HIGHLIGHTS OF THE YEAR 2017
2017 was first and foremost a year of intense cooperation with our clients. Out of the 65 clients in our portfolio, we met 22 clients on a bilateral basis. This engagement enabled us to better understand their needs and take into account their feedback. Our clients paid less on average and were thus able to translate more as a result of the Centre’s new pricing structure for the translation of documents which provides reductions to clients based on the reuse of content in our translation memories. Indeed, the number of pages other than EU trade marks translated for clients increased by 13.9% in 2017. The average price paid by clients during 2017 for translating standard documents was EUR 67 per page whereas the list price is EUR 82 per page as published in the Centre’s price list.

2017 was also a year of investment in the Centre’s core business. The new eCdT in-house translators’ module was deployed, in addition to the migration of our in-house translators to the latest version of SDL Studio (2017). Our translation quality assurance system was given a renewed impetus with the deployment of our Translation Quality Assurance Action Plan 2017-2018. Following feedback from clients, we introduced improvements to the eCdT client portal. We also implemented the group assignment procedure in order to speed up the outsourcing process with our external language service providers and improve on time delivery to clients.

During 2017, we launched our new website and a dedicated subsite for our management board. We were awarded, in conjunction with the EUIPO and EU-OSHA, the 2017 European Ombudsman Award for Good Administration in the category ‘Excellence in citizen/customer focused services delivery’ for our collaboration in managing multilingual websites.

On behalf of our interinstitutional partners, we continued to manage the world’s largest terminology database, the InterActive Terminology for Europe database (IATE), and progressed the development of IATE 2 which will be launched in 2018. With 32.8 million queries for its public version and 18.7 million queries for its internal version used by the EU institutions in 2017, IATE is clearly a highly popular tool.

My sincere thanks go to the Centre’s staff for their continuous commitment and to all our partners without whom the Centre would not be what it is today. As a result of our ongoing cooperation, I look forward to the opportunities and challenges of 2018.

Máire Killoran
Director
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We are at your service
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**Types of deadlines requested by clients**

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(Documents and trade marks only)

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In terms of volume, the Centre translated 772,901 pages compared to the 784,982 pages forecast for 2017 in the amending budget. This represents an increase of 3.5% compared to 2016 and of 6% compared to 2015.

On 1 January 2017, the Centre put in place a new pricing structure which offers a price reduction to clients for documents translated using the Centre’s translation memories. The impact of the new pricing structure on the number of invoiced pages was -15.9% (38,899 pages), which corresponds to a total saving of almost EUR 3.2 million for the Centre’s clients. This price reduction stimulated demand for translation services and as a result, the number of document pages translated for clients increased by 13.9% (+39,183 pages) compared to the previous year. Overall, the Centre translated more pages than in the past, but generated a revenue similar to the previous year.


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, language technology, as well as common projects such as IATE or machine translation.

The Centre participated in the various meetings of the Interinstitutional Committee for Translation and Interpretation (ICTI), the Executive Committee for Translation (ECT) and the Coordination Committee for Translation (CCT). The September 2017 ECT newsletter included an interview with the Centre’s Director. Representatives from the Centre also attended a major interinstitutional event on terminology management at the European Court of Justice. Unsurprisingly, they all agreed that without good terminology, it is difficult to ensure consistent quality and that terminology is part and parcel of translators’ work.

In 2017, the Centre continued the analysis of the necessary developments in order to integrate machine translation in the linguistic pre-processing workflow. The purpose of this integration is to enhance the translation process. The integration of machine translation for use by the Centre’s in-house translators will be undertaken in 2018. It should be noted that the Commission is moving from statistical MT engines (MT@EC) towards neural ones (eTranslation) and the Centre will follow suit. During 2017, the Centre worked with the Commission to create five new MT engines in MT@EC. The new engines are based on corpora for ECHA and EMA that coexist with other previously-created EMA engines. Tests will be carried out in 2018 with neural MT engines.

Considering that some clients had expressed an interest in transcription services, the Centre analysed how it could best meet this need. At the end of 2017, the analysis was ongoing and was focused on the comparison of different technologies. The Centre has also adopted procedures on the subtitling workflow and, more specifically, on the use of automated speech recognition engines for the pre-processing of video and audio material. This process includes data preparation, collection and correction in order to train and enhance the engines used for the processing of subtitling requests submitted by clients and as a result, achieve efficiencies in the overall workflow.
IATE 2 ON ITS WAY

The development of the new version of the interinstitutional terminology database, IATE, is moving forward at a steady pace. IATE 2 will be available in autumn 2018.

PROGRESS STATUS
Milestone 1 of the project was achieved at the end of August 2017 with the main functionalities for translators, terminologists and external users (search, extended search, enriched results page, data entry, advanced reference management and linking with EUR-Lex, a new responsive and accessible user interface and a web services layer for all the developed features).
Milestone 2 was launched in September 2017 and involved an audit module, improved term recognition for document-specific retrievals fully compatible with Computer-Assisted Translation tools, full migration of the data from IATE to IATE 2, login via EU Login and integration with QUEST II. The localisation of the interface is currently ongoing and other advanced features will be tackled in 2018 (import, advanced export, validation mechanism, restore deleted content, manual and automatic merging, etc.).
Milestone 3 will address nice-to-have features which will be developed once IATE 2 is in production (communication and terminology project management, advanced statistics, user/tasks dashboard, online help, etc.).
Internal and external partners will benefit from a web service that will allow the consultation of IATE 2 data from third-party tools.

