by the Centre's linguists. As most of these are case-related, confidentiality is of the utmost importance. The Centre and the EPPO started to elaborate a specific workflow to handle sensitive non-classified documents, including setting up a secured channel for the transmission of such documents and this will become operational in 2022. For the time being, the Centre has made all the necessary arrangements to cater for incoming EPPO requests.

Given that accuracy and terminological consistency play an important role in EPPO translations, the Centre's linguists began meeting the EPPO's delegated national prosecutors for language-specific exchanges of information and best practices. Likewise, the possibility of creating

EPPO-relevant terminology projects was discussed with the EPPO's central contacts for translation matters.

Finally, the Centre and the EPPO also envisage organising 'Clear Writing/Writing for (machine) translation' seminars for the EPPO's prosecutors as well as seminars on 'EPPO style' for the Centre's linguists in 2022.

eTRA-Local, the on-site machine translation solution for the EPPO, went into production with its own web portal.

ERA

European Union Agency for Railways

A meeting involving Directors and key operational staff from ERA and the Centre reviewed the state of play of ERA's 4th Railway Package project.

The meeting was a good opportunity to present the Centre's new services launched in 2020/2021, especially in the field of machine translation, and see how these could support the agency in increasing multilingualism in its day-to-day activities and on its website, while keeping translation costs under control.

EUAA³

European Union Agency for Asylum

Cooperation with the EUAA for the creation and enrichment of a terminology collection in the area of migration and asylum continued throughout 2021. Upon completion, all the terms will be available in IATE, not only in EU languages, but also in a number of non-EU languages that are relevant in the specific subject area.

Many of these terms will also be incorporated in the European Migration Network (EMN) Glossary, based on the joint efforts of the EUAA, the EMN Glossary Working Group and the central terminology services of the EU institutions and bodies to provide consistent terminological resources.

³ On 19 January 2022, the European Asylum Support Office (EASO) was replaced by the European Union Agency for Asylum (EUAA) thereby extending the agency's mandate.

This terminology will also be used in the training of all new asylum reception officers and other staff of the EUAA and the EU Member States who are dealing with asylum matters.

During 2021, and seeking to optimise the handling of multilingual website content, the EUAA attended a series of sessions on the Centre's WebTranslation module. The sessions covered the tool's workflow, technical specifications and best practices on its implementation and usage. Towards the end of the year, the tool was installed on the EUAA's acceptance environment, and a joint testing phase is planned for 2022.

Furthermore, the Centre has also advised EUAA colleagues on how the automatic transcription and automatic translation services could be of help for the agency's future needs.

EUIPO

European Union Intellectual Property Office



In 2021, the EUIPO and the Centre's joint 2-year transformation programme reached its successful conclusion with the implementation of the final aspects of the new IP translation system.

Throughout the year, both agencies undertook several communication actions together, including [a video](#), articles, and presentations, to make the programme achievements widely known among the Centre's clients and institutional stakeholders. They also presented the programme to the 2021 European Ombudsman Award for Good Administration and the European Public Sector Award.

To preserve the positive and dynamic relationship that had been established during work on the joint transformation programme, both parties agreed to continue holding regular meetings at top management, operational and technical level in order to seek solutions for EUIPO's future initiatives and projects. Among the main topics discussed so far were: new services offered by the Centre; quality management of administrative translations and translations of EU trade marks and registered Community designs; the translation of

non-EU Euroclass terms; the handling of EUIPO Guidelines; and the possible development of an automatic alignment service.

The Centre and the EUIPO also brainstormed on the possibility of establishing a new service to translate website labels and labels of other applications. The Centre plans a full review of the current Term List service to incorporate the translation of such labels.

Since the EUIPO is studying the option of moving from Liferay to Drupal as their website content management system, the Centre presented its WebTranslation module as a solution to optimise the handling of the EUIPO's online multilingual content.

The EUIPO complimented the Centre's efforts on the module and agreed to relaunch conversations on this topic once the move to Drupal had been decided upon.

EU-OSHA

European Agency for Safety and Health at Work

EU-OSHA published a comprehensive multilingual thesaurus on occupational safety and health matters on its website in 2021.

The aim of this thesaurus is twofold: to help translators use the correct terminology in their daily work, and permit, via the terms, the tagging of any type of content, enabling people to find information related to the topic more easily.

The Centre worked on this project with EU-OSHA and provided equivalents in 23 EU languages plus Icelandic and Norwegian.

The multilingual thesaurus containing around 2 000 entries offers language equivalents, definitions, references to sources and contexts, as well as hierarchical relations between concepts. All the translations have been revised by the agency's national focal points to ensure their accuracy.

EU-OSHA's thesaurus containing 2 000 specialised occupational safety and health terms in 25 languages is now available on the agency's website.

An article about the thesaurus was drafted by the Centre at the request of EU-OSHA. It was published in *Cahiers de la Documentation*, a Belgian Documentation Association magazine, in its special edition on well-being at work for the Information and Documentation professional, with the title 'Occupational safety and health terminology now online in 25 languages'.

The Centre and EU-OSHA met several times during 2021 to share experiences on web matters, analyse possible synergies for the optimisation of web translation tools, and explore the benefits of the Centre's B2B system.

EU-OSHA has presented the Healthy Workplaces Film Award for the best work-related documentary film every year since 2009. Since 2017, the Centre has subtitled the award-winning films into various languages, enabling the film directors and EU-OSHA to reach a wider audience within the EU.

Eurofound

European Foundation for the Improvement of Living and Working Conditions

Eurofound is currently in the process of adopting the Centre's WebTranslation module. In 2021, the Centre organised presentations and technical support sessions to guide Eurofound during installation of the tool. Final stages of testing, to ensure the interoperability of systems at the Centre and Eurofound, are planned during the first quarter of 2022.

The Centre developed a BorderTerm application for Frontex' Multilingual Integrated Border Management (IBM) Terminology, which will be available in English, French and Arabic.

Frontex

European Border and Coast Guard Agency

The Frontex Multilingual Integrated Border Management (IBM) Terminology project was launched in English, French and Arabic in 2021. It will continue throughout 2022.

The Centre has developed an application named 'BorderTerm', which enables the search and

display of key concepts and definitions in the field of border management which are stored in IATE. The goal is to provide an open and reliable tool that will enhance the understanding of key IBM terms and concepts in order to foster cooperation between the EU and Southern neighbourhood countries. A demo of the tool has already been provided to Frontex, and the final version will go live during the first quarter of 2022.

ERJU

Europe's Rail Joint Undertaking

The Directors of the Europe's Rail JU and the Centre met in 2021 to discuss options for making the JU's website multilingual. It was agreed to contact each other again upon the entry into effect of the JU's new mandate at the end of 2021, by which time Shift2Rail JU became Europe's Rail JU.

