2023
Highlights of the year
TRANSLATION CENTRE FOR THE BODIES OF THE EU
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FOREWORD

I am delighted to be able to bring you our Highlights of the year 2023, a publication intended to give our readership an overview of the Translation Centre's activities, achievements, and also developments and challenges over the last year.

Throughout 2023, the Centre stayed true to its core mission, and also adopted a new and strategic approach to innovation in providing its services. In considering our achievements, it’s important to stress that each success story is a testament to our collective resolve. I would therefore like to express my sincere gratitude to all colleagues at the Translation Centre, the Management Board members and the EC Directorate General for Translation, our partner DG, for their invaluable support over the past 12 months.

2023 saw a great many changes in the revolutionary potential of AI-based applications. These heavily impacted the language industry and have significantly shaped the Centre’s approach to language services and technological integration. A major milestone in our operations was signalled by the launch of our multi-engine machine translation strategy, which allows us to uphold high standards in linguistic excellence whilst maximising efficiency.

The benefit of leveraging the speed of machines cannot be overstated, but human precision is irreplaceable. This is why the Centre is proud of its hybrid approach, enabling multilingualism in the EU to be guaranteed in a cutting-edge and versatile way.

This combination of human expertise and advanced technology has opened up new horizons, and allowed the Centre to benefit from its highly scalable and secure processes and strengthen its resilience. In 2023 the Centre further set up various dedicated mechanisms (such as the new Business Development team) in a bid to better anticipate change and adapt to clients’ needs and preferences with agility.

The trust placed in us by our clients and partners is crucial to our progress, and we are excited about the possibilities that lie ahead. The Centre is not just responding to developments in the language industry but is also actively shaping its future. Our focus on continuous improvement and adaptation to the dynamic digital landscape will ensure we remain at the forefront of delivering exceptional language services for a long time ahead.

In closing, once again, I would like to extend my heartfelt appreciation to everyone who has helped contribute to our mission of creating a world where communication knows no barriers.

Ildikó HORVÁTH
Director of the Centre
In 2023, the Centre translated 547,737 pages, compared with the 584,541 pages forecast in the amending budget 2/2023. The number of document pages for 2023 (334,639) decreased by 3.9% compared with 2022 (348,070). This volume was 15.7% lower than the forecast (397,181 pages) in the amending budget 2/2023. EU trade marks (213,098 pages) represented 21.9% of the Centre’s revenue in 2023 (23.1% in 2022) and 11.2% fewer pages than in 2022.
Compliance with deadlines

In 2023, the Centre delivered services to its clients on time in 99.9% of cases (99.1% in 2022). Specifically, with regard to documents, the Centre delivered translations of documents to its clients on time in 99.9% of cases (99.7% in 2022). In this context, ‘translations’ include translation, editing, modification and revision, invoiced in pages. This excludes EU trade marks, as they are always sent by the contractual deadline. It is also worth noting that the Centre delivered translations ahead of the deadline in 66% of cases (58% in 2022).

Types of deadlines requested by clients

- Slow: 19.2%
- Standard: 61.8%
- Urgent: 16%
- Very urgent: 3.1%

99.9% services delivered on time
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 2023.

Along with the EPPO, EFSA, ECDC, EUAA and EASA, the European Parliament, EMCDDA and EUROFOUND successfully installed it in 2023.
Highlights of the year 2023

KEY PRODUCTION FIGURES

**Services in minutes**
7,620 minutes

- 2,337 - Subtitling
- 5,283 - Transcription

**Services in term entries**
48,101 terms

- 1308 - Revision of Term lists
- 46,793 - Term lists

**Services in person-days**
1,081 person-days

- 387 - Terminology
- 693 - Language consultancy

**Subtitling**
DG-JUST ODR, ECDC, EFSA, EIGE, EMCDDA, EUAA, EU-OSHA, EUROJUST, OMBUDSMAN

**Transcription**
CdT, CdT-CA, EFCA, EIB, ELA, EUROPOL, FRA

**Revision of Term lists**
EMA

**Term lists**
CEDEFOP, CHJU, ECHA, EEA, EFCA, EIGE, ELA, EMA, ERJU, ESMA, EUAA, EUIPO ADMIN TR, EUIPO DTMC, EUIPO EUROCLASS, EUIPO RCD, EU-OSHA, FRONTEX, SRB

