FOREWORD

I have great pleasure in presenting our Highlights of the year to you, which summarise our main achievements since I took up my functions as Director of the Translation Centre in February 2022.

We all agree: 2022 has been a difficult year for Europe and the world. While we were starting to recover from the COVID-19 crisis, as from February the Ukraine war brought new political and economic uncertainties upon us. Increasing energy costs and inflation obviously affected the operational internal costs of the Centre and its clients, with some of them reducing their translation activities.

Hence, the number of pages for both documents and trade marks delivered to clients in 2022 dropped by 5.2% and 12.6%, respectively. In spite of this, I am pleased to say that, thanks to our investment in technologies, targeted saving measures and efficiency gains, we were able to present a 2023 pricing structure with stable prices to our Management Board in October 2022.

Continuing on this positive note, and as you will discover in this publication, 2022 has opened up a lot of interesting opportunities for the Centre. As I was able to witness in the many bilateral meetings I attended, our clients show a clear commitment towards multilingualism and rely on the Centre’s expert advice for their numerous and often very specific communication projects. They especially appreciate the progress we have made in the area of machine translation and other AI-based services, as well as our expertise in managing complex workflows.

The Centre has established itself as a reference point in these fields, both at interinstitutional and international level, which can be seen in the numerous conferences and events that we were invited to as speakers throughout the year.

I am particularly delighted to say that we developed a new Strategy for the Centre for the years 2024-2027, which aims at increasing the Centre’s impact in the wider context of multilingualism in the digital age. As part of this Strategy, we will stay alert to new technologies and continue to use them in the best possible way and as early as possible, always combining them with the expertise of our staff and seeking synergies with our institutional partners.

I would like to cordially thank all stakeholders (clients, institutional partners and external language service providers) for the fruitful cooperation, and I wish to sincerely thank my colleagues for their continuous support and engagement, which have made my first year as Director of the Centre a very rewarding experience.

Ildikó Horváth
Highlights of the year 2022

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A detailed list of clients and their acronyms is provided in the Annex.

*Following the approval of the EU Funding Programme for the period 2021-2027, in February 2021 the European Commission adopted a new implementing decision reorganising the mandate of existing executive agencies and establishing a new one (HaDEA), which became operational in April 2021. As a result of this, the Consumers, Health, Agriculture and Food Executive Agency (Chafea) was wound up.

** The work by EC DG EMPL relating to EURES was taken over by the European Labour Authority (ELA).
1. KEY PRODUCTION FIGURES

The Translation Centre closed the year with a total translation volume of 588,033 pages* delivered to 65 clients. This includes 239,964 pages (40.8% 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, revised, light post-edited, full post-edited, translated automatically and paste 'n' go) decreased by 5.2% compared to 2021, reaching 348,070 pages (2021: 367,264 pages). This volume was 16% lower than the forecast (414,394 pages) in the initial budget and 14.9% lower than the forecast (409,035 pages) in the amending budget 1/2022.

The number of pages of translated EU trade marks (239,964 pages) represented a 12.6% decrease in comparison with 2021 (274,706 pages).

For the third year in a row, the number of pages of documents translated exceeded the volume of EU trade marks (59.2% of annual volume was document pages vs 40.8% trade mark pages).

The number of pages actually invoiced to clients amounted to 577,900 pages, which is 10,133 pages less than the total pages delivered (588,033), the difference representing the pages translated for the Centre’s internal use.

A more detailed overview by language service is available on the next page.

*Including the pages translated for the Centre’s own needs.
OVERVIEW BY SERVICE

Out of the 348 070 pages of documents delivered to clients in 2022, 266 153 were standard translations. What about the rest? The following table presents an overview of volumes for recently introduced translation services and other language services (excluding trade marks) and shows the trend in comparison with 2021.

VOLUME BY SERVICE

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Volumes</th>
<th>Change</th>
<th>Client Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom translation followed by full post-editing¹</td>
<td>45 945.0 pages</td>
<td>40%</td>
<td>CJUE, EMA, EUIPO</td>
</tr>
<tr>
<td>Automatic translation</td>
<td>3 188.5 pages</td>
<td>38%</td>
<td>BEREC OFFICE, EMCDDA, FRA</td>
</tr>
<tr>
<td>Light post-editing (NEW in 2022)</td>
<td>13 467.5 pages</td>
<td></td>
<td>CJUE, EMCDDA, EPPO, ESMA, EUIPO + CdT</td>
</tr>
<tr>
<td>Modification</td>
<td>10 533.0 pages</td>
<td>106%</td>
<td>EBA, ECDC, ECHA, EDPS, EESC, ELA, EMA, ENISA, EPPO, ERA, ESMA, ETF, EUAA, EUIPO, eu-LISA, EU-Osha, EUROJUST, FRONTEX, REA, SRB, UPC + CdT</td>
</tr>
<tr>
<td>Paste ‘n’ Go</td>
<td>260.0 pages</td>
<td>-45%</td>
<td>ECDC, ECHA, EEL2, ELA, EPPO, ETF, EUIPO + CdT</td>
</tr>
<tr>
<td>Revision</td>
<td>3 679.0 pages</td>
<td>-1%</td>
<td>ACER, CONSEIL, EDA, EIB, ETF, EUAA, EUROPOL, FRONTEX + CdT</td>
</tr>
<tr>
<td>Editing</td>
<td>4 844.0 pages</td>
<td>14%</td>
<td>BEREC OFFICE, CEPOL, CJUE, EEA, EFSA, ETF, eu-LISA, EUROPOL, SRB + CdT</td>
</tr>
<tr>
<td>Subtitling</td>
<td>4 066.0 minutes</td>
<td>-10%</td>
<td>ECDC, ECHA, EFSA, EIGE, ELA, EMCDDA, EP DG TRAD, EUAA, EU-Osha, EUROJUST, FRA, OMBUDSMAN + CdT</td>
</tr>
<tr>
<td>Transcription²</td>
<td>2 661.0 minutes</td>
<td>74%</td>
<td>EFCA, EIB, FRA + CdT</td>
</tr>
<tr>
<td>Language consultancy</td>
<td>380.6 person-days</td>
<td>349%</td>
<td>CJUE, CONSEIL, ECA, ELA, EMCDDA, EPPO, EUAA, EUIPO, FRONTEX + CdT</td>
</tr>
<tr>
<td>Terminology</td>
<td>993.1 person-days</td>
<td>137%</td>
<td>ACER, ECHA, EMCDDA, ETF, EUAA, EUIPO, OMBUDSMAN + CdT</td>
</tr>
<tr>
<td>Term lists</td>
<td>133 834.0 entries</td>
<td>129%</td>
<td>BEREC OFFICE, CEDEFOP, ECHA, EEA, EFCA, EFSA, EIGE, ELA, EMA, EMCDDA, EMSA, ENISA, ERJU, EUAA, EUIPO, eu-LISA, EU-Osha, FRONTEX, IHI JU, SRB + CdT</td>
</tr>
<tr>
<td>Revision of term lists</td>
<td>1 774.0 entries</td>
<td>236%</td>
<td>EFSA, EMA</td>
</tr>
</tbody>
</table>

WEB TRANSLATION

The number of clients who expressed interest in using the Centre’s web translation module for Drupal-based websites, designed to facilitate the management of multilingual content, grew further in 2022. Apart from EPPO, EFSA and ECDC, who have been using the module since 2021, EUAA and EASA successfully installed it in 2022.

Discussions and testing are also ongoing with Eurofound, UPC, EIOPA and the EMCDDA.

¹ Custom translation followed by full post-editing is not a stand-alone service. It is part of the Translation service. Translations are produced using the Centre’s custom machine translation engines in combination with the Centre's translation memories. The output is then fully post-edited by the Centre's translators to make sure the quality is identical to that of standard translation.