ANNUAL TRANSLATION CONTACT NETWORK MEETING



At the end of April 2021, the Centre hosted its 6th annual Translation Contact Network (TCN) meeting. A total of 46 representatives from 37 EU Agencies, Joint Undertakings and Institutions attended this half-day online event.

Participants were welcomed by the Centre's acting Director who took the opportunity to inform the group about the successful completion of the Centre's comprehensive 2-year transformation process which had coincided with the Centre's 25th anniversary, as shown in the [video](#) produced to mark that event.

The meeting was dedicated to: a presentation of the new services and tools available to clients and those still in the pipeline for 2021; the functioning of the Centre's new Corrected Version Request (CVR) workflow; the particular characteristics of machine translation and the different types of post-editing; new features on the Centre's Client Portal that help clients to plan their translation budget and track their budget consumption; and a summary of the Centre's latest client satisfaction survey.

4 | QUALITY MATTERS

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

QUALITY STEERING COMMITTEE

The cross-departmental Quality Steering Committee, which was set up in 2018 with the objective of determining the Centre's strategic principles in relation to quality and improvement initiatives, met on a monthly basis during the year.

In 2021, the work focused on: the implementation of the Translation Quality Assurance Action Plan (TQAAP) 2021-2022; the revision and release of the Centre's general Quality Manual and of the Translation Quality Manual; the update of the Centre's Process Map and the documentation and revision of processes and procedures; the analysis of the indicative turnaround times for service delivery and of client request and feedback (CVRs) statistics; the evaluation of new services launched in 2020/2021; and the development of eCdT operational reporting.

TRANSLATION QUALITY ASSURANCE ACTION PLAN (TQAAP) 2021-2022

The Centre's TQAAP 2021-2022 was adopted at the beginning of 2021 and the Centre implemented 72.5% of the actions included therein during the year, placing emphasis on further enhancing the quality of language services provided to clients and the Centre's operational efficiency.

The actions primarily related to:

- identifying and implementing an online solution for staff selection procedures;
- training new translators and technical staff in the use of neural machine translation (NMT), post-editing and evaluation of NMT output, and optimised subtitling;

- further training of translators in the legal, financial and linguistic fields;
- organising a workshop on quality control and evaluation of outsourced translation for newly recruited in-house translators to ensure the application of the same criteria, mechanisms and procedures between language group members and across all language groups;
- adding the maintenance task of translation memories (TMs) to the eCdT translators' module so that translators can systematically improve TM quality;
- updating the eCdT user manual for translators with the latest services included in the workflow tool (e.g. light post-editing of machine translation output);
- creating and publishing the information 'How does the page count work?' and 'Clients' checklist' on the Client Portal as a help for clients when sending requests;
- conducting a general client satisfaction survey using the new solution developed as part of the EUIPO/CdT transformation programme;
- conducting a client survey on the use of the Centre's Corrected Version Request (CVR) procedure and eCdT4me mobile application;
- setting up and implementing a quality-for-purpose approach for clients;
- conducting a user satisfaction survey (among freelancers and in-house translators) to assess the usefulness of the new mobile apps implemented in 2020;
- reviewing and producing easy-access information for clients to explain the Centre's services and way of working.

A NEW QUALITY-FOR-PURPOSE APPROACH

The launch of new language services as part of the Centre's transformation programme has

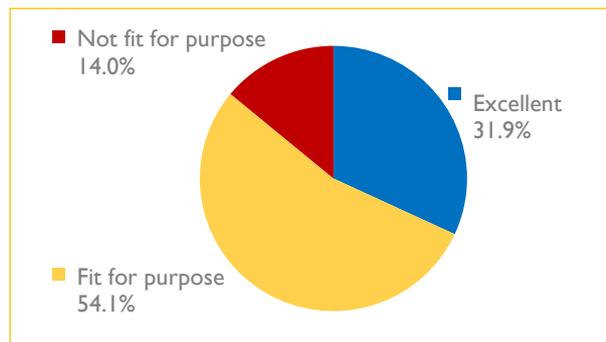
given the Centre the opportunity to make a shift towards an approach whereby clients will decide themselves upon the level of quality expected when choosing the service according to their needs and at different price levels. These services are: translation, thoroughly revised or fully post-edited; light post-editing, which involves correcting machine translation output; and automatic translation, which allows clients to use a completely automated service for the translation of their texts. The new quality-for-purpose model was implemented in December 2021 with the launch of the light post-editing service.

DEALING WITH CLIENTS' CORRECTED VERSION REQUESTS (CVRs)

As in the past, handling the feedback (CVRs) provided by clients after reviewing the Centre's translations either in-house or with the help of experts from national competent authorities continued to be a key priority.

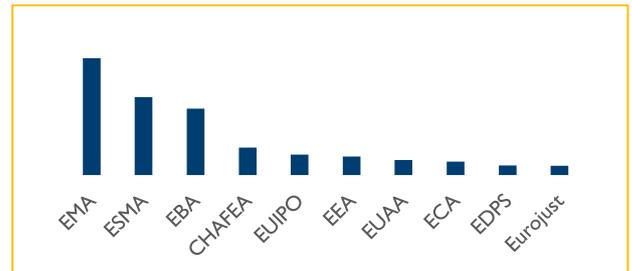
In 2021, the Centre received 1 436 CVRs out of 65 270 jobs delivered for services where the CVR was applicable, making a return rate of 2.2%.

A total of 458 CVRs were marked as excellent, 777 CVRs were marked as fit for purpose and 201 CVRs were marked as not fit for purpose:



➔ CVR distribution by satisfaction level

The volume of CVRs which were returned a second time amounted to 38, which represents 2.8% of the CVRs received.



➔ Top 10 clients by number of CVRs returned

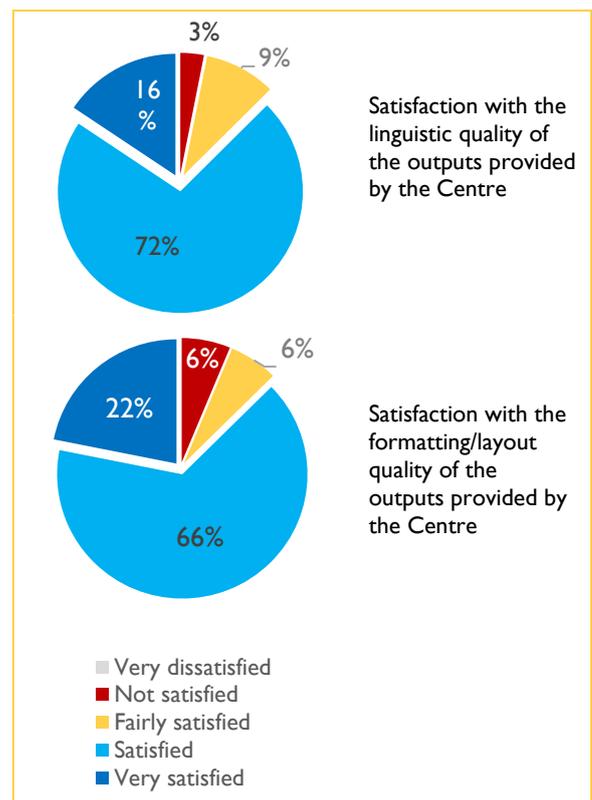
CLIENT SURVEYS

GENERAL CLIENT SATISFACTION SURVEY

In March 2021, the Centre conducted a client satisfaction survey. For the first time, together with the questionnaire, clients received an individual report containing their annual operational data from the previous year with the aim of facilitating their response to the survey.