**Terminology**
CdT, CdT-CA, CJUE, CONSEIL, EBA, ECA, EIB, EMCDDA, EPPO, ESMA, EUAA, EUIPO ADMIN TR, EUROPOL, FRONTEX

**Language consultancy**
ACER, CdT, ELA, EPPO, EUAA
ENHANCING CLIENT COOPERATION

True to its core mission and forward-looking approach, the Centre is constantly exploring and embracing new opportunities. More than a strategy, this is a commitment to growth and innovation for the benefit of the community it serves, ensuring that its role as a language service provider isn’t merely maintained, but continuously expanded.

NEW CLIENTS

**Joint Research Centre (JRC)**

In 2023, the Centre signed a cooperation arrangement with the Joint Research Centre (JRC).

The JRC was established following the Treaty on the European Atomic Energy Community (Euratom). It acts as an interface between science and policy. Its mission is to provide the cross-sectoral support required by policymakers to tackle and anticipate increasingly complex societal challenges, combined with the capacity to respond rapidly to policy needs, in close collaboration with the other Directorates-General.

The JRC provides independent, evidence-based knowledge and science, supporting European Union policies to positively impact society. It contributes to EU policymaking in a variety of key areas, from agriculture and food security to the environment and climate change, as well as digital transition, innovation, industrial policy, and nuclear safety and security. It builds expertise and shares know-how with Member States and the scientific community, and cooperates with over a thousand organisations worldwide.

(source: JRC Annual Report 2022)

**European Parliament, Directorate General for Communication**

In 2023, the Centre signed a cooperation arrangement with the EP’s Directorate General for Communication.

Its core mission is to raise awareness about the European Parliament and its powers, decisions, and activities among media, stakeholders, and the general public, bringing the work of the institution closer to citizens at both centralised and decentralised levels.

The EP’s Directorate General for Communication is responsible for: collaborating with the media, explaining and enhancing the visibility of the European Parliament’s work; increasing awareness about the European Parliament among citizens, stakeholders and opinion leaders through bespoke communication and information campaigns and online channels; fostering sustainable links with citizens through enhanced visitor facilities in Brussels, Strasbourg and in the Member States; providing expertise and services to MEPs and political groups such as media and public opinion monitoring, training, conferences for visitor groups, offices in the Member States; and reaching out to people through the European Parliament Liaison Offices (EPLOs) in the 27 EU Member States and in Washington.

(source: Directorate-General for Communication)

PROSPECTING THE MARKET

The Centre’s Director, together with the newly created Business Development Team, have continued to explore solutions leading to new contract signatures and expanded partnerships. Through interactions and attentive listening, they are additionally engaging in a strategic initiative to understand our clients’ evolving needs, ensuring that the services that the Centre provides are as responsive and impactful as possible.
**Bilateral meetings with clients**

Cooperation with EU agencies, bodies and institutions is a core task of the Translation Centre, which reflects its nature as a shared language service provider. The Centre cultivates close relationship with EU agencies to maintain strong synergies, strengthening multilingualism within the EU for the benefit of EU citizens.

These bilateral meetings with representatives from other EU agencies are aimed at reviewing the current state of cooperation, discussing specific projects, and identifying clients’ current and potential future needs with regard to multilingualism. Moreover, during these visits, the Centre outlines its core services and assesses how its wide range of products could align with the EU agencies’ communication objectives. By emphasising the latest technological advancements, which have led to new services and tools, and the expertise of its staff, the Centre underscores its commitment to quality and innovation in meeting the needs of its clients.