ACCEPTANCE ENVIRONMENT AVAILABLE FOR TESTING
The official IATE 2 Acceptance environment for extensive testing by users from among the IATE partners was launched on 15 January 2018 and can be accessed under https://webgate.acceptance.ec.testa.eu/iate2/. Please contact iate@cdt.europa.eu for the credentials. A monthly release with the new developments is made available for testing and feedback.

TERMINOLOGY PROJECTS FOR OUR CLIENTS
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. The following terminology projects were completed in 2017:

- **EMCDDA** phase IV: the multilingual collection created in 2010 was completed with 50 new entries in 25 languages (EU languages, Norwegian and Turkish).
- **EU-OSHA**: the multilingual thesaurus created by the Publications Office used for indexing Europa.eu, EUR-Lex and the EU-Bookshop was subject to a revision project for all the EU languages and to a translation project into four new languages (MT, HR, IS, NO - a total of 1,921 terms).
- **EUIPO**: a terminology project in the field of EU Designs and Trade Marks was started in 2017 and is due to continue throughout 2018. Some 135 full terminological entries were completed in DE, EN, ES, FR and IT, while a term list was prepared for the same terms in 18 other EU languages.

Once validated by the experts, the data will be available in IATE for consultation and used for term verification and quality assurance in documents translated by the Centre. The following projects were ongoing at the end of the year: ECHA – 46 entries in 23 languages, and EU OSHA – 200 entries in 23 EU languages, NO and IS.

Interinstitutional terminology meetings
In 2017, the Centre hosted for the first time the annual Interinstitutional Language and IATE Meeting of Danish terminologists. The Centre’s other language teams attended their language-specific interinstitutional terminology meetings.
Quality matters were once again a top priority for the Centre in order to ensure client satisfaction.

**THE ADDED VALUE OF REVISION AND CROSS-CHECKS**

The Centre’s in-house translators revise the documents translated by our external language service providers. In 2017, they assessed that 99% of the outsourced documents were of reasonable or acceptable quality while 0.93% were of unacceptable quality.

This means that only 0.07% of the outsourced documents were delivered to clients without any additional modification by the Centre’s in-house translators. The remaining 99% of outsourced translations underwent various degrees of improvement, from light to medium in the case of fairly acceptable quality translations to extensive revision and even retranslation in the case of unacceptable translations. The objective of this revision effort is to ensure that translations are accurate and suitable for their intended purpose when delivered to clients.

In addition to the revision of documents translated by our external language service providers, the Centre’s translators cross-check a high percentage of documents translated by their in-house colleagues. In 2017, 79% of the documents translated in-house were cross-checked by another member of the same language team.

**REVIEW OF CORE BUSINESS PROCESSES**

The two critical core business processes covering the translation of documents and the translation of EU trade marks and Community Designs were revised in 2017. This led to a more efficient use of resources and had a positive impact on the main objective of the process, which is to ensure the on time delivery of language services to clients.

**TRANSLATION QUALITY ASSURANCE ACTION PLAN (TQAAP)**

At the beginning of 2017, the Centre adopted the TQAAP for 2017-2018. By the end of 2017, over half of the plan (58%) had been implemented.

**IMPROVING AND SHARING LINGUISTIC ASSETS**

The Centre reorganised its translation memories and terminology databases to increase linguistic quality. As of 1 October 2017, external language service providers receive job-specific extracts of the Centre’s translation memories and terminology databases.

**EX-POST QUALITY CONTROL**

- Quarterly ex-post quality checks on samples of documents are part of the Centre’s work programme. The results for 2017 were within the targets set in the work programme:
  - 98% of documents translated in-house were assessed to be of excellent or acceptable quality by the external language service providers;
  - Additionally, 96% of documents translated in-house or externally were assessed to be of excellent or acceptable quality by the quality coordinator in each language team;
  - Finally, 99.3% of segments of EU trade marks were assessed to be of excellent or acceptable quality by the in-house translators who checked 54 language pairs.
Successful launch of the eCdT In-house Translators’ Module
Investing in new technologies to optimise the workflow

The working environment of the Centre’s 100+ translators changed dramatically in 2017. A brand-new module tailored to their needs was added to eCdT, the new translation workflow management system, which was launched in 2016. The translators are unanimous: the ergonomics are great and the tool enhances team work and quality.

**SELF-SERVICE**

The translators can book certain tasks.

Instead of being assigned all tasks by the Workflow Management Section, the translators can choose the documents they wish to translate from a selected list and can also pre-book certain outsourced translations they wish to revise.

**OVERVIEW**

The translators benefit from a bird’s eye view of the workflow.

The new tool offers the possibility to see what the other members of a language team are working on or what is upcoming so that translators can check if there is anything related to their tasks.