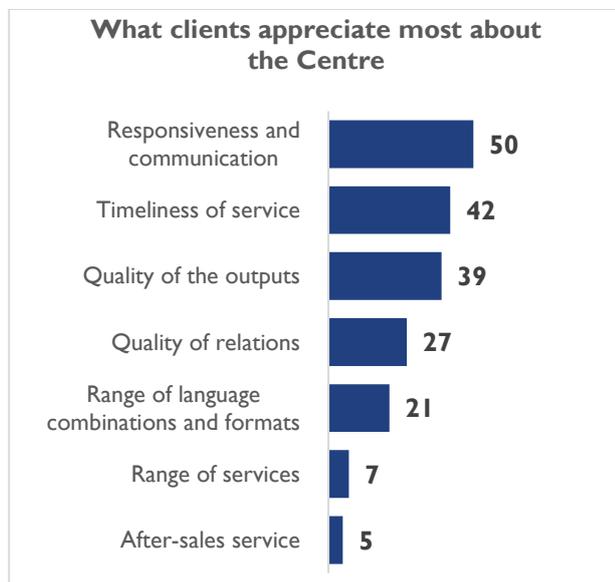
The response rate for this survey was 47.8%.

The responses indicate that clients are overall very satisfied with the range of services offered by the Centre as well as with the quality of services and products provided to them and with the relations with the Centre's staff.



Legend:
 Very dissatisfied (grey)
 Not satisfied (red)
 Fairly satisfied (yellow)
 Satisfied (blue)
 Very satisfied (dark blue)

Clients state clearly that the three criteria they value most about the Centre are: 'responsiveness and communication', 'timeliness of service' and 'quality of the outputs'.



Based on the survey results, the Centre's management agreed on an action plan focusing mainly on: enhanced communication related to new services to increase clients' knowledge and awareness of their benefits; more training sessions for users to become familiar with new functionalities and advantages of the Centre's systems; and reviewing user guides to make them more accessible. In addition, the plan placed special emphasis on a proactive engagement with clients to jointly find customised solutions for their needs.

By the end of 2021, 77.8% of this action plan had been implemented. The remaining 22.2% has an implementation deadline in 2022.

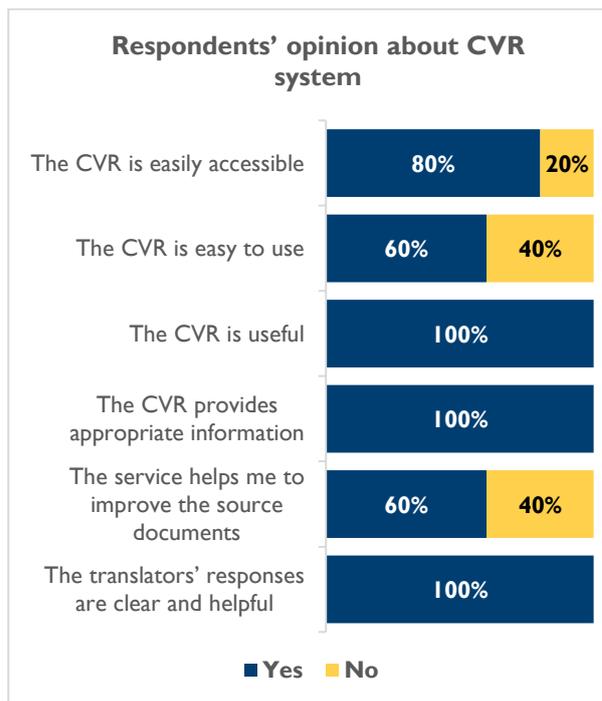
CVR AND eCDT4me SURVEY

To gain a better understanding of clients' experience working with the Corrected Version Request (CVR) tool, and the eCdT4me mobile application launched in 2020, the Centre conducted a survey using a combined web-based questionnaire consisting of 11 questions in autumn 2021.

At 22.7%, the overall response rate to this survey was quite low.

The survey findings reveal that most of the Centre's clients do not use the CVR, or they use it 'only if there is a specific problem with an output' or 'occasionally for key documents'. A

large percentage of respondents (80%) find that the tool is 'accessible'. All respondents who state that they have used the CVR find it useful and the amount of information therein adequate. The survey also showed that 100% of users are satisfied with the translators' replies. More than half of respondents consider that feedback helps them improve the quality of source documents (60%).



As regards the responses for the eCdt4me mobile application, 46.6% of respondents stated they do not know about this application. The responses also showed that users seem to prefer to work with their own computer (60%), or do not consider the app essential for carrying out their work (13%). These results may be influenced by increased teleworking over the past 2 years due to the pandemic.

Given the low response rate, it was difficult for the Centre to draw reliable conclusions that may represent the opinion of the majority of its clients. However, the Centre's management agreed on an action plan focusing on advising clients about using the CVR tool and on informing them of how the eCdT4me app will develop in 2022.

5 | COOPERATING WITH EXTERNAL LANGUAGE SERVICE PROVIDERS

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

PROCUREMENT PROCEDURES

Following its procurement plan, the Centre completed and launched the following procurement procedures in 2021:

| PROCEDURE | STATUS |
|---|---|
| Post-editing of texts in the Legal domain | Published in 2020. Contracts entered into force in January 2021. |
| Post-editing of texts in the Medical domain | Published in 2020. Contracts entered into force in April 2021. |
| Translation of texts in the General domain | Published in 2020. Contracts entered into force in October 2021. |
| Post-editing of texts in the General domain | Published in 2021. Contracts entered into force in December 2021. |
| Translation of texts in the Railway field | Published in 2021. |

Where quality was repeatedly confirmed to be poor, the Centre took contractual measures, which, in some cases, involved the termination of the framework contract, for instance if the contractor had provided raw or unrevised machine translation output to the Centre.

