



Language Policy

TRANSLATION CENTRE FOR THE BODIES OF THE EU

December 2022

Contents

I.	Introduction	2
I.1.	The Centre's external stakeholders and target audiences	2
I.2.	Replying to members of the public.....	3
I.3	Decision of the Management Board on the use of languages.....	3
I.4	Working languages at the Centre	4
II.	The Centre's language policy in practice	4
II.1	Target audience / Content type of communications	4
II.2	Public website	6
II.3	Secure web-based platforms	6
II.4	Social media	6
III.	Closing remarks	7

I. Introduction

As an EU Agency and by nature of its mission¹, the Translation Centre is **committed to and promotes multilingualism² in the European Union**. The Centre provides **translation and related language services** in all the [official EU languages](#) (and non-EU languages, on demand) to agencies and specific bodies of the EU, thereby ensuring that they can meet their ongoing multilingual communication needs. The Centre has also concluded cooperation arrangements with the translation services of the EU institutions to help them handle peaks in workloads or specific projects that they may have.

Under its second mission, **interinstitutional cooperation**, the Centre works with the translation services of the EU institutions to exchange good practices and achieve global economies of scale in the area of translation and related language services.

For its own communication purposes, the Translation Centre has to strike a balance between finding a **cost-effective approach to multilingual communication** while respecting the following principles:

- 1) the right of EU citizens to receive appropriate information in their language;
- 2) the need to provide information necessary for financial transparency;
- 3) the need to reach the relevant target audience; and
- 4) the need to maintain the Translation Centre's reputation as a reliable language service provider.

This Language Policy sets out how the Centre communicates with its external stakeholders and target audiences. The document was elaborated in line with the **Guidelines and template for multilingual policies** agreed on by the EU Agencies' Heads of Communication and Information Network (HCIN) in October 2022.

I.1. The Centre's external stakeholders and target audiences

The Centre's **external stakeholders and target audiences** are:

Stakeholders	Description
Clients	70 EU agencies, bodies and institutions
Supervisory bodies	The Centre's Management Board (MB)
	EU Budgetary authority, EU audit services and external evaluators

¹ COUNCIL REGULATION (EC) No 2965/94 of 28 November 1994 setting up a Translation Centre for bodies of the European Union as subsequent amended ([consolidated version](#))

² See Article 3(3) of the [Consolidated version of the Treaty on European Union](#); Article 20(2d) and Article 24 of the Treaty on the Functioning of the European Union ([Consolidated version](#)); Article 21 and Article 41(4) of the [Charter of Fundamental Rights of the European Union](#); [Regulation No 1 of 1958](#), as subsequently amended.

Stakeholders	Description
EU Institutions and EU Agencies Network	ICTI ³ , participants in joint calls for tenders, IATE ⁴ project; EUAN Heads of Agencies and subnetworks
External providers	Language service providers (freelancers and translation companies)
	Other providers (IT equipment, library supplies, logistics, etc.)
Global translation community	Non-EU international organisations (namely the United Nations IAMLADP ⁵ and JIAMCATT ⁶ groups), translation networks, national translation associations and services, etc.
Educational bodies	Universities, technical schools, and other relevant educational institutions
Job seekers	EU citizens interested in the Centre's job vacancies
Media	Press and audio-visual media
EU citizens and members of the public	Any person or organisation contacting the Centre

1.2. Replying to members of the public

In accordance with the European Code of Good Administrative Behaviour⁷, the Centre ensures that **'every citizen of the Union or any member of the public who writes to the institution in one of the Treaty languages receives an answer in the same language'**.

1.3 Decision of the Management Board on the use of languages

The Centre's Management Board included the following **provisions with respect to languages** in its Rules of Procedure adopted on 30 October 2003 (CT/CA-014/2003/01EN):

Article 12: Languages

1. In accordance with the provisions of Article 5 of Council Regulation No 1/1958 determining the languages to be used by the Community, Management Board documents intended for publication in the Official Journal of the European Union shall be available in all the official languages.
2. Without prejudice to the provisions of paragraph 1, the Management Board may, in the interests of efficiency, within the meaning of Statement No 1 by the Council annexed to Regulation (EC)

³ Interinstitutional Committee for Translation and Interpretation (ICTI) and its sub-committees (Executive Committee for Translation - ECT; Coordination Committee for Translation - CCT) and working groups

⁴ InterActive Terminology for Europe

⁵ IAMLADP: International Annual Meeting on Language Arrangements, Documentation and Publications.

⁶ JIAMCATT: International Annual Meeting on Computer-Assisted Translation and Terminology.

⁷ See Article 13 of the [European Code of Good Administrative Behaviour \(ECGAB\)](#).

No 2965/94 and in accordance with Article 6 of Regulation No 1/1958, use a smaller number of official languages within the framework of its operations⁸.

3. The documents concerning the items on the agenda may be made available in another official language at the request of one or more member(s) of the Management Board.
4. The provisions of paragraph 2 shall not prejudice the right of each member to express him or herself in the official language of his/her choice.

I.4 Working languages at the Centre

The Centre uses **English and French as working languages** for operational purposes, following a decision on determining the language regime of the Translation Centre adopted in 2015.

II. The Centre's language policy in practice

Depending on the target audience and purpose of its communications, the Centre uses **either all or a limited number of official languages** as described in the table below.