² There was no Automatic transcription nor Terminology revision in 2022.
COMPLIANCE WITH DEADLINES
In 2022, 99.1% of the Centre’s services were delivered on time to its clients (2021: 99.9%). In the specific case of documents, 99.9% of translations were delivered on time (2021: 99.7%). In this context, ‘translations’ cover translation (including light post-editing, full post-editing, automatic translation and paste ‘n’ go), 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 58% of translations were delivered ahead of the deadline (2021: 45%).

More detailed information on the Centre’s services and what they entail is available on the Services page of our website.
2. ENHANCING CLIENT COOPERATION

NEW COOPERATION AGREEMENTS AND POTENTIAL FUTURE CLIENTS

The Centre continued to look for new business opportunities within the EU environment and in line with its mandate to further diversify its activities and consolidate its role as a shared language service provider.

NEW CLIENT

In 2022, the Centre signed a cooperation arrangement with the Unified Patent Court (UPC), bringing the Centre's client portfolio to 70 clients.

The UPC is a court common to the Contracting Member States having ratified the UPC Agreement. It will have exclusive competence in the Contracting Member States in respect of European patents, which will be subject to exceptions during a transitional period of seven years, and European patents with unitary effect (Unitary Patents). The UPC will thus constitute a cornerstone of the centralised European patent system, within the framework of which it will cooperate closely with the European Patent Office based in Munich (Germany).

The UPC will consist of a Court of First Instance (with a central division located in Paris, a section in Munich, and local and regional divisions in Contracting Member States), as well as a Court of Appeal and a Registry based in Luxembourg. A Patent Arbitration and Mediation Centre with seats in Ljubljana and Lisbon is also planned, along with a Training Centre in Budapest.

The Translation Centre can look back on long-standing experience in translating texts in the field of intellectual property and legal texts in general, and is thus well prepared to help the UPC fulfil its important mandate.

PROSPECTING THE MARKET

Following a meeting with the Joint Undertakings (JUs) in Brussels in November 2022, the Centre plans to approach in 2023 the two new JUs (Global Health EDCTP3 Joint Undertaking and Smart Networks and Services Joint Undertaking), set up at the end of 2021, with the aim of seeking a cooperation arrangement.

The Centre is also closely following the developments regarding the set-up of the Authority for Anti-Money Laundering and Countering the Financing of Terrorism.

Likewise, the Centre is keeping an eye on forthcoming changes to the founding regulations of the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) and the Community Plant Variety Office (CPVO).
BILATERAL MEETINGS WITH CLIENTS

2022 saw a particularly high number of bilateral meetings with clients. These meetings aimed mainly at reviewing the current state of play of cooperation, discussing specific projects, identifying clients’ challenges and future needs with regard to multilingualism, and assessing how the Centre's wide range of services could best help them meet their communication objectives. The annual Translation Contact Network meeting as well as targeted Client Portal training sessions were a great opportunity to share knowledge and best practices with clients.

BEREC Office
Agency for support for BEREC (Body of European Regulators for Electronic Communications)

At the beginning of May, the Centre's Director and Head of Workflow Management met the Executive Director of the BEREC Office at the Centre's premises in Luxembourg. The one-hour meeting mainly served the purpose of discussing the agency's plans for implementing a multilingual strategy in response to recommendations from the European Ombudsman. While BEREC predominantly communicates to its stakeholders in English, the BEREC Office, which provides administrative assistance to BEREC, engages in more multilingual communication. The BEREC Office intends to apply a strategy of full multilingualism and to work on identifying which content is best suited for translation. The plan is to implement the new strategy when migrating the Office's website to a new content management system (CMS).

COR/EESC
European Committee of the Regions/European Economic and Social Committee

On 16 February 2022, representatives from the Centre went to Brussels on a fact-finding mission aimed at presenting its eCdT platform to the European Committee of the Regions/European Economic and Social Committee. The presentation included general information on the functioning and the structure of the platform as well as the technological stack underlying it.

CJEU
Court of Justice of the European Union

Discussions that started in 2021 with the Court of Justice on machine translation practices continued in 2022 with several meetings at different levels. In March and May, the Centre’s Director met the Court’s Director-General for Multilingualism. Their discussions focused on potential cooperation areas. As a result, at a more operational level, a project was launched to assess the feasibility of outsourcing light post-editing jobs to the Centre from different EU languages into French by means of the Court of Justice’s custom machine translation engines in eTranslation. Following the update of the
engines by the Commission's DGT, this project will continue in 2023.

**EASA**
European Union Aviation Safety Agency
Exchanges with EASA led to the successful installation of the Centre’s web translation module on the agency’s website.

EASA has split their website to target one part (‘EASA Light’) to the general public with the purpose of offering selected content in multiple languages, whereas the other part (‘EASA Pro’) is intended for experts in the aviation field.

**EBA**
European Banking Authority
A Directors’ meeting in July at the EBA premises in Paris aimed at reviewing the current state of play of the EBA-CdT cooperation and obtaining an overview of EBA’s upcoming projects and challenges.

A key point of discussion was the processing of updates to translations of EBA's guideline documents with the aim of minimising expenses for the agency.

The Centre also informed EBA of its ongoing development of machine translation engines in the financial domain, which will enable the agency to benefit from custom translation (and thus reduce costs) in the future.

Throughout the year, the Centre met EBA's operational staff several times to discuss how to best proceed with translation feedback provided by EBA's national authorities. This feedback is regularly analysed and incorporated by the Centre's translators before the final guideline documents are published on the EBA website.

The Centre and EBA agreed on improvements to this process to ensure guideline translations meet the expectations of EBA's very specialised target audience.

**ECA**
European Court of Auditors
In March, a delegation of the language service of the ECA, together with their Director, met with the Centre's Workflow Management Section and the Centre's Director to discuss and follow up on a pilot project undertaken in 2021. The pilot project was meant to assess whether the ECA could use some of the Centre's services over high workload periods. Given that the results of the pilot project were positive, it was decided to consider the Centre's language consultancy service to carry out, on an on-demand basis, 'extended post-processing' following the ECA's internal translation of some of their reports.

**EC DGT**
European Commission – Directorate-General for Translation
The Centre's Director met the acting Director-General of the Commission's DGT and the DGT's representative on the Centre's Management Board on several
occasions during 2022. This was to prepare Management Board meetings, review the status of the Centre’s collaboration with its clients, and reflect on the Centre’s financing model.

The Memorandum of Understanding (MoU) signed in October 2020 between the DGT and the Centre on local installations of eTranslation (eTra-Local) foresees an annual Steering Committee meeting at Director-level to ensure oversight. This meeting took place in July and was a good opportunity to take stock of the implementation of the MoU since its signature and to launch new activities such as the expansion of the engines in eTra-Local and a deeper cooperation between the Centre and the DGT in the area of machine translation.

**EEA**

European Environment Agency

In the annual client satisfaction survey conducted at the beginning of the year, the EEA’s contact person for translation matters provided detailed feedback on the Corrected Version Request (CVR) functionality and related workflow available to clients on the Centre’s Client Portal. The EUAA had provided similar feedback. A meeting in the summer involving the EEA, EUAA and the Centre enabled the three parties to review the agencies’ requirements for handling translation feedback and gave the Centre food for thought on how to develop the CVR workflow further.

The EEA also provided valuable ideas that were taken into consideration by the Centre in the discussions of the working group on multilingualism set up by the EU Agencies’ Heads of Communication and Information Network (HCIN) in 2022, with the aim of developing Guidelines and a template for EU Agencies’ multilingual policies.

**EIB**

European Investment Bank

In December, the language service of the EIB discussed with the Centre’s Workflow Management Section ways of using some of the services offered by the Centre in the field of transcription and to establish some best practices in multilingual content-sharing and system interoperability matters.