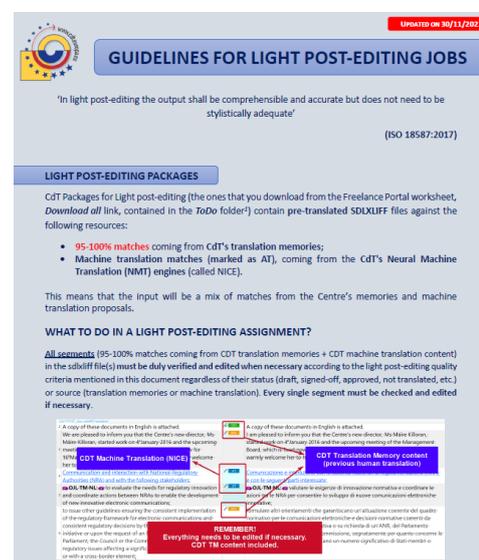
SPECIFIC INFORMATION FOR EXTERNAL LANGUAGE SERVICE PROVIDERS

As in previous years, instead of holding in-house seminars, which might have limited the number of participants, the Centre decided to continue releasing tutorials to address recurring issues encountered with external language service providers or to provide them with information concerning the new services launched by the Translation Centre. In 2021, these tutorials focused on how to perform post-editing tasks by providing specific guidelines on the packages outsourced by the Centre and on the Centre’s quality expectations.

OUTSOURCING AND QUALITY ASSURANCE

During 2021, the domains covered by documents outsourced by the Centre were as follows: general (58%); legal (21.7%); finance (7.2%); scientific (7.1%); and medical (5.8%).

As part of the Centre’s quality assurance assessment of its external language service providers, outsourced translations are regularly revised and evaluated by in-house translators prior to delivery to clients. In accordance with an established procedure, in-house revisers fill in an assessment sheet specifying the areas of weaknesses they have spotted in the outsourced translations.



➔ Example of guidelines for external language service providers

6 INTERINSTITUTIONAL COOPERATION



HARMONISING WORKING METHODS AND TERMINOLOGY THROUGHOUT THE EU

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

ICTI/ECT

Fulfilling its second mission of interinstitutional cooperation, the Centre continued to participate actively in various projects carried out by the different committees and working groups of the Interinstitutional Committee for Translation and Interpretation (ICTI).

The key topics discussed in 2021 at senior management, middle management and working group level were:

- hybrid working methods in language services;
- quality of in-house and outsourced translations – in this area, the Interinstitutional Quality Network focused on post-editing practices in various institutions and took stock of other language services than translation offered by the EU translation services; and
- the development of a new competency profile for translators and translation assistants as a result of the technological advances in the field of translation.

MACHINE TRANSLATION

Following up on the implementation of the custom translation working method based on full post-editing techniques introduced in 2020 and in view of the launch of the light post-editing service in December 2021, the Centre continued

building several machine translation (MT) engines covering the general, legal, intellectual property and medical domains.

As a result of the positive evaluation of the Centre's MT engines:

- in January 2021, translation jobs subject to custom translation started being successfully outsourced as full post-editing jobs for eight language pairs for all EUIPO administrative translation files;
- in June 2021, all EMA jobs in 22 language pairs started being outsourced as full post-editing jobs;
- in July 2021, post-editing was extended to all EUIPO website requests; and
- in December 2021, the light post-editing service was released into production, allowing all clients to request this service in all EU languages (except Irish for the time being).

In total, more than 15% of pages of translation were successfully outsourced for full post-editing in 2021.

The availability of these MT engines and the implementation of the full and light post-editing have paved the way for further defining the requirements for the creation of a MT multi-engine system which would make it possible to get the best of several MT engines used at the same time.

Regarding the European Commission's eTranslation system, the Centre continued providing data on a daily basis via the Euramis integration in eCdT for the retraining of existing engines. At the same time, the collaboration with the eTranslation team on the maintenance of a local version of eTranslation (eTRA-Local) for the EPPO continued at pace.⁴

At the interinstitutional level, the Centre gave presentations on its in-house neural MT system (NICE) for the ICDT Emerging Technology group in a workshop hosted by the Court of Justice, as well as for the EU Agencies Cooperation on Artificial Intelligence group in another workshop organised by EFSA. In both presentations, the focus was placed on the customisation elements of the system, which are particularly directed towards satisfying the Centre's clients' needs in terms of content types and specialised domains.

EXCHANGES ON AUTOMATIC SPEECH RECOGNITION, TRANSCRIPTION AND SUBTITLING

During 2021, the Centre continued to share its experience and advances in the field of speech recognition within the EU sphere by actively participating in the interinstitutional ad hoc task force on speech recognition.

This forum allowed the Centre to monitor closely the progress made by the institutions in this domain and encourage synergies.

Efforts were also put in the drafting of documentation on the security aspects of the Centre's speech recognition processes, which should help clients to make a better informed decision when using the transcription service.

eCdT SOFTWARE AS A SERVICE (SaaS)

As in 2020, the Centre continued to present its workflow management system eCdT to other language services of various EU institutions, in particular the Directorate-General for Translation of the European Parliament (EP DG TRAD) and the European Economic and Social

Committee/European Committee of the Regions (EESC/COR).

The Centre has thus continued to showcase its ability to develop and provide state-of-the-art tools based on the latest technology available in the linguistic field.

Furthermore, the Centre conducted a feasibility study to see whether the server-based solution GroupShare could be integrated in its translation workflow management system eCdT so that it could be more aligned with the technology used by EU institutions. The study concluded that the integration of GroupShare would be technically feasible but would also require a considerable effort. A switch to GroupShare could be considered in the context of the development of a joint workflow tool with other institutional stakeholders or a phasing out of WorldServer, which is the solution currently used by the Centre.



➔ *Transcription based on speech-to-text technology*

⁴ For more details on eTRA-local for the EPPO, please refer to pages 12-13.

JOINT WEB PRESENCE OF THE EU'S TRANSLATION SERVICES

On 30 September 2021, to mark International Translation Day, the translation services of the EU institutions launched a joint webpage entitled 'Translation at the EU institutions'. It is available on europa.eu, the official website of the European Union, and provides a central point of information on EU translation work and job opportunities.



Link to the joint webpage: [Translation at the EU institutions \(europa.eu\)](https://europa.eu)

AN INTERINSTITUTIONAL APPROACH TO CLEAR WRITING

In October, the Centre took part in the online conference 'Clear writing for Europe 2021' which was organised by the European Commission and attended by over 900 people. The event provided the opportunity to showcase the efforts currently being made to promote clear and effective communication and multilingualism.

As the Centre was an organisation committee member, one of the Centre's linguists was invited to moderate a panel on 'Understanding your rights'. This covered efforts made to make legal language more user-friendly and enable citizens and businesses to find out about their obligations and rights in all EU Member States.

In a closing panel with the Directors-General for Translation of the institutions, the Centre's acting Director reiterated the Centre's commitment to multilingualism and clear writing, and he encouraged authors to consult the Centre's 'Writing for translation / Écrire pour être traduit' guide as well as the upcoming guide (since published, see p. 27) on 'Writing for machine translation'.



ENGAGING IN INTERINSTITUTIONAL HR WORKING GROUPS

The second half of 2021 was marked by meetings of 12 different interinstitutional working groups that were established to consider how to promote the attractiveness of Luxembourg as a place of employment.