These client meetings provide an excellent opportunity to discuss strategic matters regarding the implementation of multilingualism within EU agencies’ communications. They also enable the Centre to identify where it could bring added value with its tailored and competitive language solutions to meet the diverse needs of agencies.

The Centre’s delegation visited several EU agencies and institutions through the year, reinforcing existing relationships and paving the way for future cooperation. These discussions served to explore how the services offered by the Translation Centre represent a considerable added value for multilingual communication within the EU as a shared language service provider.

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**Annual translation contact network meeting**

Some 65 representatives from 33 EU Agencies, Institutions and other bodies attended the Centre’s 8th annual Translation Contact Network, which was held online on 21 March 2023.

The 8th TCN edition was focused on:

- the Centre’s multi-engine machine translation strategy and related quality assurance,
- ELA’s translation workflow involving national authorities, and
- good practice-sharing in the area of request and feedback management.

**Client portal training sessions**

Client support initiatives are an integral part of our vision of providing comprehensive solutions. Through this approach, our goal is to enable regular users of our workflow management platform to be not only acquainted with its functionalities, but also adept at using this tool to its fullest potential. This is why we offer training programmes that enhance the skills of our existing clients and facilitate the smooth onboarding of new clients. In 2023, general training sessions on the Client portal were organised for the EBA, EP DG COMM and EMCDDA. Furthermore, training sessions on the use of the CVR platform were organised for the EUIPO and EMCDDA. As part of the onboarding process, we conducted a specific training session for our new client, the Joint Research Centre (JRC), to ensure they were equipped with the necessary skills to manage the client portal effectively.
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.

**ECH**

The entire content of the ECHA-term terminology database developed by the Centre (1,493 entries) has been imported into IATE and made available to the public. ECHA-term users are now redirected to IATE. The IATE widget, which provides access to the ECHA collection in IATE directly through a website, has been shared with ECHA.

**EL**

The Centre has delivered 1,440 terms in all EU languages in 2023. The project will continue in 2024 with the remaining terms.

**EMCD**

The EMCD’s Terminology Portal, which provides access to the entire terminology collection for external and internal users, has now been deployed and is publicly available on the agency’s website. In addition to providing direct access to EMCD’s collection in IATE, it also allows the entire terminology collection to be downloaded in the desired languages and formats. The 20 new terms created last year were revised by the national experts and imported into IATE. The agency’s name will change in July 2024, following the publication of the corresponding amending regulation, and preparatory work has begun in IATE in this respect.

**EPC**

The terminology project has been delivered with 1,440 terms in total for the 24 languages. Most languages have been validated by the national authorities and are available in IATE.

**EMC**

The last series of terms from the ‘training manual’ project started in 2020 has been imported into IATE and is now available for consultation, following a review by the national experts. A new project with 60 source terms in 34 languages has been commissioned in the field of religion and will be completed in 2024. The project has also been deployed and is available for consultation in the EU languages.

**EUE**

The project to transfer the core Glossary of Energy Terms to IATE continued in 2023. The Centre added eight EU language equivalents (Estonian, Greek, Hungarian, Italian, Latvian, Maltese, Polish and Slovene) to the already existing terms in Czech, English, German and Romanian. At the end of 2023, the ACER collection in IATE included 870 entries (totalling 18,400 terms).

**EO**

As a follow-up to the Terminology without Borders’ project in cooperation with Master’s degree students in Terminology, in 2023, 50 English EMSA terms were translated into both French and Dutch and is in the process of being validated by experts before being imported into IATE.

**EPA**

The project for EMA has been launched by IATE coordinators at the CdT in order to pave the way for accommodating lay language in IATE.

**EM**

Contacts with EMA have been established on the basis of their interest on lay language and their EMA medical terms simplifier. Discussions have been held with IATE coordinators at the CdT in order to pave the way for accommodating lay language in IATE.

**EU**

Two terminology projects were launched in cooperation with EUIPO, including terms related to geographical indications and the Inter Agency Appeal Proceedings Network (IAAPN). Upon completion, they will cover some 55 concepts in English, French, Italian, German and Spanish.
QUALITY MATTERS

Delivering high-quality services remains at the forefront of the Centre’s strategy. The Centre therefore continued to monitor quality at different levels and invest in a wide array of quality measures.