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3 Link to ECHA-term in IATE on the ECHA website

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3 See page 28 for further information on this topic.
At the beginning of the year, the Centre met ELA and its national translation coordinators to review the functioning of the ELA Translation Facility. This Facility consists of a workflow that enables Member State (MS) authorities to create translation requests on the Centre’s Client Portal, and the ELA is able to validate these requests and control the budget consumption per MS. Since 2021, the Centre’s Workflow Management and Advanced Language Solutions Sections have been collaborating very closely with ELA to make this workflow run smoothly for all parties involved. Specific instructions and training sessions have been provided on several occasions to ELA-users as well as to the national translation coordinators.

In spring, the Centre’s Director visited ELA in Bratislava. In the two-hour meeting with the ELA Director and two of the agency’s key operational unit managers, Ms Horváth was able to gain a deeper insight into the ELA mandate of promoting labour mobility and social security in the EU, review the ELA-CdT cooperation so far, and identify future business opportunities in areas such as terminology management, machine translation, and translation of confidential documents. The agency also outlined its needs for translations into Ukrainian in the light of the ongoing efforts made by many EU countries to integrate migrants fleeing the war and entering their labour markets.

**EIGE**
European Institute for Gender Equality

In March, EIGE organised a meeting with the Centre’s Workflow Management Section to discuss best practices for handling translation projects in complex formats, such as Adobe InDesign. The two parties analysed and discussed the implementation of an optimised workflow allowing a more streamlined management of some of the agency’s publications, resulting in faster turnaround times and lower costs. The proposed workflow also intends to facilitate the review of such files (via the Centre’s CVR module) by the EIGE’s experts and simplify both the EIGE’s and the Centre’s internal processes.

**EIOPA**
European Insurance and Occupational Pensions Authority

A catch-up meeting on previous exchanges regarding the future adoption of the Centre’s web translation module took place with EIOPA in February. The tool is currently being installed, and testing should start in Q1/2023.

**EMA**
European Medicines Agency

Throughout the year, the Centre continued to support EMA with translations in the context of the authorisation of COVID-19 vaccines and medicines.

A bilateral meeting took place in March to discuss EMA’s plans for developing a new
multilingual communication policy and moving to a multilingual website.

In August, EMA requested a meeting with the Centre to provide a status update on the agency's electronic product information (ePI) project, which will require the management of XML files by the Centre. It was agreed that the agency would involve the Centre in future testing exercises to make sure the files are properly set up and can be processed smoothly through the translation workflow.

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 to ensure that the Centre remained informed of the 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 2022, EMA requested the translation of new product information for seven 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

As confirmed in several meetings with the EMCDDA’s staff from the Communications Unit and in a Directors’ meeting in November, the agency is preparing for future new tasks deriving from the recast of its Founding Regulation, due to enter into force in 2024. The extended mandate will ensure that the EMCDDA can better respond to new challenges in the field of drugs, provide more support to Member States and contribute to cooperation at international level.

The EMCDDA continues to work closely with the Centre on innovative initiatives to develop its multilingual approach. These include: machine translation with or without light post editing; AI-based summarisation of texts with a view to their subsequent translation; and web translation combining human translation (using the Centre’s automated translation management tool and associated workflow) with machine translation. Furthermore, in order to make domain-specific terminology accessible to its networks and the general public, the agency plans to link its extensive terminology resources available in IATE to a dedicated page on its website.
The Centre's Director, accompanied by the Head of Translation Department, met the EMSA Executive Director and managers of Corporate Services, Communications and the Executive Office in November.

The EMSA Director presented the wide-ranging activities which have positioned the agency as a reference in the maritime sector not only in the EU but also worldwide. She stressed the importance of digitalisation and AI in the maritime domain to ensure a quicker response to maritime security issues.

EMSA intends to step up communication with its stakeholders and the general public, and multilingualism will play an important role in this. In particular, the agency plans to increase the volume of web content and social media translation in all the official languages of the EU.

Discussions therefore focused on the different possibilities offered by the Centre as well as on quality assurance aspects.

Cooperation with the EPPO, which became fully operational in June 2021, continued to be close and fruitful throughout 2022.

Following the successful set-up of the on-site eTra-Local machine translation (MT) solution for the EPPO's highly sensitive case-related documents, which includes a user-friendly local machine translation web portal (eTra-Local Web Portal) for EPPO users, the Centre continued to develop and enhance the solution further. The main developments concerned a new functionality in the eTra-Local Web Portal which is similar to the Centre's Paste ‘n’ Go service, a new staging environment set-up for the eTra-Local solution for
non-production requests at EPPO's premises, an EU Login authentication mechanism for safer and more efficient access to the eTra-Local Web Portal, and the addition of new engines for a wider coverage of language combinations within the eTra-Local solution.

Apart from eTRA-Local, the Centre and the EPPO elaborated a specific workflow to handle 'sensitive non-classified documents without retention'. This includes the set-up of a secured channel for the transmission of such documents and the involvement of selected embedded translators working within the Centre's IT infrastructure.

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

In September, the Translation Department organised a seminar at the Centre's premises given by two staff members from the EPPO who provided an overview of the EPPO's mandate, structure and activities, followed by a presentation of the types of texts that EPPO needs to have translated.

Besides procedural documents, EPPO requests translations for administrative documents and texts for its website. The Centre also translates documents related to Article 31 of the EPPO Regulation on the close cooperation of European Delegated Prosecutors in cross-border cases.

The EPPO speakers highlighted the Centre's efficient and timely support in treating EPPO's often complex and confidential documents.

### ESMA

European Securities and Markets Authority

> Meeting with the ESMA Executive Director

In 2022, ESMA has been exploring new ways of working with translations.

A meeting in June was dedicated to a demonstration of the CVR workflow and how it could be extended to the Authority's national authorities, with ESMA managing the process.

In September, the Centre's Director, accompanied by the Head of the Translation Support Department, met the ESMA Executive Director and Head of the Legal and Enforcement Department as well as the agency's contact person for translation matters in Paris.

The Centre's representatives outlined the ongoing programme to expand the range of services according to the different purposes and quality levels to be obtained with translation. They also highlighted the activities undertaken by the Centre in the area of neural machine translation, in particular the multi-engine strategy and the building of engines in the financial area. The Authority appreciates the potential of the Centre's relatively new 'light post-editing' service and has started
to use it for its guideline documents, which are regularly reviewed by ESMA’s collaborators in the national authorities. Other aspects touched on during the meeting were the forthcoming ‘summarisation’ service, which the Centre intends to offer in combination with translation, as well as video-subtitling, transcription and automatic translation.

Both parties agreed on the need to expand multilinguality in the European context, while ensuring that it remains compatible with budget constraints.

**EUAA**
European Union Agency for Asylum

In January 2022, the European Asylum Support Office (EASO) became the European Union Agency for Asylum (EUAA) thereby extending the agency’s mandate.

After a test phase at the beginning of the year, the agency released the Centre’s web translation module into its Drupal production environment, thus paving the way for implementing multilingualism on its website.

A meeting was held in the summer involving the EEA’s translation contact person, the EUAA and the Centre. This enabled the two agencies to express their requirements for enhancing the workflow for handling of translation feedback.

The Centre’s Director, accompanied by the Heads of Workflow Management and Advanced Language Solutions Sections, met the EUAA’s Executive Director and managers of key operational units and Communications in November to review the ongoing cooperation and discuss future priorities.

The EUAA’s Director presented the agency’s mandate and development plans, and she highlighted the importance the agency attaches to translation and quality in the framework of its mission. As one example of this, accurate and confidential translations will be very important for the future training academy.

Both parties agreed to strengthen their cooperation in the areas of custom machine translation, quality assurance via a specific workflow involving the agency’s translation reviewers, and terminology management.