II.1 Target audience / Content type of communications

Target audience (For whom?)	Objective (Why? / What does the agency want to achieve?)	Content type (What does the agency want to do/communicate?)	Languages (How many? / Which ones?)	Channel/Tool (How and where is the content made available?)
Clients	Information on the Centre's products and services (language services; working methods; systems, etc.) Cooperation on projects	<ul style="list-style-type: none"> • Training and guidance documents • Marketing material • Presentations • Project-related documents and exchanges • News items 	EN and/or FR Social media posts; EN	Online publication on the CdT public website Client Portal Social media
Supervisory authorities	Approval of strategic planning and reporting documents Accountability Transparency	<ul style="list-style-type: none"> • Multiannual Strategies • Single Programming Documents (Annual Work Programmes) • Annual Activity Reports • Budgets • Pricing policy and other financial documents • Decisions on HR matters and other administrative decisions • Procurement-related documents, etc. • Presentations 	Either all 24 EU languages or 6 EU languages (EN, FR, DE, ES, IT, PT) Certain documents presented for information only in EN (e.g. Highlights of the year report)	Online publication on the CdT public website MB website for appointed members and a limited number of authorised users EU Official Journal (budget)

⁸ Documents discussed at the Centre's Management Board are presented in six languages, except for the Centre's Budget, which is made available in the 24 official EU languages.

Target audience (For whom?)	Objective (Why? / What does the agency want to achieve?)	Content type (What does the agency want to do/communicate?)	Languages (How many? / Which ones?)	Channel/Tool (How and where is the content made available?)
EU Institutions ⁹ and EU Agencies Network	Information-sharing and good practice exchange Collaboration / Finding synergies Sharing resources, such as IT tools Awareness-raising and marketing	<ul style="list-style-type: none"> • Guidance documents • Presentations • Promotional material • Project-related material and exchanges • Joint communication campaigns • News items 	EN and/or FR Social media posts: EN	Online publication on the CdT public website EUAN extranet for authorised users Social media IATE website
External providers	Information-sharing and good practice exchange	<ul style="list-style-type: none"> • General and specific information material • Calls for tenders / Negotiated procedures 	General information: EN and/or FR Language specific instructions and guidance material in any of the 24 EU languages Calls for tenders in all 24 official languages (TED); calls for tender documents are available in EN and/or FR depending on the subject ¹⁰ Negotiated procedures in the relevant language Social media posts: EN	Freelance Portal Dedicated procurement pages on the CdT public website Interinstitutional TED (Tenders Electronic Daily) database Social media
Global translation community	Information-sharing and good practice exchange Awareness-raising	<ul style="list-style-type: none"> • News items 	EN and/or FR Social media posts: EN	CdT public website Social media
Educational bodies	Presenting the Centre's expertise as a language service provider in the EU environment Sharing knowledge about the evolution of the translation profession	<ul style="list-style-type: none"> • News items 	EN and/or FR Social media posts: EN	CdT public website Social media
Job seekers	Information about open vacancies	<ul style="list-style-type: none"> • Vacancy notices • Queries 	All 24 EU official languages Social media posts: EN	Dedicated Jobs pages on the CdT public website

⁹ For documents for the Court of Justice of the European Union in cases involving the Centre, the Centre applies the Court's language policy: the documents must be provided in the language of the case, which might be any official EU language, together with a translation into French if the language of the case is not French.

¹⁰ At the tenderer's request, the Centre may provide a translation of the call for tender documents (or parts thereof) in the language of the tenderer.

Target audience (For whom?)	Objective (Why? / What does the agency want to achieve?)	Content type (What does the agency want to do/communicate?)	Languages (How many? / Which ones?)	Channel/Tool (How and where is the content made available?)
				EU Official Journal EPSO website Social media
Media	Information about activities and key projects of the Centre Replying to queries on multilingualism in the EU	<ul style="list-style-type: none"> • Press releases • Interviews 	EN and/or FR Social media posts: EN	CdT public website Audio-visual media Social media
The EU citizen and the public at large	Promoting the Centre's work within the EU Agencies Network Promoting the value of multilingualism within the EU	<ul style="list-style-type: none"> • News items 	EN and/or FR Social media posts: EN	Public website Social media

II.2 Public website

The Translation Centre's **public website** (all content pages) is accessible in the 24 EU official languages.

News items are published in English and French. Other documents are published in the languages outlined in the table above (II.1).

II.3 Secure web-based platforms

The Centre has the following **three secure web-based platforms for authorised users** that can be accessed through a specific URL or from the Centre's website:

- the **Client Portal** used by the Centre's clients for processing service requests, client feedback, budget forecasting and invoicing. This portal is available in English;
- the **Management Board Website** which facilitates the activities of the Management Board and is available in English and French;
- the **Freelance Portal** which enables communication with external language service providers. This portal is available in English.

II.4 Social media

On the Translation Centre's **social media channels (Facebook, LinkedIn, Twitter, YouTube, EU Voice, and EU Video)**, the posts are mainly in English and, to a lesser degree, in other languages as relevant. The Centre replies to comments/queries on its social media posts in the language used by the person posting the question/comment.

III. Closing remarks

The Centre regularly **monitors the implementation** of this Language Policy and **measures its performance** through relevant indicators.

This Language Policy will be periodically **reviewed and updated** in line with any changes to the Centre's communication strategy and with language developments in the European Union.