QUALITY STEERING COMMITTEE

The work of the cross-departmental Quality Steering Committee focused on:

- the implementation of the Translation Quality Assurance Action Plan (TQAAP) 2023-2024;
- the update of the Centre’s quality documentation and revision of processes and procedures;
- the analysis of the results of the internal quality survey for staff in the core business departments and the definition of new lines of action;
- the evaluation of new services launched in the previous years;
- the development of eCdT operational reporting;
- the analysis of actual turnaround times by service and by priority, leading to the improvement of the indicative turnaround times proposed to clients;
- the evaluation of the post-editing work for the services supported by machine translation output;
- the analysis of key performance indicators in the translation field.

TRANSLATION QUALITY ASSURANCE ACTION PLAN (TQAAP) 2023-2024

The Centre started implementing the actions included in the biennial Translation Quality Assurance Action Plan (TQAAP) 2023-2024. By the end of 2023, the implementation rate had reached 68.8%, which exceeded the 50% target for the year.

The following actions were completed or saw significant progress in 2023:

- ongoing training of in-house translators on specialist domains, subtitling, and alignments of the corrected translation versions received from clients;
- setting up a Best Practices working group among translators to share their expertise;
- designing and delivering a workshop on quality control;
- evaluating the quality of machine translation output in various fields;
- updating the guidelines for freelancers in all 24 official EU languages;
- revamping the Freelance Portal;
- revising the calls for tender for external language service providers;
- reviewing CRM functionalities for enhanced client management;
- organising the client satisfaction survey and associated action plan;
- promoting the Centre’s services to clients;
- refactoring developments in eCdT.
Since the transformation plan, which ran from 2018 to 2020, the Centre has embraced a forward-looking approach for the development of its activities. This has brought about significant changes in how we innovate and adapt to new challenges, requiring us to take further action to manage the adjustments needed in an efficient way.

**2023 STAFF ENGAGEMENT SURVEY**

In 2023, a staff engagement survey was conducted to take the pulse of the organisation. Designed as both a compass and map, the purpose of the survey was to guide the Centre’s managers in charting the areas where light needs to be shed and areas in which we are excelling. This reflective journey was aimed at helping us identify what and where we aspire to be as an organisation, and how to ensure that we have the capacity and will to reinforce a workplace environment that nurtures talent and ignites innovation, while fostering a spirit of unity and purpose.

With an overall response rate of 80%, the survey was indeed representative. Its key findings, which were also communicated to all staff, identified areas of excellence such as teamwork and team spirit, adequacy of resources and role clarity, as well as areas of improvement such as communication and collaboration, change and innovation, learning and development or senior management.

In order to create an inclusive environment to discuss feedback, a Staff Engagement Survey Task Force was created to pursue consultations with staff and establish an action plan.

**THE CHANGE BOARD**

Thanks to its investments in modern language technologies, the Centre was able to develop its processes and tools to a very high level. These changes have, furthermore, given rise to opportunities for improvement in certain operational areas, in order to enhance productivity and bring to the fore the added value of the human element.

In this context, the Change Board was created to advise and monitor the implementation of the action plan established by the Staff Engagement Survey Task Force.

The long-term benefits of this strategic shift towards innovation and proactive change management extend far beyond immediate operational efficiency. Firstly, our organisation aims to be at the forefront of industry advancements, ensuring that we remain competitive in a rapidly evolving language industry. By developing an environment that not only adapts to change but anticipates and shapes it, we ensure that our services and solutions are consistently relevant and impactful.

Secondly, this strategic move enhances our ability to attract and retain top talent. By upholding these principles, we attract individuals who are seeking more than just employment, but a meaningful and fulfilling career.