The Centre regularly participated in the meetings and, amongst other things, gave a presentation on the types of work available at the Centre at the European Commission's career days and another about the interinstitutional database for the selection of temporary and contract staff on the secure workspace CIRCABC.

EXCHANGING EXPERIENCE WITH EU TRAINEES

The Centre provided online information sessions to two groups of trainees from the European Commission in 2021. The aim of these encounters was to present the Centre's work for the EU agencies and inform participants about the different procurement and recruitment procedures in place for professionals interested in working in the EU environment.

IATE NEWS



Technical work in 2021 on the interinstitutional terminology database IATE focused on continuous user support and the implementation of new features and change requests. In total, six releases were deployed in 2021, including the Terminology Projects Module, interpreters' search-related features, allowing external users to exploit IATE collections, advanced duplicate detection, and other new functionalities for enhanced data management.

2021 HIGHLIGHTS

Other highlights of the releases were:

- the integration of IATE data in CAT tools with the development of the IATE Studio internal plug-in, which offers a batch task feature for the generation of a local termbase based on the selected document, and a live term recognition feature;
- updated documentation and various video tutorials to support user training;
- technical support for large-scale imports, particularly the migration of Commission DG Interpretation glossaries into IATE;
- timely maintenance of the EurTerm platform with new and updated content;
- reinforced communication towards external IATE users with the support of the Centre's External Relations and Communications Section, with successful campaigns in social media;
- continuous infrastructure optimisation to maximise performance and daily system monitoring;
- timely technical and security upgrades.

All this was accompanied by regular interinstitutional exchanges and follow-up within the IATE Management Group (chaired by the Centre) and the various sub working groups. A quarterly IATE scorecard with qualitative and quantitative indicators was also made available to the IATE partners.

KEY PROMOTIONAL EVENTS IN 2021

- Presentation of the IATE Studio plug-in and IATE accessibility aspects to the Interinstitutional Language Technology Group (September and December 2021).
- Demo of the IATE Studio plug-in at the Translating Europe Forum (November 2021).

TERMINOLOGY PROJECTS

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

EUAA: several fully-fledged terminology projects in the area of migration and asylum, covering 348 terms in 24 EU languages, were completed in 2021. A total of 268 terms were also completed in Arabic and Turkish.

EEA: the Gemet terminology on 'sustainable finance', with a total of 1 170 terms, was published by the EEA and imported into IATE in 26 languages (23 EU, Norwegian, Icelandic and Turkish).

EMCDDA: a first batch of terms into Russian, Arabic and Macedonian was delivered to the client. The project will be further developed in 2022 together with the creation of the EMCDDA's Terminology Portal.

EUIPO: fully-fledged terminology projects covering some 70 terms in English, French, Italian, German and Spanish were started in cooperation with the EUIPO. The equivalents in all the other EU languages were included in term lists. The terms already validated by the Office will be imported into IATE.

EU-OSHA: publication of the EU-OSHA's thesaurus in 25 languages, completed by the Centre, on the website of EU-OSHA.

Frontex: the Frontex Multilingual Integrated Border Management (IBM) Terminology project continued: 300 new terms were extracted and the majority completed with definitions, contexts and references. The multilingual stage into French and Arabic was launched in 2021 and will be completed in 2022.

ETF: a brand new project with 81 terms was launched into Albanian, Bosnian, Croatian, Montenegrin, Macedonian and Serbian. The multilingual part will be completed in the first quarter of 2022.

European Ombudsman: a brand new project with 64 terms into 24 EU languages was launched. The multilingual part will be completed in the first quarter of 2022.

7 PARTICIPATING IN THE EU AGENCIES NETWORK

The Centre continued to participate in the meetings and activities of the EU Agencies Network, coordinated in 2021 by the European Environment Agency (EEA). The Centre also hosted a workshop on multilingualism as an inter-agency event.

EU AGENCIES' COMMUNICATION AND STAKEHOLDER ENGAGEMENT FRAMEWORK

As a follow-up to their meeting in spring 2021, the Heads of Agencies tasked the Heads of Communication and Information Network (HCIN) with the development of a Communication and Stakeholder Engagement Framework for the EU Agencies Network (EUAN).

The Centre's acting Director and the Head of Communications took part in the conception and drafting of this Framework, which was developed by an HCIN working group under the chairmanship of the EEA in close cooperation with the EUAN Shared Support Office. The Framework, which is divided into four chapters (stakeholders and audiences; common narratives; communication tools and channels; governance) aims to support the EUAN Strategy for 2021-2027 in its ambition to enhance the Network's visibility and level of interaction with EU stakeholders.

CdT/EUIPO PRESENTATION AT THE ANNUAL HCIN MEETING

At the annual HCIN meeting in June, the Centre and the EUIPO presented the outcome of their joint transformation programme to the participating agencies, focusing in the subsequent group discussion specifically on how to best make use of the Centre's new services developed under the programme. Agencies were encouraged to rethink their approach to translation by considering the level of expected quality and the purpose of the text in their choice among the services offered by the Centre.

WORKSHOP: MULTILINGUALISM – A CHALLENGE FOR THE EU AGENCIES NETWORK



On 30 September 2021, the Centre hosted the workshop 'Multilingualism – a challenge for the EU Agencies Network' under the umbrella of the HCIN. A total of 68 representatives from 28 EU agencies, Joint Undertakings and the Shared Support Office of the EU Agencies Network attended this half-day online event.

The purpose of the workshop was to take stock of achievements made by EU agencies in the area of multilingualism so far, identify and discuss the challenges that agencies face, and explore the new opportunities for multilingualism created by today's language technologies.

Well known for her commitment to multilingualism in the EU, Emily O'Reilly, the European Ombudsman, delivered the keynote speech, paving the way for a fruitful debate on how to foster multilingual communication to reach out to European citizens. She reminded everyone that the work done by the EU agencies is 'vital to the well-being of every EU citizen' and that good communication in a language that people understand not only 'creates better

outcomes but also trust.' She recommended establishing language policies that strike the right balance between multilingualism, administrative efficiency and budgetary constraints.

Following the keynote speech, three discussion groups were set up to brainstorm about how to raise the agencies' profiles through multilingual websites. EFSA, the EUIPO and EU-OSHA presented their multilingual website approach as a starting point for the discussions, and this enabled all participants to exchange ideas and best practices.

PARTICIPATION IN HEADS OF RESOURCES WORKING GROUPS

The Centre participates in different EU Agencies Network working groups on HR matters, such as those on Diversity and Inclusion and Use of contract staff and interim staff, and the Centre joined the Task Force for Confidential Counsellors.

Furthermore, the Centre attended the EU Agencies Network meetings of the Advisory Group on new ways of working and provided input on various topics discussed.

The Centre continued to discuss HR-related administrative measures amid the COVID-19 pandemic with other agencies, including ways of returning to work in the office.