Another promising project for cooperation will be source-text editing for the agency’s training modules. This will include testing the material from a functional point of view, and the subsequent semi-automated submission and integration of translations of the modules into the EUAA’s systems. A new translation and layout workflow for complex publications was also discussed.
Throughout 2022, the Centre continued to meet the EUIPO both at operational and at upper management level.

A Directors’ meeting in Alicante gave both parties the opportunity to review the status of ongoing projects and translation forecasts for the current and upcoming years. The EUIPO colleagues also informed the Centre about their potential need for translations in the framework of the agricultural, craft and industry geographical indications project.

Among the main topics discussed at operational level were the customised handling of the EUIPO guidelines using the eCdT B2B channel; a new approach for the treatment of web and application labels; the translation of non-EU Euroclass terms; eCdT enhancements; and the development of an automatic alignment service.

Another focus was on the possibility of involving staff in the Office’s national intellectual property offices (NIPOs) in the Corrected Version Request (CVR) workflow. The Centre organised a full CVR training for the EUIPO colleagues in Alicante and ran a pilot project on a real translation request with the Polish NIPO. Given the success of the training and the pilot project, the EUIPO is now considering to implement the workflow as part of their working modalities with the national offices.

In addition, an online training session on advanced terminology management was organised by the Centre for staff of the EUIPO’s Customer Support Department.

There were also several exchanges on the Centre’s upcoming summarisation service and possible use cases for the EUIPO, as well as on the integration between the IT platforms of the two agencies to handle the EUIPO’s multilingual web content.

During a visit from the Head of EUIPO’s Customer Support Department in October, both parties agreed on a preliminary planning for the discussions of the 2024-2026 bilateral cooperation arrangement.

FRA
European Union Agency for Fundamental Rights

In October, the Centre’s Director welcomed the FRA Director and his assistant, who took the opportunity of a Council of Justice and Home Affairs ministers’ meeting in Luxembourg to visit the Centre.

The main aim of this visit was to discuss how the Centre’s extensive range of services (especially in the area of machine translation) could support the agency’s current and future multilingual projects for effective communication with its various stakeholders. During the discussions, the FRA Director underlined the importance of multilingualism for the EU and recognised the Centre’s role in helping the agencies put their messages
across to their different target audiences. He also stressed his agency's commitment to making content available in a maximum number of languages within the budget allocated for this purpose.

He was happy to hear that the Centre is investing in technological developments such as the multi-engine strategy and new services such as transcription, with or without post-editing, or the forthcoming summarisation service.

The meeting thus helped to foster mutual understanding of the possibilities and constraints and to consolidate the long-standing fruitful cooperation between both agencies.

**F4E**

**Fusion for Energy Joint Undertaking**

The Centre's External Relations and Communication team met their counterparts at F4E several times during the year to agree on priorities for the EU Agencies' Heads of Communication and Information Network (HCIN) activities in the area of multilingualism as a follow-up to the workshop on multilingualism organised by the Centre in 2021. It was decided to set up a working group dedicated to the topic of multilingualism and led by the Centre. The outcome of the work of this group was presented to the HCIN at the meeting organised by F4E in October.⁴

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**Joint Undertakings (JUs)**

The Centre's Director took the opportunity of the annual discharge exercise organised by the European Parliament to meet Executive Directors and staff from seven Joint Undertakings at their premises in Brussels.

The Centre has been cooperating with the JUs since the early years of 2000. Under Horizon Europe (the EU Framework Programme for Research and Innovation 2021-2027), a new single JU Council Regulation entered into force at the end of 2021 setting up nine JUs as Union bodies for a period ending on 31 December 2031.

Ms Hórvath's visit was therefore a means of identifying the JUs' new challenges and future needs with regard to multilingualism.

The participants agreed that, in 2023, they would further explore web translation and AI-based services together, such as transcription, subtitling and machine translation.

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⁴ See page 28 for further information on this topic.
SRB
Single Resolution Board

The SRB’s Communication Assistant and central contact for translation matters visited the Centre in October. On the agenda was the possibility of expanding the existing SRB glossary to other EU languages as well as the agency’s wish to move to a new way of working to better separate operational translation requests from administrative requests.

The meeting was also a good occasion to review the SRB’s budget forecasts for the coming years and its budget consumption for 2022 and to provide an overview of the Centre’s different services involving machine translation.

The launch by the Centre of custom engines in the financial field at the beginning of 2023 will certainly benefit the SRB.

UPC
Unified Patent Court

Upon the signature of the cooperation arrangement, the Centre organised in June a meeting to clarify questions surrounding the organisation of the UPC’s forthcoming translation work.

The meeting was followed by a training session on the use of the Centre’s Client Portal.

The UPC also received a demonstration of the Centre’s web translation module with a view to easing the future implementation of multilingualism on the Court’s website.

ANNUAL TRANSLATION CONTACT NETWORK MEETING

Some 45 representatives from 29 EU agencies, bodies and institutions attended the Centre’s 7th Translation Contact Network (TCN) meeting held online on 28 April 2022.

Following a welcome from the Director, the meeting kicked off with a detailed overview of the Centre’s service offer in the areas of translation and language consultancy.

The participants then received tips on how to write for machine translation.

A central topic was web translation as a means for boosting external outreach. EFSA shared its experience on managing a multilingual website and using the Centre’s custom web translation tool.

A translator from the Irish team provided insight into the history of Irish in the EU and how it has been managed at the
Centre since it became a fully-fledged official language in January 2022.

The meeting ended with some practical advice for clients on easing day-to-day interactions with the Centre and a few announcements in the area of terminology management.

CLIENT PORTAL TRAINING SESSIONS

In response to feedback received in the 2022 Client Satisfaction Survey, the Centre organised two one-hour training sessions on the Client Portal that took place online in November.

In the first session, the participants received a step-by-step presentation of the Portal's different functionalities related to request creation and Corrected Version Requests (CVRs).

The second session focused on budget planning and consumption monitoring through the Portal. Specific attention was placed on the importance of clients' accurate budget forecasts for the Centre's own budget planning process and on the fact that clients can adjust their forecasts during the year according to their evolving needs.

TERMINOLOGY PROJECTS

The Centre continued to work on terminology projects with a view to standardising core terms in clients' specialised subject areas, thus increasing the quality and consistency of translations.

ACER: The project of transferring the core Glossary of Energy Terms to IATE continued in 2022, thereby enriching the database in this area. The languages transferred in 2022 were Czech, with a total of 704 entries, and Romanian, with a total of 667 entries.

ECHA: 8 new terms have been completed into EU 24 languages and imported into IATE.

ELA: In June, the Centre and ELA started the first terminology project for the agency in all EU 24 languages, comprising 60 source terms, which progressed well during the year and will continue in 2023. Other terminology batches were commissioned and will reach in total 268 source terms, covering domains such as communication, information, governance, and EURES.

EMCDDA: In August, a terminology project meeting took place to discuss the current status and plan the next stages. 214 terms were completed into Arabic, first as a term
list and then as a terminology project, and 20 new terms were completed into the EU 24 languages, plus Turkish and Norwegian. The project will be developed further in 2023 with the creation of the EMCDDA’s Terminology Portal.

**EPPO**: EPPO commissioned a project consisting of 115 key source terms.

**ETF**: A brand-new terminology project in the field of ‘Multilingual Terminology of Skills Development’ with 90 source terms was delivered. The terms were in English, Albanian, Bosnian, Croatian, Montenegrin, Macedonian and Serbian in both Latin and Cyrillic alphabets. The project was delivered in a ‘fit for publication’ format, thanks to the newly developed table view functionality of IATE, and is available on the ETF’s website.

**EUAA**: Work on the standardisation of terminology in the area of migration and asylum was significant in 2022. Based on a selection of core terms provided by the EUAA, the aim was to harmonise the concept definitions available in the EMN Glossary and in IATE. The project will continue in 2023 with the standardisation of these core terms in all EU languages. The project is being led by the Translation Centre in cooperation with the EUAA, with the involvement of the main EU institutions (Council of the EU, European Commission, European Parliament and Court of Justice of the European Union), as well as the EMN Glossary and Thesaurus Working Group.