Lastly, our focus on innovation and adaptability promotes resilience. It equips our organisation with the agility to withstand technological evolution and shifts in our clients’ preferences. This resilience ensures sustainability and growth in the long term, enabling us to continue to deliver value to our stakeholders and to make a positive impact in the communities we work closely with.
In view of the rapid evolution and easy accessibility of AI tools and technologies, the Centre's management set up a Working Group on Artificial Intelligence in June 2023. The main objective was to assess the impact of AI technologies on the Centre's activities in general, and on the translation domain in particular, with a focus on understanding the evolving landscape, identifying opportunities and challenges, and developing recommendations to improve internal processes, maximise benefits, address the ethical use of AI and mitigate any risks for the Centre.

The findings of the working group have confirmed that AI technologies are relevant to both the Centre's translation and general activities. While the Centre already uses AI for certain internal processes and services, such as Neural Machine Translation (NMT) and Machine Translation Quality Estimation (MTQE) for translation or AI-powered language and style checkers for social media communications, the working group identified many more areas that could be explored to improve the Centre's services and internal processes.

These include:
- generative large language models for enhanced productivity and quality,
- data analysis and classification to optimise internal processes, and
- information retrieval to support the Centre's work.

The group has also submitted draft guidelines for staff on the use of online generative AI tools.

Following this exploratory phase, it was decided to set up an Advisory Group on AI, whose task is to further investigate the areas identified by its predecessor.

In a bid to foster stronger client relationships, the Translation Centre took a major step forward in 2023 by establishing a dynamic Business Development Team.

Maximising the Centre's existing resources, the team brings together three current staff members who are also responsible for three core functions: finance, communications and workflow management. The work of these sections is essential to the Centre's business development activities as they provide the financial means, stakeholder engagement and operational foundation to enable the successful pursuit of growth opportunities.

With a focus on facilitating client engagement, the team will identify and respond to client needs in order to offer expanded capabilities and modern solutions to meet the requirements identified.

By upholding open lines of communication, the team intends to build lasting relationships that deliver greater value for our partners.
The Centre's machine translation strategy is based on a multi-engine approach and, in practice, this means the use of an in-house machine translation (MT) platform that integrates several NMT systems and their engines from different MT providers under a common interface. It then estimates at runtime the translation quality at sentence level in order to produce a final translation of high quality that is adapted to the domain(s) of each document.

More specifically, through the MEMT platform, clients’ documents can be translated using several NMT systems and engines. The combination of engines is pre-defined by client and linguistic service, taking into account the client's main area of activity to select domain-specific engines, as well as relevant generic engines to deal with more general purpose content. As part of the next step, the integrated Machine Translation Quality Estimation (MTQE) system selects the best machine translation for each sentence of the document. The MTQE is also a neural system, that learns continuously from the Centre's high-quality data to provide good quality estimations.

As a result, there are several significant benefits of using the MEMT platform.

Firstly, the overall quality of the output improves, as does productivity, as the automated processes generate fewer mistakes requiring manual correction during post-editing. As these simple errors do not then pose a problem, our linguists can better use their time to focus on more difficult aspects and to carry out further research to improve the generated output even more. Another significant advantage is the higher the volume of training data, the better the output.

Another significant advantage is better domain and language coverage, thanks to the greater number of engines. As a result, the Centre's machine translation approach is tailored to the specific needs of the project, and engines are selected based on the client, the service and the level of confidentiality requested.

Despite these remarkable technological advancements, translation quality cannot rely on technology logics and automated processes alone. At the Translation Centre, we combine our machine translation technologies with the human intervention of our skilled linguists in order to make the most of our automated processes. No matter how developed a translation technology is, human intervention is still required, especially when it comes to quality.

With this in mind, we can guarantee that our linguists refine the machine translation output, thereby ensuring clarity, completeness, and accuracy, by means of our post-editing service.