EU AI VIRTUAL COMMUNITY – JOINT EU FORCES ON AI



In 2020, some EU agencies started cooperating on artificial intelligence (AI) in different areas, e.g. forecasting, automated reporting, image processing and document sanitisation. In this last field, the Centre, together with EMA, is the leading agency and the action involves finding ways to automatically anonymise personal data in documents.

In addition to participating in monthly events, the Centre uses the regular Steering Committee meetings to explore the different bespoke needs of the other EU agencies that are both the Centre's partners and its clients.

As an example, it is in this context that the Centre has come up with the principles on which to base its future summarisation service, which will use extraction techniques based on AI to reduce large documents to shorter texts that may later on be adapted by the Centre's linguists with a view to being translated.



8 | INTERACTING WITH THE GLOBAL TRANSLATION COMMUNITY

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

IAMLADP



The International Annual Meeting on Language Arrangements, Documentation and Publications (IAMLADP)

was organised online in June 2021 with the technical hosting provided by the United Nations Office in Nairobi.

The overall objective of IAMLADP is to enhance the efficiency, quality, cost-effectiveness of conference, language and publishing services within each participating organisation by offering their managers a unique forum where they can exchange information, share experiences on policies and practices, pool resources for tasks of common interest, and promote training and exchanges of staff.

The meeting brought together participants representing over 80 different international and EU organisations, including the Centre.

Apart from examining future trends in translation, interpreting and conference management of member organisations, the meeting reviewed the Pan-African Masters Consortium in Interpretation and Translation (PAMCIT) project which had been set up with the aim of creating a network of centres of excellence in Africa to produce qualified, skilled and trained translators and interpreters for Africa and beyond.

EUROPEAN TRADOS USER GROUP

In June, the Centre attended the annual European Trados User Group conference. The Centre presented the way it had optimised its workflow management tool, eCdT, and integrated it with language technologies such as WorldServer and Trados Studio as well as with other EU tools and systems.

BEST PRACTICE EXCHANGE WITH UNIVERSITIES

Best practice exchanges with universities continued to be part of the Centre's outreach activities in 2021, although at a lower level than in pre-pandemic years.

In January, a translator from the German team gave a presentation on the Centre's activities and the work of a translator in the EU to students from the University of Germersheim, Germany.

In March, a member of the Centre's terminology team presented the value of skills in the terminology domain for language professionals to students from the University Jaume I, Castellón, Spain.

In December, the Workflow Management Section presented its activities to students of the Master's in Scientific and Technical Translation of the University UHA (Haute Alsace, Mulhouse, France). A group of students was invited to carry out a translation task in the legal domain and to manage the request sent by the Centre. Both their translation and project management work were evaluated by the Centre which then provided detailed feedback to the students.



➔ CdT presentation at the European Trados User Group conference

9 | FOSTERING EXTERNAL COMMUNICATION

The Centre makes use of a wide range of tools and channels to keep stakeholders informed of its activities and services, showcase its expertise, and promote multilingualism in the EU.

THE CENTRE'S WEBSITE

To enhance communication with European citizens, the Centre's website is available in 24 EU languages. In 2021, the website recorded 115 000 visits, of which 112 000 were unique visitors.

The Centre undertook the preparatory work for the migration of its public website from the Drupal 7 to the Drupal 9 platform. The new site will be released in the first quarter of 2022.

SOCIAL MEDIA

The number of social media subscribers to the Centre's three accounts (Facebook, LinkedIn and Twitter) increased by 12% in 2021, reaching almost 20 000 people. The most significant increase was on the LinkedIn account (with an additional 1 400 followers).

The posts that attracted the greatest interest were related to the promotion of IATE, the collaboration with external language service providers, and the launch of new services. Interactions with the public increased considerably, and this was reflected in the number of social media followers.

THE CENTRE'S SERVICE PORTFOLIO AT A GLANCE

The Centre released an infographic⁵ explaining its different Translation services to clients, as well as a leaflet presenting the Centre's entire [service portfolio in brief](#).

WRITING FOR MACHINE TRANSLATION

Following the increased use of language technologies, the Centre published a booklet

entitled '[Writing for machine translation](#)'. The publication advises authors not only to follow the principles of clear writing, which apply to any document, but also to be aware of pitfalls that can 'confuse' the machine translation tools. These can be related to language, content and layout. Based on real-life examples in various EU languages taken from the Centre's translations, the short guide provides tips on writing 'machine-friendly' texts.

VIDEOS

Subtitling

As more and more clients make use of videos in their communication campaigns, the Centre produced a [video](#) to promote subtitling as a way to reach a wider audience.