**FORUM**

The translators use a platform to exchange information.

Through the forum, the translators can share information on specific jobs, clients’ preferences, terminology, etc. The forum is characterised by improved ergonomics, powerful search filters and a long-term memory.

**FEEDBACK**

The translators handle feedback in one central place.

The Centre’s translators use the tool to provide feedback to external language service providers, to fellow in-house translators (cross-checking), to the re-ranking committee (for exemplary or unsatisfactory language jobs) and to clients.

**FLEXIBILITY**

The translators have access to their colleagues’ files.

The translators can ‘shelve’ the files while working on them so that their colleagues in the same language team can access them, whenever necessary.

**NEW CAT TOOL**

The translators work in SDL Trados Studio 2017.

The latest version of the Centre’s computer-assisted translation (CAT) tool was installed in the translators’ new working environment.
ENHANCING CLIENT COOPERATION

Throughout 2017, the Centre continued to engage with its clients: 22 of them (34% of its client portfolio) were met bilaterally to discuss specific projects or to identify opportunities for closer cooperation. The Centre also further enlarged its client base and followed up on potential future client dossiers.

NEW AGREEMENT AND POTENTIAL FUTURE CLIENTS
A cooperation agreement was signed with the European School Luxembourg II (EEL2) in May 2017, which brought the Centre's client portfolio to 65 clients.
Following Council Regulation (EU) 2017/1939 of 12 October 2017 implementing enhanced cooperation on the establishment of the European Public Prosecutor's Office ('the EPPO'), the Centre was informed by the European Commission that a steady need for translations would arise once the EPPO starts investigations and prosecutions from 2021 onwards.
Follow-up conversations regarding the Centre’s cooperation with the Unified Patent Court (UPC) were postponed to spring 2018 due to delays in the ratification process of the UPC agreement.

TRANSLATION CONTACT NETWORK (TCN) MEETING
The third meeting of the TCN, created in 2014 to foster information exchange and good practice sharing between the Centre and its clients, was held in January 2017 in Luxembourg. It was attended by 22 representatives from 20 client organisations. The meeting aimed at exchanging experiences with regard to the new eCdT Client Portal and the Centre’s new pricing structure; informing clients about developments for IATE2; and sharing ‘tips and tricks’ for authors of documents to be translated by the Centre. Based on presentations by the European Union Intellectual Property Office (EUIPO) and the European Environment Agency (EEA), the meeting also discussed linguistic policy matters as well as the management of large-scale terminology projects.

TEST OF THE BUSINESS CONTINUITY PLAN
In November 2017, the Centre tested its Business Continuity Management System (BCMS) with the simulation of a fire incident in the building. This exercise involved the relocation of the Business Continuity Management Team to the Centre’s crisis management room at the Court of Justice of the EU in order to analyse the situation and launch the Centre’s Business Continuity Plan (BCP), including communication to clients based on predefined crisis communication templates. The clients’ response to the test was very high, showing that communication mechanisms function well between the Centre and its clients in the event of a crisis situation.
In a video-conference meeting in January, ECHA informed the Centre of their intention to launch a call for tender for the development of IT software systems, including localisation services in which they would like to involve the Centre. They asked the Centre for input on the tender specifications. In various follow-up exchanges, both parties defined the scope of the first project. They discussed the possibility of using the Centre’s future web translation service, which integrates the Centre’s business-to-business (B2B) web service solution, for the transmission of translation requests from the IT software system developed by ECHA’s contractor directly to the Centre’s eCdT Client Portal, allowing ECHA to track requests at all times for invoicing purposes. The project plan and milestones will be defined further in 2018.

The Centre’s Director and the Head of the Translation Department met with FRA’s Director and with the Heads of the Editing and Production and Communication Sections in Vienna. Discussions focused on the Centre’s new pricing structure, quality assurance procedures, the use of translation memories and the management of client feedback.

Representatives from the Centre met with the EACEA’s main contact person responsible for placing translation requests with the Centre, as well as with representatives from the agency’s operational units in Brussels in order to present the Centre’s new pricing structure, clarify accounting questions, discuss quality assurance matters and provide training on the eCdT Client Portal.

The Centre met EMA via video-conference in February to clarify questions regarding the Centre’s new pricing structure and the handling of EMA templates. Representatives from the Centre also attended the meetings of EMA’s Quality Review of Documents (QRD) with the national authorities in London in March and in June, where, among other things, the implementation of the Centre’s CSF workflow, for the Member State review of translations of product information for new medicinal products developed by small and medium-sized enterprises (SMEs), was discussed.

The Centre’s Director and the Head of the Translation Department met with Frontex’ Executive Director, Director of Corporate Governance and staff from various operational units in Warsaw in March to discuss how to strengthen cooperation and meet the agency’s new multilingual needs in the framework of its extended mandate.

A meeting between the Centre’s Director and the EMCDDA’s member on the Centre’s management board in March facilitated progress on the terminology project which the Centre undertook for the agency in 2017.