Terminology projects from previous years have been completed also in a series of non-EU languages, in particular in the languages of the applicants, which will be made available for consultation in IATE.

Likewise, the core terminology from the main training manuals is now available in the EU 24 languages, as well as in other non-EU languages.

**EUIPO**: Fully-fledged terminology projects covering some 70 concepts in English, French, Italian, German and Spanish were completed in cooperation with the EUIPO colleagues. The terms already validated by the EUIPO will be imported into IATE. Work on 55 more concepts started in 2022 and will continue in 2023.

**European Ombudsman**: A project consisting of 53 source terms was delivered into EU 24 languages.

**Frontex**: The Frontex Multilingual Integrated Border Management (IBM) Terminology project continued throughout 2022: 101 terms, out of the 300 foreseen, were delivered in English, French and Arabic and are now available in IATE. The remaining terms were completed with definitions, contexts and references and sent to Frontex experts for validation prior to initiating the multilingual stage.

As soon as all the data are finalised and imported into IATE, and the last technical conformity checks completed, the application ‘BorderTerm’, developed by the Centre, will be released into production.

*15 The ACER glossary of energy terms*
3. QUALITY MATTERS

HIGH-QUALITY SERVICES MEETING CLIENTS’ EXPECTATIONS – A TOP STRATEGIC PRIORITY FOR THE CENTRE

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, 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. The work focused on:

- the implementation of the Translation Quality Assurance Action Plan (TQAAP) 2021-2022;
- the preparation of the Translation Quality Assurance Action Plan 2023-2024;
- the update of the Centre's quality documentation and revision of processes and procedures;
- the launch of an internal quality survey for staff in the core business departments;
- 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 2020-2022; and
- the development of eCdT operational reporting.

TRANSLATION QUALITY ASSURANCE ACTION PLAN (TQAAP) 2021-2022

The Centre finalised the implementation of actions included in the biennial Translation Quality Assurance Action Plan (TQAAP) 2021-2022 adopted at the beginning of 2021. By the end of 2022, its implementation rate amounted to 95.3%.

The main actions finalised in 2022 related to:

- training in-house translators in specific subject matters (in particular legal, financial and energy);
- optimising the re-ranking procedure in the eCdT workflow system to speed up the dynamic ranking of external language service providers;
- upgrading the teleworking infrastructure and deploying new IT equipment to allow for structural teleworking of all staff;
- reviewing and updating the general instructions for freelancers for all the official languages of the EU;
- implementing actions included in the action plans derived from the general client satisfaction survey and from the survey on the CVR workflow; and
- establishing and analysing regular client-specific statistical reports.
INTERNAL QUALITY SURVEY AMONG STAFF IN THE CORE BUSINESS DEPARTMENTS

In the light of the many developments in translation technology and changes in the work environment in the past years, the Centre launched in November 2022 an internal quality survey addressed to staff in the core business departments (Translation and Translation Support), with a view to collecting their opinion on work challenges and possible solutions and suggestions for further improvement. The survey had a response rate of 57%.

By the end of the year, the feedback received was still under analysis. The actions deriving from this survey will feed into the TQAAP 2023-2024 to be approved at the beginning of 2023.

DEALING WITH CLIENTS’ CORRECTED VERSION REQUESTS (CVRs)

As in the past, handling 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 2022, the Centre received 1,379 CVRs out of 65,047 jobs delivered for services where the CVR was applicable, making a return rate of 2.1%.

![CVR distribution by satisfaction level](image)

The volume of CVRs which were returned a second time amounted to 56, which represents 4.1% of the CVRs received.

After almost two and a half years since its introduction, the CVR remains a useful tool for clients to provide feedback and contributes to the systematic update of the Centre’s translation memories.

CLIENT SURVEYS

Apart from bilateral meetings with clients, regular surveys are the main means for the Centre to find out how clients perceive the Centre as a service provider and how their needs are likely to evolve.

GENERAL CLIENT SATISFACTION SURVEY

The Centre conducted its annual client satisfaction survey in February and March 2022. The response rate was 36%.

This time, more clients indicated that they had consulted colleagues from various departments than in previous years, which gives the Centre a better insight into satisfaction across the clients’ organisation.

As in the past, clients’ priorities in order of importance remain: quality of translation, quality of relations, deadlines, price, language combinations and formatting.
Overall, the survey demonstrated high rates of client satisfaction with the Centre’s services and mutual relations.

After analysing the survey outcome and clients’ comments and suggestions, the Centre’s management agreed on an action plan for 2022 comprising four areas with a total of eight actions.

The plan puts special attention on more direct communication and information exchange with clients via bilateral meetings, training sessions and materials, and analysis of customised projects.

More than half of the action plan (62.5%) was implemented by the end of the year. The remaining actions will be implemented in early 2023.

As a follow-up on clients’ suggestions, the Centre released video tutorials⁵ and organised two online training sessions⁶ explaining specific functions of the Client Portal.

SURVEY ON THE CENTRE’S NEW SERVICES LAUNCHED IN 2020 - 2022

In October, the Centre carried out a second survey to evaluate how clients perceive the new services launched between 2020 and 2022, to provide the Centre’s management with insight into clients’ multilingual communication needs, and to help them take the appropriate decisions on the future development of the services, keeping cost-effectiveness in mind. The response rate was 33.3%.

The survey revealed that respondents feel either ‘satisfied’ or ‘very satisfied’ with the new services. ‘Subtitling’ is the service most used, followed by ‘Light post-editing of neural machine translation output’, ‘Web translation’, ‘Paste ‘n’ Go translation’, ‘Automatic

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⁵ See page 38 for further information on these tutorials.
⁶ See page 17 for further information on these sessions.
translation’ and ‘Language consultancy’. ‘Automatic transcription’ and ‘Transcription with post-editing’ are the services least requested.

As for service prices, the majority of the respondents consider that they are ‘reasonable’ or ‘good value for money’.

Based on the replies, the Centre has come up with a specific action plan for implementation in 2023. Focus will be placed on better advertising and more guidance on the advantages of the services via bilateral meetings with clients as well as presentations to the EU Agencies Network and to the Translation Contact Network. Additionally, the Centre will continue investing in new technologies in order to optimise and innovate its services according to clients’ needs.

CVR AND eCdT4me SURVEY

The action plan resulting from the survey on the new client feedback system (CVR) conducted in 2021 was fully implemented in 2022. The actions focused on delivering training sessions for clients, the production of a video tutorial explaining the functioning of the CVR, and bilateral follow-ups on comments made by specific clients.

For the second subject covered in this survey, the eCdT4me mobile application, the Centre’s management decided to discontinue it by the end of 2022 due to its low usage rate. Instead, development resources have been reallocated towards the improvement of the Centre’s web portals, to make them responsive and adapted to mobile platforms. This entails reproducing the most relevant features of the mobile application, while reducing the cost of its maintenance.
4. 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

In line with 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 2022 at senior management, middle management and working group level were:

- the implementation of hybrid working methods in the translation services of the EU institutions and bodies;
- post-editing of machine translation on different use cases and the definition of potential services offered or envisaged to be offered by the translation services of EU institutions and bodies; and
- developments in the field of language technology in the participating EU institutions and bodies.

MACHINE TRANSLATION

Several actions were carried out to enhance the Centre’s Machine Translation (MT)-based translation services, in particular by expanding the domain coverage of the Centre’s MT system (NICE). Based on the historical translation volumes and the analysis of the available data, the Centre decided to prototype engines in two new domains: finance and social matters. During the first half of the year, the MT team gathered the corresponding requirements for building two pilot engines per domain (English-French and English-Swedish). After training the MT models, a human evaluation phase was carried out, involving two translators per language. The results from both the automatic metrics and the human evaluation exercises were favourable, and the engines were considered fit-for-purpose, in particular in the finance domain.