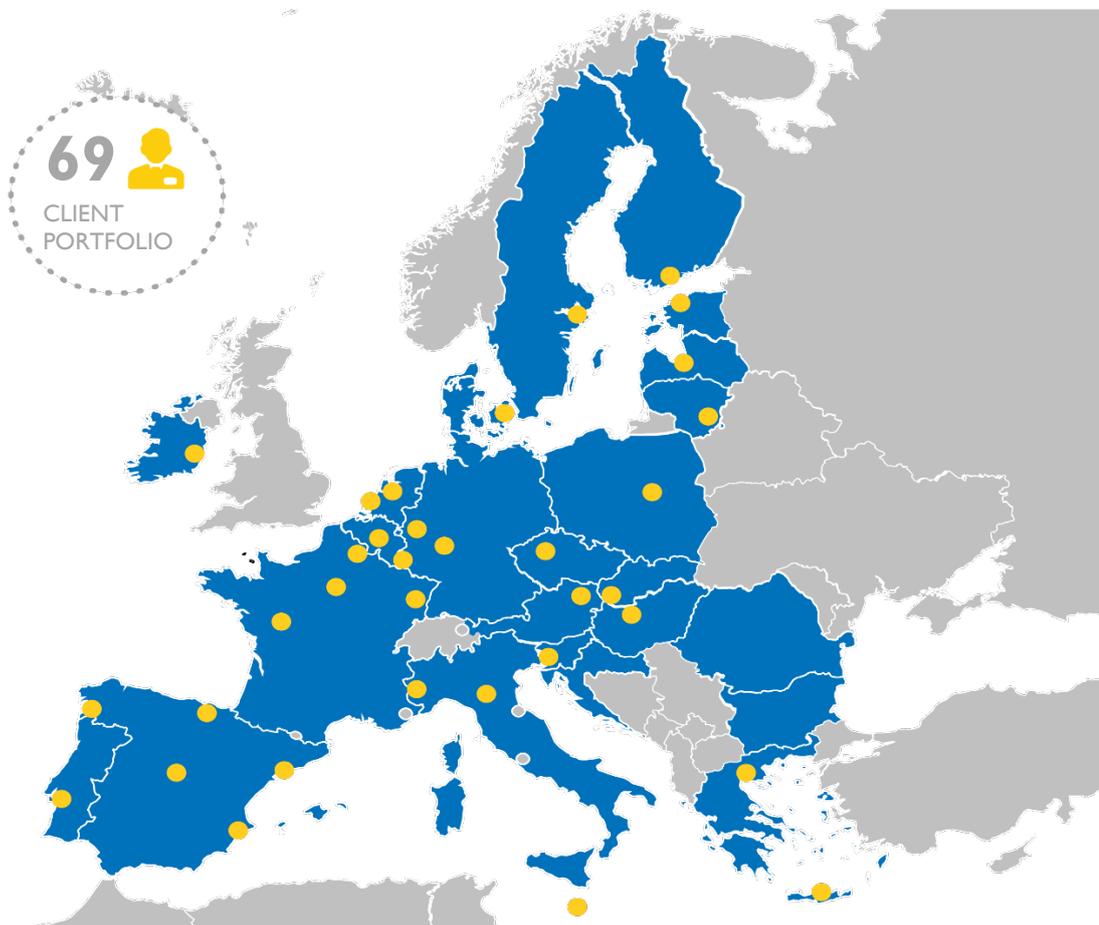
CdT WebTranslation module

In 2021, the Centre released an explanatory [video](#) to give clients an overview of how its WebTranslation module works and what benefits it can bring them.



⁵ See page 6.

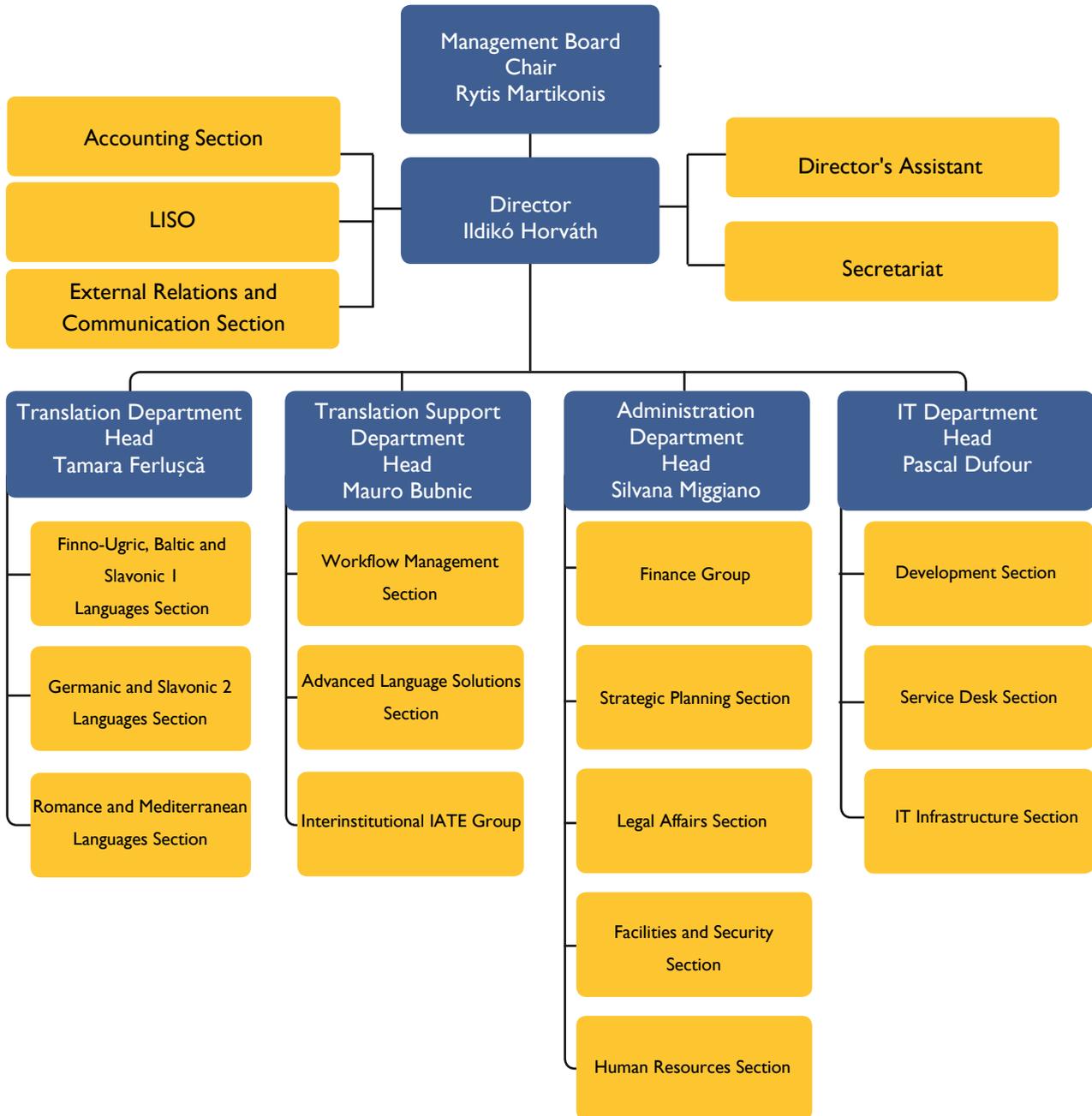
ANNEXES

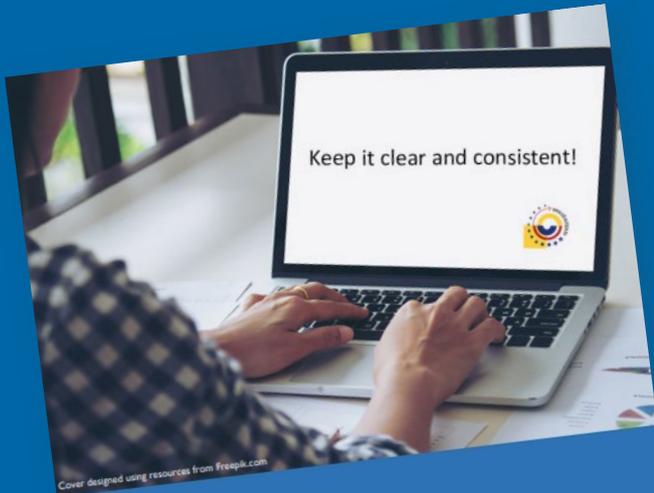


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|-------------------|--|
| ACER..... | Agency for the Cooperation of Energy Regulators – Slovenia, Ljubljana |
| BEREC Office..... | Agency for Support for BEREC (Body of European Regulators for Electronic Communications) - Latvia, Riga |
| CAJU | Clean Aviation Joint Undertaking - Belgium, Brussels |
| CBE JU | Circular Bio-based Europe Joint Undertaking - Belgium, Brussels |
| Cedefop..... | European Centre for the Development of Vocational Training - Greece, Thessaloniki |
| CEPOL..... | European Union Agency for Law Enforcement Training - Hungary, Budapest |
| CHJU..... | Clean Hydrogen Joint Undertaking - Belgium, Brussels |
| CINEA..... | European Climate, Infrastructure and Environment Executive Agency, former INEA: Innovation and Networks Executive Agency - Belgium, Brussels |
| CJEU..... | Court of Justice of the European Union - Luxembourg |
| CoR | European Committee of the Regions - Belgium, Brussels |
| Council..... | Council of the European Union - Belgium, Brussels |
| CPVO..... | Community Plant Variety Office - France, Angers |
| EC DG EMPL..... | European Commission Directorate-General for Employment, Social Affairs and Inclusion - Belgium, Brussels |
| EC DG GROW .. | European Commission - Directorate-general for Internal Market, Industry, Entrepreneurship and SMEs – Belgium, Brussels |
| EC DG JUST..... | European Commission Directorate-General for Justice and Consumers - Belgium, Brussels |
| EC DGT..... | European Commission Directorate-General for Translation - Belgium, Brussels, and Luxembourg |
| EACEA..... | European Education and Culture Executive Agency - Belgium, Brussels |