European Monitoring Centre for Drugs and Drug Addiction (EMCDDA)

In January, the Centre organised a language-specific information exchange with the EMCDDA’s French focal point, which is regularly involved in the quality check of the translation of the agency’s annual Drug Report and related material. The meeting helped increase mutual understanding of processes and working methods and clarify specific core terminology concepts. The positive feedback received from the French focal point on the translation delivered later in the year by the Centre confirmed the success of this seminar.

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Meeting with EASO in Malta

European Union Intellectual Property Office (EUIPO)

The Centre welcomed the Head of the Office’s Proofreading team for a job shadowing exercise with the Centre’s English team. The meeting was preceded by a presentation of the Office’s linguistic team, workflows and working methods as well as guidelines for proofreading.

Throughout the year, the Centre and the EUIPO liaised with regard to the various projects in which both agencies are involved: terminology projects; the results of ex-post quality check (EPQC) exercises for documents and trade marks; the update of the Office’s Guidelines in the 18 non-Office languages; the Office’s Multilingual Communications Management Project; the Office’s request for the creation of EUIPO specific machine translation engines for future use with the Office’s case law database; the extension to non-EU languages of terms sent through the Terminology Maintenance Console (TMC) to enable non-EU countries to join the Office’s Harmonised Database in the future; the Centre’s plans for a new tool to manage the translation of EU trade marks; as well as improvements requested by the EUIPO to the Centre’s eCdT Client Portal.

European Railway Agency (ERA)

A video-conference took place between the Centre and ERA in March to follow up on the agency’s 4th railway package project. Under this package which will enter into force in 2019, ERA’s mission will be extended to the granting of safety certificates and vehicle authorisations. The discussions focused on the development of ERA’s One-Stop-Shop (OSS), the platform that aims at managing all requests for Single Safety Certificates and Vehicle Authorisations. The first release by ERA is expected in 2018. The Centre is analysing the possibility of providing ERA with raw translations to allow a global understanding of high volumes of documents in a limited timeframe and the requirements of a future post-editing service. During 2017, the Centre developed a business-to-business (B2B) interface which could be customised to enable ERA to easily submit translation requests to the Centre.

European Asylum Support Office (EASO)

The Centre’s Director and the Head of the Translation Department met with EASO’s Head of the Communications and Stakeholders Unit ad interim in Malta and presented the Centre’s activities and procedures to staff members from various operational units. The goal of the visit was to see how to strengthen cooperation in view of the agency’s extended mandate and to discuss particular requirements for translations into non-EU languages. A meeting with EASO’s Executive Director concluded the visit.

APRIL

Agency for the Operational Management of large-scale IT systems in the area of freedom, security and justice (eu-LISA)

The Head of the Centre’s Translation Department met with staff from the agency’s various departments, including eu-LISA’s Communications and Information Officer, in Tallinn, Estonia. He presented the Centre’s services, especially subtitling, the new pricing structure and quality assurance policy.

EFCA informed the Centre that they were currently examining how to achieve synergies with both Frontex and EMSA, since the three agencies may collaborate to use the same boats for operations to look for different suspicious patterns of behaviour. The Centre regularly translates Joint Deployment Plans (JDPs) and calls for tenders for the agency. The agency also developed a platform for e-learning tutorials and content needed to be translated for an inspection module was made available in seven languages.

JUNE
European Ombudsman

Following the European Ombudsman Award for Good Administration which was awarded jointly to the Centre, the EUIPO and EU-OSHA, the Ombudsman invited the Centre to present its work on multilingual websites at the Ombudsman’s staff meeting held in June in Luxembourg.

After a short introduction to enable the participants to understand the Centre’s business and the general context of the project, namely the EU Agencies’ commitment to multilingualism, the Centre’s representatives explained how the Centre cooperated with the EUIPO and EU-OSHA to put in place a translation manager module and related workflow for the translation of their multilingual websites.

The presentation also outlined the Centre’s future web translation service for Drupal 7 based websites, which is planned to be launched in spring 2018. It builds on the current solution and will focus on the automation of both the creation of the translation request and the final upload of translated content onto the client’s content management system (CMS), as well as on the optimisation of the Centre’s quality assurance steps during the web translation process.

European Agency for Safety and Health at Work (EU-OSHA)

Representatives from the Centre met EU-OSHA’s Head of Communications and member of the Centre’s Management Board in Luxembourg in October to discuss the ongoing and future EU-OSHA Thesaurus projects which involve interactions with the Publications Office regarding the linking of IATE with EuroVoc.

A video-conference in November helped clarify questions in relation to the Centre’s future web translation service for Drupal 7 based websites.

European Commission Directorate-General for Justice and Consumers (DG JUST)

The Centre’s Legal Affairs Section met with representatives from DG JUST to follow up on the Online Dispute Resolution (ODR) project and to negotiate a new cooperation agreement which came into effect in 2018.

European Border and Coast Guard Agency (Frontex)

Frontex representatives visited the Centre in June to brief translators as well as staff members from the Translation Support Department on an upcoming key translation project: the ‘CCC (Common Core Curriculum) for Border and Coast Guard Basic Training in the EU’. This greatly facilitated the handling of this major project which was successfully completed at the end of August 2017.