With the launch of the Light post-editing service and the continuous technological enhancements to its systems and working methods, the Centre developed an advanced tracking and monitoring system to measure the quality of its machine translation engines. The purpose of this system is to measure the
quality of the MT output by analysing the effort needed to correct the raw machine translations as well as the post-edited versions by both external language service providers and in-house translators. Thanks to this advanced monitoring solution, the Centre is now able to identify areas of improvement and take subsequent actions at domain and language pair level.

Throughout 2022, the Centre continued to prepare for the implementation of its multi-engine strategy foreseen for the beginning of 2023. This strategy enables the consumption of several MT providers at the same time and through a common interface. The system is designed to make the most out of a predefined set of engines for each translation job by automatically selecting the best translation for each segment thanks to a quality-scoring model trained with past post-edits. Following a human evaluation performed in the final part of the year, it was concluded that the strategy should be able to achieve quality and efficiency gains with the aim of reducing the turnaround time and increasing the productivity.

Regarding the European Commission’s eTranslation system, the Centre continued providing data on a daily basis via the Euramis integration in eCdT, as well as by preparing specific datasets on specialised domains, 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.7

At the ICTI-CCT meeting in May 2022, the Centre presented its regular reports on full post-editing. In June 2022, the Centre presented its new services to the members of the Interinstitutional Quality Network. In addition, the Light post-editing service was presented at the meeting of the Interinstitutional Language Technology Group.

The Centre also shared its experience on machine translation and full and light post-editing during the panel discussion on the topic ‘QUALITY – Meeting the needs of end users with AI-based Natural Language Processing (NLP) tools’ at the Translating Europe Forum (Access for all: going beyond translation text). This was organised in November by the Commission’s DGT.

**eCdT SOFTWARE AS A SERVICE (SaaS)**

In 2022, the Centre continued to present its workflow management system eCdT to other language services of various EU institutions, including the joint translation service of the European Economic and Social Committee/
European Committee of the Regions (EESC/COR), and the European Commission’s DGT.

The session with the DGT colleagues focused on how the Centre manages outsourcing and related procurement processes, from tendering to dealing with unsatisfactory outcomes delivered by language service providers.

The presentation was followed by a demonstration of the process of outsourcing on the eCdT platform and how controls and automations help workflow administrators in this respect.

eCdT was also showcased at the annual JIAMCATT conference.8

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

**EUROPE DAY IN ESCH-SUR-ALZETTE**

Some 90 stands welcomed visitors and showcased the work of EU organisations and Member States on 9 May in Esch-sur-Alzette, one of the European Capitals of Culture in 2022.

Seven members of staff from the Centre and the Centre’s Director, along with colleagues from the translation services of the European institutions in Luxembourg, had a joint stand with the banner ‘Übersetzen für Europa/Traduire pour l’Europe/Translating for Europe’.

Visitors to the stand were able to learn about the EU translation services and their recruitment procedures, multilingualism in the EU and the value of language learning. Games for children and adults alike enabled visitors to find out more about the 24 official languages of the EU and test their knowledge.

The event was a good occasion to promote the translation services’ joint web presence on europa.eu.

![The Translating for Europe stand at the Europe Day event in Esch-sur-Alzette](image)

**ESTONIAN AND SLOVAK INTERINSTUTIONAL TERMINOLOGY MEETINGS**

The Centre hosted two interinstitutional terminology meetings for Slovak and Estonian linguists to discuss latest developments and best practices in terminology management.

![23 Slovak interinstitutional terminology meeting at the Centre](image)

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8 See page 31 for further details.

9 European Commission, European Parliament, Court of Justice of the European Union, European Court of Auditors and European Investment Bank
The Centre’s representatives presented its workflow for terminology projects for clients and the workflow for integrating terminological resources in the Centre’s computer-assisted translation (CAT) tools as an aid for translators. An overview of the latest IATE features and of planned IATE developments also featured on the agenda.

Following these general presentations, exchanges continued in Slovak and Estonian, respectively, to clarify language-specific questions.

PARTICIPATION IN INTERINSTITUTIONAL HR WORKING GROUPS

In 2022, 12 different interinstitutional working groups spreading across four thematic areas - (1) staff policy, (2) ‘Luxembourg as a hub of excellence’, (3) life in Luxembourg, and (4) communication and visibility of the site as well as partnerships with universities - continued to promote the attractiveness of Luxembourg as a place of employment.

The Centre regularly participated in the meetings and, amongst other things, launched two staff surveys that helped collect data on staff newcomers in Luxembourg and job opportunities for spouses. The Centre also participated in the discussions on the common communication strategy for the EU institutions and bodies in Luxembourg and nominated its members for the Relationships with European Academia (REA) network that will focus on the cooperation with European universities.

EXCHANGING EXPERIENCE WITH EU TRAINEES

As part of interinstitutional cooperation, the Centre provided information sessions to three groups of trainees from the European Parliament and the European Commission. 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.

For the first time, the Centre also took part in the job fair organised by the Council’s and the Committees’ translation services.

COOPERATION WITH THE PUBLICATIONS OFFICE OF THE EUROPEAN UNION (OP)

In May, the Centre’s Director and the Heads of Translation and Translation Support Departments met the Director-General and key staff of the Publications Office for a mutual status update on latest developments at both organisations and to explore potential areas of cooperation.

As member of the OP’s EuroVoc Maintenance Committee, the Centre regularly proposes new terms or entire collections from its clients to be integrated in EuroVoc for the indexing of EU documents.
IATE NEWS

Throughout 2022, the IATE Management Group (IMG), chaired by the Centre, followed up on and coordinated the interinstitutional terminology work and the activities related to the administrative, budgetary and technical management of the IATE system. The Centre also continued to ensure the support and maintenance of the interinstitutional terminology portal EurTerm and issued monthly newsletters to keep linguists at the EU institutions informed of the latest achievements.

2022 HIGHLIGHTS

The IATE developments in 2022 focused mainly on completing and optimising the existing key modules (i.e. terminology projects, term recognition, and term extraction) and addressing numerous change requests and improvements suggested by users.

Some work on new popular features was also undertaken, such as the setting up of a content management system for the new IATE Online Help, the development of a public IATE search widget to be released in 2023, the setting up of a data lake to store additional statistics, and a proof of concept to fully revamp the IATE graphic user interface adopting new trends to further enhance user experience.

The IATE Studio plugin was improved with new features and change requests.

The IATE support and development team ensured the timely monitoring and maintenance of the cloud-based system, with careful attention to security aspects and ensuring optimal performance.

IATE PROMOTION IN 2022

Apart from regularly promoting the latest IATE news on the Centre’s social media channels, the Centre shared its experience on the development of IATE and some aspects of its data structure with the NATO Terminology Services in response to their interest in developing a similar tool for their purposes.

Discussions were held with the TERESIA platform working group with a view to integrating IATE with this resource in future.

The Centre also presented the tool at the AsLing’s 44th Translating and the Computer conference held on 24-25 November in Luxembourg.

IATE-USER SURVEY

The IATE survey launched in September obtained a very high participation rate, with nearly 1400 replies from internal and external users. The detailed analysis of areas of success and areas for improvement is ongoing and will pave the way for the work of the IMG in 2023.

10 TERESIA: Portal de acceso a Terminologías en España y servicios de Inteligencia Artificial

11 See page 34 for further information on this conference.
5. PARTICIPATING IN THE EU AGENCIES’ NETWORK

SHARING INFORMATION AND BEST PRACTICES AND SEEKING SYNERGIES AMONG THE EU AGENCIES

The Centre continued to participate in the meetings and activities of the EU Agencies’ Network (EUAN), coordinated in 2022 by Fusion for Energy (F4E).