| | |
|------------|--|
| EASA | European Union Aviation Safety Agency - Germany, Cologne |
| EBA | European Banking Authority - France, Paris |
| ECA | European Court of Auditors - Luxembourg |
| ECB | European Central Bank - Germany, Frankfurt |
| ECDC | European Centre for Disease Prevention and Control - Sweden, Stockholm |
| ECHA | European Chemicals Agency - Finland, Helsinki |
| EDA | European Defence Agency - Belgium, Brussels |
| EDPS | European Data Protection Supervisor - Belgium, Brussels |
| EEA | European Environment Agency - Denmark, Copenhagen |
| EEL2 | European School Luxembourg II - Luxembourg |
| EESC | European Economic and Social Committee - Belgium, Brussels |
| EFCA | European Fisheries Control Agency - Spain, Vigo |
| EFSA | European Food Safety Authority - Italy, Parma |
| EIB | European Investment Bank - Luxembourg |
| EIGE | European Institute for Gender Equality - Lithuania, Vilnius |
| EIOPA | European Insurance and Occupational Pensions Authority - Germany, Frankfurt |
| EISMEA | European Innovation Council and SMEs Executive Agency - Belgium, Brussels |
| EIT | European Institute of Innovation and Technology - Hungary, Budapest |
| ELA | European Labour Authority - Slovakia, Bratislava |
| EMA | European Medicines Agency - Netherlands, Amsterdam |
| EMCDDA | European Monitoring Centre for Drugs and Drug Addiction - Portugal, Lisbon |
| EMSA | European Maritime Safety Agency - Portugal, Lisbon |
| ENISA | European Union Agency for Cybersecurity - Greece, Heraklion |
| EP DG TRAD | European Parliament Directorate-General for Translation - Luxembourg |
| EPPO | European Public Prosecutor's Office - Luxembourg |
| ERA | European Union Agency for Railways - France, Valenciennes |
| ERCEA | European Research Council Executive Agency - Belgium, Brussels |
| ESMA | European Securities and Markets Authority - France, Paris |
| ETF | European Training Foundation - Italy, Turin |
| EUAA | European Union Agency for Asylum - Malta, Valetta |
| EUIPO | European Union Intellectual Property Office - Spain, Alicante |
| eu-LISA | European Agency for the Operational Management of large-scale IT Systems in the Area of Freedom, Security and Justice - Estonia, Tallinn |
| EU-OSHA | European Agency for Safety and Health at Work - Spain, Bilbao |
| Eurofound | European Foundation for the Improvement of Living and Working Conditions - Ireland, Dublin |
| EuroHPC JU | European High-Performance Computing Joint Undertaking - Luxembourg |
| Eurojust | European Union Agency for Criminal Justice Cooperation - Netherlands, The Hague |
| ERJU | Europe's Rail Joint Undertaking - Belgium, Brussels |
| Europol | European Union Agency for Law Enforcement Cooperation - Netherlands, The Hague |
| EUSPA | European Union Agency for the Space Programme - Czechia, Prague |
| F4E JU | Fusion for Energy Joint Undertaking - Spain, Barcelona |
| FRA | European Union Agency for Fundamental Rights - Austria, Vienna |
| Frontex | European Border and Coast Guard Agency - Poland, Warsaw |
| HaDEA | European Health and Digital Executive Agency - Belgium, Brussels |
| IHI JU | Innovative Health Initiative Joint Undertaking - Belgium, Brussels |
| KDT JU | Key Digital Technologies Joint Undertaking - Belgium, Brussels |
| MAOC (N) | Maritime Analysis and Operation Centre (Narcotics) - Portugal, Lisbon |
| Ombudsman | European Ombudsman - France, Strasbourg |
| OSGES | Office of the Secretary-General of the European Schools - Belgium, Brussels |
| REA | European Research Executive Agency - Belgium, Brussels |
| SatCen | European Union Satellite Centre - Spain, Madrid |
| SJU | Single European Sky ATM Research 3 Joint Undertaking - Belgium, Brussels |
| SRB | Single Resolution Board - Belgium, Brussels |

ORGANISATION CHART (as at 1 Feb. 2022)





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Writing for machine translation

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THE TRANSLATION CENTRE, YOUR PARTNER FOR MULTILINGUAL COMMUNICATION

FAMILIES OF SERVICES

- Translation services
- Audiovisual language services
- Terminology services
- Other services

www.cdt.europa.eu

The Translation Centre is an EU agency based in Luxembourg. Our primary mission is to meet the **language service needs** of the other EU agencies, offices and bodies. We also have cooperation agreements with the EU institutions to absorb any surplus work.

Set up over 25 years ago, the Centre delivers an average of **650 000 pages** a year to almost **70 clients** across Europe.

We provide services in the **24 official EU languages** as well as in various non-EU language combinations, totalling over **700 different languages**.

Another important part of the Centre's mission is our active involvement in **interinstitutional cooperation**, including promoting the use of EU terminology and the sharing of best practices in the language field.

TRANSLATION
We translate any type of content in a wide range of specialised fields, working in over 700 language combinations (EU and non-EU languages).

TRANSCRIPTION
We provide transcriptions of audio and video files, fully revised by our linguists, including time-codes and speaker identification.

SUBTITLING
We provide fully subtitled videos in the source language and in as many other languages as you require. This service includes 'spotting', whereby the subtitles are synchronised with the video.

PASTE 'N' GO TRANSLATION
We offer a straightforward solution for short, unformatted texts where you can copy your original content into a web form and retrieve your translations from there, without needing to upload/download any files.

AUTOMATIC TRANSLATION
Our highly advanced customised neural machine translation engines, combined with our translation memories, enable us to offer quick translations that are understandable and acceptable in terms of fluency and accuracy.

LANGUAGE CONSULTANCY
We provide professional advice on specific projects and develop ad-hoc solutions for your needs.



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Translation Centre for the Bodies of the EU CdT

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