European Central Bank (ECB)

The Centre received representatives from the ECB’s Language Services Division for a benchmarking visit relating to quality assurance and best practices in translation revision.

OCTOBER

European Supervisory Authorities (ESAs): European Banking Authority (EBA); European Securities and Markets Authority (ESMA) and European Insurance and Occupational Pensions Authority (EIOPA)

A video-conference was held in October with the three ESAs (EBA, ESMA and EIOPA) in order to discuss the setting up of a joint ESA-JC account on the eCdT Client Portal and the modalities for invoicing joint requests placed under this account. Following the agreement signed by the ESAs and the Centre in February 2018, the joint ESA-JC account was established.

The ESAs work together on dedicated areas under the Joint Committee (JC). The presidency of the JC rotates every year between the ESAs. There are 4 standing committees (anti-money laundering; consumer protection; financial conglomerates and risk committee). The outcome of their work may be joint guidelines or recommendations to be translated by the Centre. They are published on a dedicated ESA-JC website. Cooperation may be between all three ESAs or between two ESAs, depending on the subject.

NOVEMBER

European Union Agency for Network and Information Security (ENISA)

Representatives from ENISA visited the Centre to attend training on the eCdT Client Portal and to discuss the agency’s re-organisation and future translation needs in view of its revised Founding Regulation which is scheduled to enter into effect in mid-2018.

European Union Agency for Law Enforcement Cooperation (Europol) and European Judicial Cooperation Unit (Eurojust)

The Centre’s Director and the Head of the Translation Department met with Eurojust’s Administrative Director and Head of Operations ad interim, followed by a meeting with Europol’s Executive Director and other key staff members to discuss opportunities for business development with the Centre.
MEASURING CLIENT SATISFACTION

Measuring client satisfaction, as well as analysing and processing client feedback, remained recurrent and important activities in 2017.

The overall return rate of CSFs received versus jobs delivered (except EU trade marks; Community designs and Euroclass terms) was 4.5%, which was 1.3% lower than in 2016. Although the rate for ‘not satisfied at all’ CSFs doubled in 2017 compared with 2016, the added figure of CSFs marked as ‘fairly satisfied’ and ‘not satisfied at all’ (38%) was inferior to the added figure (49%) for these two categories in 2016. 62% of CSFs were marked as ‘satisfied’ or ‘very satisfied’ in 2017, which is well above the aggregated figures for both categories (50%) in 2016.

All CSFs were analysed individually and the corresponding actions were taken to satisfy clients’ requirements. 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 external language service providers, as well as specific training courses for in-house translators and technical staff.
**Surveys**

Two surveys were conducted among the Centre’s stakeholders in 2017.

**EXTERNAL SURVEY**

The Translation Centre was mandated by its Management Board to commission an external ‘Study on the Translation Centre as the linguistic shared service provider for the EU agencies and bodies’.

As part of this study, the external contractor conducted a comprehensive online survey among the Centre’s key stakeholders (clients, the Management Board (MB), external language service providers and staff) in order to measure their satisfaction with the Centre, review the Centre’s performance and consider how best to develop its activities in the future. According to the report provided by the contractor, a total of 250 usable responses were received which represents a 52% response rate to the online survey. The study will be presented at the Centre’s management board meetings in 2018.

**eCDT CLIENT PORTAL SURVEY**

As a follow-up action to the Translation Contact Network meeting held in January 2017, the Centre conducted a survey among the contact persons responsible for handling translation requests in each client organisation in order to obtain feedback on the new eCdT Client Portal which was deployed to all clients in 2016. The survey response rate was 33.9%. Overall, the results were very positive.

Following the survey, the Centre drew up a list of improvements, many of which were implemented on the eCdT Client Portal by the end of 2017, such as: more details in the presentation of price information on the ‘request summary’ page; new file formats (rtf and .properties); comments provided by the Centre’s linguists for clients via the request summary page; improved communication between request ‘drafters’ and ‘senders’; and improved notifications for the transmission of information related to client requests.

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**How well is the Translation Centre performing in terms of quality, price, and meeting deadlines? (30 MB replies)**

- **Quality**: 66.67% Very good, 26.67% Good
- **Price**: 66.67% Very good, 26.67% Good
- **Meeting deadlines**: 66.67% Very good, 26.67% Good

**Satisfaction about the quality/price ratio for services provided (16 EU Agencies’ replies)**

- **Very satisfied**: 26.67%
- **Satisfied**: 44.44%
- **A little dissatisfied**: 13.33%
- **Very dissatisfied**: 13.33%

**How would you rate the relationship between your organisation and the Translation Centre? (34 MB replies / 15 EU Agencies’ replies)**

- **Excellent**: 61.76%
- **Quite good**: 26.67%
- **Not so good**: 10.00%
- **Poor**: 2.00%
- **Other**: 0.00%

**How satisfied are you with the new eCdT Client Portal?**

- **Very satisfied**: 77.27%
- **Satisfied**: 18.18%
- **A little dissatisfied**: 4.55%
- **Very poor**: 0.00%

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*Source: Data from online survey undertaken as part of the study on the Translation Centre as the Linguistic Shared Service Provider for the EU Agencies and Bodies.*

*Source: eCdT Client Portal Survey conducted by the Centre*
The Centre continued to participate actively in the EU Agencies’ Network, coordinated in 2017 by the European Food Safety Authority (EFSA). The Network met in different configurations throughout the year to discuss strategic matters and projects of common interest and to share information and best practices.