GUIDELINES AND TEMPLATE FOR EU AGENCIES’ MULTILINGUAL POLICIES

As a follow-up to the European Ombudsman’s recommendation formulated during the workshop on multilingualism organised by the Centre in September 2021, namely to establish a general template for EU Agencies’ multilingual policies, the Centre chaired a working group set up in 2022 by the EU Agencies’ Heads of Communication and Information Network (HCIN) with the aim of drawing up a proposal that all Agencies would be able to endorse.

The working group, composed of seven Agencies with varying levels of resources and different approaches to multilingualism, met several times during the year to discuss the various aspects to be considered for such a policy template and to analyse best practices in the area of multilingualism. An essential point for the group was to come up with guidance on how to achieve a multilingual website combining traditional human translation with machine translation.

The results of the group's work – the 'Guidelines and template for EU Agencies' multilingual policies' – were presented by the Centre at the HCIN meeting organised in Barcelona by Fusion for Energy (F4E) as Chair of the EU Agencies’ Network in 2022. The document was also shared with the European Ombudsman, who welcomed the efforts made by the Network.

The document is available on the landing page of the EUAN extranet.
EU AI VIRTUAL COMMUNITY – FIRST EU AI TALK – LIVE EDITION

The initiative called ‘Joint EU Forces on AI’, launched by the European Food Safety Authority, with the support of other leading Agencies (EMA, EUIPO, CdT), seeks to jointly explore and exploit the benefits of AI, share knowledge and foster synergies. In this context, the community held its first public EU AI Talk in November. The aim of this Talk was to reflect on the importance and potential of artificial intelligence within the European Union, and more specifically with regard to the public sector and the EU Agencies.

The event was attended by a very diverse panel of speakers, with stakeholders from the European Food Safety Authority (EFSA), the European Medicines Agency (EMA), the European Union Intellectual Property Office (EUIPO) and the Translation Centre (CdT), as well as Cosmina Dorobantu, Co-Director at The Alan Turing Institute (UK), and Geert Hallemeesch, AI and Data Leader at Deloitte Belgium.

In his intervention at this event, the Centre’s Head of Translation Support Department emphasised the role of AI for the Centre’s machine translation strategy for the coming years.

PARTICIPATION IN HEADS OF RESOURCES’ WORKING GROUPS

The Centre regularly 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. The Centre also joined the Task Force for Confidential Counsellors.

Furthermore, the Centre continued to take part in the EU Agencies’ Network meetings of the Advisory Group on new ways of working, discussing especially the return to the office after the pandemic and the implementation of the new hybrid working model.
6. COOPERATING WITH EXTERNAL LANGUAGE SERVICE PROVIDERS

OUTSOURCING – A CORNERSTONE OF THE CENTRE’S BUSINESS MODEL

The Centre regularly outsources translations to external language service providers. To do so, it organises procurement procedures in different fields, and it has implemented tools and working methods for collaborating efficiently with the contractors selected.

PROCUREMENT PROCEDURES

Following its procurement plan, the Centre launched the following procurement procedures in 2022:

<table>
<thead>
<tr>
<th>Procedure</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Layout and content formatting services.</td>
<td>Published in 2022. Contracts entered into force in December 2022.</td>
</tr>
</tbody>
</table>

In 2022, from the outsourced translation and post-editing jobs submitted to the Centre’s internal Reranking Committee following an assessment of poor quality by the in-house linguists, the Committee confirmed that 85.4% were indeed not fit-for-purpose. As the Centre had to rework these translations considerably to bring them up to the required quality standards, contractual measures were applied to the contractors concerned. In some cases, these measures included termination of the framework contract, such as in cases where the contractor had provided raw or unrevised machine translation output to the Centre.

OUTSOURCING AND QUALITY ASSURANCE

During 2022, the domains covered by documents outsourced by the Centre were as follows: general (46.8%); legal (31.7%); finance (10.2%); scientific (4.5%); and medical (6.9%).

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.

SPECIFIC INFORMATION FOR EXTERNAL LANGUAGE SERVICE PROVIDERS

Following the launch of the Light post-editing service, in January 2022 the Centre published a tutorial on the simplified negotiated procedure along with guidelines on how to carry out light post-editing tasks.

A new version of the Freelance Portal user manual and a frequently asked questions (FAQ) page were also released in 2022.
7. INTERACTING WITH THE GLOBAL TRANSLATION COMMUNITY

BENCHMARKING THE CENTRE'S EXPERTISE WITH INTERNATIONAL ORGANISATIONS, PUBLIC INSTITUTIONS, INDUSTRY LEADERS AND UNIVERSITIES

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 EU agencies, institutions and bodies.

IAMLADP

The 2022 International Annual Meeting on Language Arrangements, Documentation and Publication (IAMLADP) took place between 16 and 20 May 2022 in virtual mode, with the technical hosting provided by the United Nations Framework Convention on Climate Change. It brought together 301 participants representing 64 different international and interinstitutional organisations.

This year's meeting looked into the management of the workforce in the post-pandemic environment from the perspective of translation, interpreting and conference management.

Among other things, the participating member organisations agreed to further support the provision of sustainable virtual and hybrid conference arrangements, and to develop related tools and ways of interacting better at virtual events, such as using virtual reality technologies.

They also committed to investing in training managers on how to manage hybrid and virtual teams, and to adapting and revising staff contracts and job profiles to reflect the new requirements brought about by remote working.

Leveraging machine translation to maximise cost-effectiveness and focusing on training on revision and post-editing skills of translation staff were also some of the conclusions reached.

IAMLADP 2022 closed with the pledge to improve the ‘new normal’ and to embrace the green and digital transitions.

JIAMCATT

The JIAMCATT 2022 meeting took place from 20 to 22 April in Geneva. After two years of the pandemic, it was the first event in hybrid format, with about 80 participants present in Geneva and approximately 170 connected from other places. The Centre took part, giving
two presentations and one live demonstration of the eCdT platform.

Post-editing MT had a central role in this event. The Centre’s presentation ‘An effort-based analysis of the quality of post-editing’ focused on the results in the different languages and on future plans to further increase the quality of machine translation results. The meeting was a good opportunity to make participants aware of the importance of good source documents and of the existence of technical and non-technical tips to improve originals. The Centre took the opportunity to make its Writing for machine translation brochure available to the audience.

The other presentation by the Centre (‘The Translation Centre’s optimised workflow management solution’) was devoted to the eCdT workflow and in particular its modularised nature and most important automation characteristics, e.g. embedded turnaround times, internal or external orientation based on criteria such as language combination, volume, workload of translators etc., and business rules. The presentation attracted considerable interest from the participants, and the workflow tool was also an important topic in a specific break-out session.

BEST PRACTICE EXCHANGE WITH THE FINNISH MINISTRY FOR FOREIGN AFFAIRS

In February, several colleagues from the Centre met representatives from the Translation and Language Division of the Finnish Prime Minister’s Office. They had contacted the Centre via the Finnish member on the Centre’s Management Board to request an exchange of best practices in the areas of translation workflow management and quality assurance.

The discussions touched on:

- how to find the right balance between outsourcing and in-house translation;
- how to best revise outsourced translations;
- how to handle feedback coming from translation requesters;
- how to integrate machine translation and post-editing in the regular workflow; and
- how to identify suitable training courses for translators.

The Finnish colleagues were particularly interested in learning more about the Centre’s workflow management system eCdT, the technical solution behind it as well as about workflow automations, as there is a translation automation project going on at their end.