**HEADS OF COMMUNICATION AND INFORMATION NETWORK (HCIN)**
The Centre presented its new pricing structure, which came into effect in January 2017, at the HCIN meeting in March, and provided an overview of its future web translation module for Drupal 7 based websites at the Web Managers Network meeting in October. The Centre participated in the EU60 campaign with articles on its website, Facebook posts as well as a contribution to the Agencies’ EU60 video clip. The Centre also contributed to the Agencies’ message house that will be used in future EU agency communication campaigns. Finally, the Centre provided its input to the new EU Agencies’ video prepared by EFSA which was subsequently subtitled by the Centre.

**EUROPEAN OMBUDSMAN AWARD**
In March, the European Union Intellectual Property Office (EUIPO), the European Agency for Safety and Health at Work (EU-OSHA) and the Centre were jointly awarded the 2017 European Ombudsman Award for Good Administration in the category ‘Excellence in citizen/customer focused services delivery’ for their collaboration on a project which facilitates the management of multilingual websites.

**EDITORS’ WORKSHOP**
At the EU Agencies editors’ workshop organised by the European Institute for Gender Equality (EIGE) in Vilnius, the Centre shared its checklist for editors and recommendations for the formatting of source texts with the participants from 20 other EU agencies.

**VIDEO PRODUCTION WORKSHOP**
The Centre presented its subtitling service at the video production workshop hosted by the European Union Agency for Fundamental Rights (FRA) and the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) in Vienna.

**ICTAC MEETING**
The Centre organised the 30th meeting of the Information Communication Technology Agency Committee (ICTAC) in Luxembourg at the beginning of October. The participants discussed possible synergies with the European Commission’s DG DIGIT, different shared services projects, IT governance and security matters, as well as steps towards a common cloud strategy.
Cooperating with external language service providers

The Centre’s business model is based on outsourcing translation to external service providers followed by a quality assurance process in-house prior to delivery to clients. The Centre regularly organises procurement procedures and has implemented solutions to collaborate efficiently with selected contractors.

**PROCUREMENT PROCEDURES**

In line with its procurement plan, the Centre undertook the following calls for tenders in the language field in 2017:

<table>
<thead>
<tr>
<th>Framework</th>
<th>Services Description</th>
<th>Contracts Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>GEN16</td>
<td>Translation services in the general field</td>
<td>265 framework contracts signed</td>
</tr>
<tr>
<td>TERM16</td>
<td>Terminology services</td>
<td>33 framework contracts signed</td>
</tr>
<tr>
<td>FIN17</td>
<td>Translation/revision services in the financial and banking field</td>
<td>Launched in 2017</td>
</tr>
<tr>
<td>LEG17</td>
<td>Translation/revision services in the legal field</td>
<td>Launched in 2017</td>
</tr>
</tbody>
</table>

**GROUP ASSIGNMENT**

The Centre has been outsourcing documents since its establishment. In line with the system in place until 30 September 2017, the Centre contacted contractors in descending order in the various framework lists, giving each one of them the same preview time. This was very time consuming and limited the Centre’s ability to respect deadlines agreed with clients. In many cases, this cascade system meant that the Centre had to wait for several hours - or even days - before being able to outsource documents. On 1 October 2017, the Centre introduced a new outsourcing procedure, called “Group Assignment” which speeds up the outsourcing process. In practice, the same preview time is simultaneously given to all contractors on the same framework list. After the preview time has passed, the job is automatically assigned to the highest ranked contractor that expressed their availability, regardless of the chronological order in which they replied. As a consequence of saving time in the outsourcing procedure, the selected contractors and the Centre’s in-house translators now have more time for linguistic activities, which is very positive for quality purposes and for on time delivery to clients.

**AUTOMATION**

In addition to the group assignment procedure, the Centre defined a series of business rules in eCdT to automatically outsource some language services. Once again, the main purpose was to reduce the time dedicated to the handling of requests and to increase the time available for the actual translation process.
The Centre is involved in the activities of international fora for language professionals and receives visitors with a vested interest in translation management.

**IAMLADP**

The International Annual Meeting on Language Arrangements, Documentation and Publication (IAMLADP) is the biggest network of managers of international organisations employing conference and language service providers. The Centre was represented at the annual meeting of the IAMLADP Universities Contact Group (UCG), which was held at the European Parliament in Brussels in April 2017. The UCG acts as a liaison point for the development of relations and cooperation between international organisations and training providers. The participants discussed the question of student traineeships in international organisations, as well as new services and new skills in translation. Translators are increasingly turning into “intercultural linguistic mediators” and the changes in business models entail the need to develop new skills, such as those listed in the European Master’s in Translation (EMT) Competence Framework.

**JOINT TRAINING VENTURE (JTV)**

Under the auspices of IAMLADP, the Centre organised in December 2017 a JTV on revision in international organisations. The head of the French section of the Organisation for Economic Cooperation and Development (OECD) shared his expertise with translators from the Centre and from other international organisations and EU institutions. At a time when many organisations increasingly resort to outsourcing, it was a good opportunity to remind everyone that the revision of outsourced translations is a necessary investment and a component of the translation quality assurance process in any organisation.

**JIAMCATT**

JIAMCATT (Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology) was hosted by the International Criminal Court in The Hague in May 2017. The Centre presented its subtitling workflow which interested many participants with EU institutions and agencies regularly posting short videos on social media and subtitling them to reach EU citizens in their own languages.

**VISITORS FROM SOUTH KOREA**

In August 2017, a group of students from Sogang University visited the Centre as part of their research project on institutional translation and on the benefits of centralised terminology management. In November, a delegation from the Center for Legal Translations (CLT) of the Korea Legislation Research Institute (KLRI) also visited the Centre as part of their study tour of EU translation services.
ENGAGING WITH THE ACADEMIC WORLD

The Centre maintains contacts with educational bodies in order to raise awareness about the translator’s profession in the EU context, create networks with academic personnel who can provide advice in specific areas, and promote the Centre and its work for the EU agencies.

UNIVERSITIES
In February 2017, the Centre welcomed 30 law students from the University of Lorraine (France) as part of the regular community visits organised by the Jean Laurain-Metz UNESCO Club, which helps these students discover national and European institutions.
In April, a translator from the Centre was invited by the Catholic University of Louvain (Belgium) to share her experience in editing and revision with the students.
The Head of the Translation Department presented the activities of the Centre and its role in the ecosystem of EU decentralised agencies to several universities:
• In March, invited by the University of Santiago de Compostela, he attended the IVth EMLex Colloquium on Lexicography, taking part in a panel discussion on “Building bridges between lexicography and industry”;
• In April, invited by the Institute of the Estonian Language, he attended the 16th Annual Conference of Applied Linguistics (EAAL) organised in Tallinn;
• In November, he gave lectures to translation students at the University of Innsbruck in Austria.

TRAINEES
In 2017, the Centre continued to regularly receive trainees from the European Commission and the European Parliament as part of its second mission, namely interinstitutional cooperation. Ten groups (290 trainees) visited the Centre last year.

OTHER EXTERNAL OUTREACH ACTIVITIES

The 2017 Europe Day was dedicated to the 60th anniversary of the Rome Treaties. Along with colleagues from the other EU translation services, the Centre took part in the interinstitutional stand under the banner “Translating for Europe”.

BACK TO SCHOOL
Under the Maltese Presidency of the EU (January to June 2017), the Maltese EU office in Valletta had called on Maltese people working in the EU institutions to go back to school in order to spread the word about the EU. One of the Centre’s Maltese translators took this opportunity to give a presentation to 72 fifteen-year-old students at his former school in Malta.
EXTERNAL COMMUNICATION ACTIVITIES

In 2017, the Centre launched its new website. It offers a new look and feel, just like the new corporate brochure and the e-newsletter released in October. The Centre’s dynamic image is increasingly attracting the attention of those who are interested in translation matters.

THE CENTRE’S NEW WEBSITE
In April, the Centre launched its new public website. The redesign involved a shift from SharePoint to Drupal 7 as well as a complete content refactoring. Since reaching out to EU citizens in their own language is one of the Centre’s key values, the new website can be browsed in the 24 EU official languages.

From the public website, authorised users can access the restricted management board website, which was also fully redesigned and launched in June. From the public website, the Centre’s clients can access the Client Portal, and external language service providers can access the Freelance Portal.

FACEBOOK
With over 6 600 fans, the Translation Centre’s Facebook page attracts a wide audience of linguists, students, clients, the academic community and other EU staff. Job opportunities and calls for tenders are the most popular posts.

SERVICE CATALOGUE
In order to provide a comprehensive overview of the services the Centre offers to its clients, a small leaflet was created outlining the specificities and benefits of each service.

e-NEWSLETTER “THE LANGUAGE HUB”
In October, the Centre launched its first e-newsletter which is accessible under the news section on the public website.

THE CENTRE FEATURED IN NEWSPAPERS
The Luxembourg weekly newspaper Le jeudi dedicated its edition of 16-22 March 2017 to translation in Luxembourg and included an interview on the Centre.

The Centre was also featured in the November-December release of the ATA Chronicle, the flagship publication of the American Translators’ Association.