At a follow-up meeting in March, the participants looked further into the process from the translators’ perspective. They were able to see the tools the Centre’s translators have at their disposal and how automation has been implemented at different stages of everyday work.
PODCAST WITH THE CENTRE’S DIRECTOR

The Centre’s Director, Ildikó Horváth, featured in the Episode 14 interview on memoQ talks. This is the podcast series organised by memoQ Translation Technologies. The purpose of memoQ talks is to interview leaders in the language services business to find out about their experiences, important lessons learned and what works best across all areas of localisation.

In this interview, Ildikó presented the Translation Centre in a nutshell and reflected on the future of translation in the light of the changes brought about by the latest language technologies.

EUROPEAN TRADOS USER GROUP

In September, the Centre attended the annual European Trados User Group conference. In this edition, the Centre moderated one of the interventions in the field of workflow management tools and contributed to the discussion by sharing experience with the use of its management tool, eCdT, integrated with language technologies, such as WorldServer and Trados Studio.

NORDIC TECHKOMM DENMARK CONFERENCE

On 21 September 2022, the Head of the Centre’s Workflow Management Section attended the NORDIC TechKomm Conference in Copenhagen. This conference primarily gathers experts in the field of technical communication (technical writers), but also translation and language professionals in general.

The main focus was on the authoring process for documentation and content.

The Centre’s participation in this conference consisted of presenting Content and Layout Formatting for Translation Purposes, i.e. the pre- and post-processing work that comes before and after the translation phase.

Nowadays, translation memories, machine translation, terminology databases and many other linguistic features available in a translation tool would be unusable without a good pre-formatted file, regardless of its original format.

The audience recognised that pre- and post-processing work as part of the translation workflow, as well as technical writing, require specific skills and time, which are often underestimated.
ASLING’S 44TH TRANSLATING AND THE COMPUTER CONFERENCE

AsLing’s 44th conference was held in Luxembourg on 24–25 November 2022.

The IATE partners presented the interinstitutional terminology database IATE in a workshop on interpreters’ features in IATE and a workshop on the new Terminology Projects Module.

In addition to its involvement with IATE, the Centre participated in this conference with presentations on ‘machine translation quality monitoring’ and ‘HypoLexicon – a terminological resource for describing hyponymic information’.

BEST PRACTICE EXCHANGES WITH SCHOOLS AND UNIVERSITIES

Best practice exchanges with educational institutions continued to be part of the Centre’s outreach activities in 2022.

University of Valladolid

In April, the Centre attended the II University and Cooperation Conference organised by the Faculty of Translation and Interpretation of the University of Valladolid. The presentation focused on the extensive terminology projects the Centre has been undertaking in the area of asylum, migration and border management for Frontex and EUAA, thereby offering the university’s students an insight into the translators’ work in the context of migratory flows.

École Sainte Sophie

In June, the Centre’s Director, together with the Head of IT Service Desk Section and a member of the Workflow Management Section, welcomed a group of pupils and two teachers from the Luxembourg Notre-Dame Sainte-Sophie School. They underlined the Centre’s crucial role in promoting and implementing multilingualism in the EU and introduced the pupils to the Centre’s linguistic work and IT equipment.
University of Malta

The Centre’s Director met MA students of the Department of Translation, Terminology and Interpreting Studies of the University of Malta in November to present the Centre’s role as a shared language service provider for EU Agencies, institutions and bodies and to talk about work opportunities in translation and related areas.

University of Mulhouse

In December, the Head of the Workflow Management Section presented the Centre’s activities to students of the Master’s in Scientific and Technical Translation of the University UHA (Haute Alsace, Mulhouse, France). The students were invited to carry out a translation task in the medical and social affairs domains 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.

TERMINOLOGY MEETING TERMRAAD NEDERLANDS

In May, two Dutch translators from the Centre attended the terminology meeting of ‘Termraad Nederlands’. This year, the meeting was organised by the Instituut voor de Nederlandse Taal (INT) in Leiden.

Termraad discusses terminological issues and facilitates harmonisation and coordination between the European and national policy levels, taking into consideration the specificities of the Dutch-speaking communities.

During the meeting, the Termraad members discussed the idea of involving national experts through the permanent representations and media to consult them on terminology that is actually being used in everyday life.

In the second part of the meeting, Termraad reviewed terms in different fields and their translations that had been proactively suggested by the members. Then, the participants decided unanimously which of the respective translations were the most accurate. These will be added to IATE or updated accordingly if they already exist in the database.

12 ‘Termraad Nederlands’ is an association which gathers translation departments of the various European institutions, the Dutch, Belgian and Flemish governments and national language institutes.
Three translators from the Centre attended the TRANSIUS 2022 Conference, which took place at the University of Geneva from 27 to 29 June. This year's conference was organised in cooperation with IAMLADP's Universities Contact Group (UCG), of which the Centre is a member.

One of the most recurring topics at this conference was the use of technology in the translation process, with a particular focus on the opportunities and challenges of (neural) machine translation and its implications for translators' training and recruitment. Post-editing, IT and soft skills were mentioned as some of the most necessary new skills.

Quality assurance was stressed as another important topic in the field of legal and institutional translation.

The participants discussed terminology which is particular to EU law and has no reference in national or international laws. In this context, European Parliament representatives briefly presented the ‘citizens’ law’ or ‘clear/plain language’ initiative.

Topics such as translation and co-drafting at the European Commission, the role of lawyer-linguists at the Council of the European Union, and the functionalities of the e-justice portal and IATE collections of the EU Court of Justice were also on the agenda.

Irish having become a fully-fledged EU language since January 2022, an Irish translator from the Centre attended a symposium on terminology organised in April at Dublin City University (DCU). The symposium brought together linguists and academics shaping Irish-language terminology and those who use technical terminology in Irish in specific professional fields.
It featured talks and information sessions on topics as varied as terminology in the international context, the challenge of composing and disseminating pandemic-related terminology, the uptake of newly-coined terms in both Irish-speaking communities and within the education system, as well as the lessons that can be learned from the approach of other European languages to terminology composition and term banking.

The mission proved very beneficial for the translators’ continued work with An Coiste Téarmaíochta (the Terminology Committee of Irish) in the GA team at the Centre, especially in the area of medical terms – all of which must be approved by terminologists in Dublin before they can be provided in the Centre’s translations for EMA.
8. FOSTERING EXTERNAL COMMUNICATION

REACHING OUT TO STAKEHOLDERS AND THE WIDER PUBLIC

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

In 2022, the Centre's website migrated to the Drupal 9 platform, and its content underwent a complete update.

To ensure communication with European citizens, the Centre's website is available in 24 EU languages. In 2022, the website recorded 147,045 visits, of which 132,559 were single visitors.

SOCIAL MEDIA

The Centre greatly expanded its activities on social media by regularly reporting on its participation in conferences and other outreach activities, by joining EU Agencies’ communication campaigns, and by starting to be present on EUVoice and EUVideo, two alternative channels launched by the EDPS in cooperation with the Commission’s Directorate-General for Informatics (DIGIT).

The number of social media subscribers to the Centre’s three accounts (Facebook, LinkedIn and Twitter) increased by 11.8% in 2022. The most popular channel is LinkedIn.

NEW LEAFLETS

In the course of the year, the Centre released two new leaflets, one describing its Automatic translation and Light post-editing services, the other one presenting its Translation (including custom translation) and paste ‘n’ go services.

VIDEOS

Light post-editing

In July 2022, the Centre launched a video to promote its newly introduced Light post-editing service.

eCdTPlay – Client Portal video tutorials

To facilitate the use of its Client Portal by clients, the Centre launched eCdTPlay, a series of video tutorials available on the homepage of the Portal.
ANNEXES

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
EMSMA – European Maritime Safety Agency – Portugal, Lisbon
ENISA – European Union Agency for Cybersecurity – Greece, Heraklion
EPPPO – 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
UPC ......................Unified Patent Court, Luxembourg
Marketing video on light post-editing

Leaflet on automatic translation & light post-editing

This publication is also available on cdt.europa.eu