TOWARDS A NEW COMMUNICATION STRATEGY
The Centre reviewed its communication framework, integrating social media as a key channel for its external communication activities. As from 2018, in addition to Facebook, the Centre is also present on LinkedIn and Twitter.
ACER .......................... Agency for the Cooperation of Energy Regulators
BBI JU .......................... Bio-based Industries Joint Undertaking
BEREC Office .......... Office of the Body of European Regulators for Electronic Communications
Cedefop ...................... European Centre for the Development of Vocational Training
CEPOL ....................... European Union Agency for Law Enforcement Training
Chafea ....................... Consumers, Health, Agriculture and Food Executive Agency
CJEU ......................... Court of Justice of the European Union
Clean Sky 2 JU ........ Clean Sky 2 Joint Undertaking
CoR ......................... European Committee of the Regions
Council ................. Council of the European Union
CPVO ......................... Community Plant Variety Office
DG EMPL .................. European Commission Directorate-General for Employment, Social Affairs and Inclusion
DG JUST ................... European Commission Directorate-General for Justice and Consumers
DGT ......................... European Commission Directorate-General for Translation
EACEA ..................... Education, Audiovisual and Culture Executive Agency
EASA ....................... European Aviation Safety Agency
EASME ..................... Executive Agency for Small and Medium-sized Enterprises
EASO ....................... European Asylum Support Office
EBA ......................... European Banking Authority
ECA ......................... European Court of Auditors
ECB ......................... European Central Bank
ECDC ....................... European Centre for Disease Prevention and Control
ECHA ....................... European Chemicals Agency
ECSEL JU ................. Electronic Components and Systems for European Leadership Joint Undertaking
EDA ......................... European Defence Agency
EDPS ....................... European Data Protection Supervisor
EEA ......................... European Environment Agency
EEL2 ......................... European School Luxembourg II
EESC ....................... European Economic and Social Committee
EFCA ....................... European Fisheries Control Agency
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>EFSA</td>
<td>European Food Safety Authority</td>
</tr>
<tr>
<td>EIB</td>
<td>European Investment Bank</td>
</tr>
<tr>
<td>EIGE</td>
<td>European Institute for Gender Equality</td>
</tr>
<tr>
<td>EIOPA</td>
<td>European Insurance and Occupational Pensions Authority</td>
</tr>
<tr>
<td>EIT</td>
<td>European Institute of Innovation and Technology</td>
</tr>
<tr>
<td>EMA</td>
<td>European Medicines Agency</td>
</tr>
<tr>
<td>EMCDDA</td>
<td>European Monitoring Centre for Drugs and Drug Addiction</td>
</tr>
<tr>
<td>EMSA</td>
<td>European Maritime Safety Agency</td>
</tr>
<tr>
<td>ENISA</td>
<td>European Union Agency for Network and Information Security</td>
</tr>
<tr>
<td>ERA</td>
<td>European Union Agency for Railways</td>
</tr>
<tr>
<td>ERCEA</td>
<td>European Research Council Executive Agency</td>
</tr>
<tr>
<td>ESMA</td>
<td>European Securities and Markets Authority</td>
</tr>
<tr>
<td>ETF</td>
<td>European Training Foundation</td>
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<tr>
<td>EUIPPO</td>
<td>European Union Intellectual Property Office</td>
</tr>
<tr>
<td>eu-LISA</td>
<td>European Agency for the Operational Management of large-scale IT Systems in the Area of Freedom, Security and Justice</td>
</tr>
<tr>
<td>EU-OSHA</td>
<td>European Agency for Safety and Health at Work</td>
</tr>
<tr>
<td>Eurofound</td>
<td>European Foundation for the Improvement of Living and Working Conditions</td>
</tr>
<tr>
<td>Eurojust</td>
<td>European Union's Judicial Cooperation Unit</td>
</tr>
<tr>
<td>Europol</td>
<td>European Union Agency for Law Enforcement Cooperation</td>
</tr>
<tr>
<td>F4E JU</td>
<td>Fusion for Energy Joint Undertaking</td>
</tr>
<tr>
<td>FCH 2 JU</td>
<td>Fuel Cells and Hydrogen 2 Joint Undertaking</td>
</tr>
<tr>
<td>FRA</td>
<td>European Union Agency for Fundamental Rights</td>
</tr>
<tr>
<td>Frontex</td>
<td>European Border and Coast Guard Agency</td>
</tr>
<tr>
<td>GSA</td>
<td>European Global Navigation Satellite Systems Agency</td>
</tr>
<tr>
<td>IMI 2 JU</td>
<td>Innovative Medicines Initiative 2 Joint Undertaking</td>
</tr>
<tr>
<td>INEA</td>
<td>Innovation and Networks Executive Agency</td>
</tr>
<tr>
<td>MAOC (N)</td>
<td>Maritime Analysis and Operation Centre (Narcotics)</td>
</tr>
<tr>
<td>Ombudsman</td>
<td>European Ombudsman</td>
</tr>
<tr>
<td>OSGES</td>
<td>Office of the Secretary-General of the European Schools</td>
</tr>
<tr>
<td>REA</td>
<td>Research Executive Agency</td>
</tr>
<tr>
<td>S2R JU</td>
<td>Shift2Rail Joint Undertaking</td>
</tr>
<tr>
<td>SatCen</td>
<td>European Union Satellite Centre</td>
</tr>
<tr>
<td>SESAR JU</td>
<td>SESAR Joint Undertaking</td>
</tr>
<tr>
<td>SRB</td>
<td>Single Resolution Board</td>
</tr>
</tbody>
</table>
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Translation Centre for the Bodies of the European Union

This publication is also available in ePub format on cdt.europa.eu