**Main benefits of the Centre’s MEMT platform:**

- custom-made technology – the NMT engines are tailored to our clients’ translation needs by leveraging both the Centre’s and other NMT systems’ multiple engines,
- streamlined processes – integration into the eCdT translation workflow,
- privacy – our clients’ translation requests can be processed 100% on-site when using the Centre’s NMT system and will never be sent to the cloud,
- human intervention – flawless content and constant fine-tuning of engines,
- using our services will now allow you to benefit from all the advantages that our MEMT strategy can offer,
- the higher the volume of training data, the better the output.
INTERINSTITUTIONAL COOPERATION

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.

IATE News

In 2023, the IATE Management Group (IMG), chaired by the Centre, followed up and coordinated the interinstitutional terminology work and the activities related to the administrative, budgetary and technical management of the IATE system. Additionally, it actively liaised with other interinstitutional working groups and teams where terminology could play an important role.

The IATE data management guidelines adopted formally at the beginning of the year were disseminated among IATE editors and presented in various forums.

The Centre also continued to ensure support and maintenance for the interinstitutional terminology portal EurTerm and issued monthly newsletters to keep linguists at the EU institutions informed of the latest achievements.

2023 HIGHLIGHTS

As a follow-up of the IATE survey conducted in 2022, an ad hoc group led by the Centre prepared a detailed internal report and a general summary for public dissemination. Many of the suggestions for improvement are being incorporated in the new IATE user interface, which was thoroughly analysed in 2023 and will be launched in 2024.

The IATE data clean-up continued throughout the year and over 150 000 legacy entries were deleted, ensuring that users are interacting with the most relevant and up-to-date content.

The IATE developments in 2023 focused mainly on enlarging existing key modules (Terminology Projects Module, Table View, User preferences and Term Extraction Module) and addressing numerous change requests and improvements suggested by users.

A comprehensive search optimisation was carried out at the beginning of the year, further boosting IATE performance for the approximately 180 000 queries received each day. Work on new popular features was also undertaken, with the preliminary version of a notifications system, the finalisation of a public IATE search widget (already offered on the website of various EU agencies), the first version of the new IATE Online Help, and the release of a first set of experimental features to support the enrichment of IATE entries with suggestions from EUR-Lex, generative AI services and neural machine translation of existing content. A small proof of concept for the retrieval of adopted acts and checking IATE terms against adopted legislation was also released at the end of the year.

Additionally, the IATE Studio plugin was further improved with feedback from users.

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

Active communication on IATE and its terminology towards external users continued on the Centre's social media channels, particularly to promote the IATE search widget and the new IATE Online Help. Key features of the tool were also presented in international forums, which was a good opportunity to highlight the continuous support of EU institutions for terminology management, multilingualism and new trends in language processing.
Working groups

In 2023, the Centre regularly participated in the meetings of 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.

Europe Day

Every year, the 9th of May provides the occasion to celebrate peace and unity in the European Union. EU organisations and Member States have joined the Europe Day Festival in Place de l’Europe in Luxembourg, welcoming high numbers of citizens who were keen to learn more about the work we do together.

This year marked the 73rd anniversary of the historic Schuman Declaration of 9 May 1950, which laid the foundation for the European Union as we know it today. The Europe Day celebrations took place in the beautiful Place de l’Europe in Luxembourg and brought together EU citizens in high numbers. They were happy to visit the 70 stands prepared by EU organisations and Member States, taking the opportunity to find out more about the work we do together, or simply enjoying games and cultural titbits.

The Translation Centre, along with colleagues from all the translation services of other EU institutions, was present at the stand Übersetzen für Europa/Traduire pour l’Europe/Translating for Europe. Undeterred by the rain, visitors of all ages were eager to test their skills by engaging in language quizzes and interactive games or to gain insights into the translation profession.

It was a hugely enriching experience for all of us and we look forward to the 2024 Europe Day!
PARTICIPATING IN THE EU AGENCIES’ NETWORK

The Centre continued to participate in the meetings and activities of the EU Agencies’ Network (EUAN), coordinated in 2023 by the European Insurance and Occupational Pensions Authority.

EU AI Virtual Community

The EU AI Virtual Community, an initiative launched by the European Food Safety Authority with the support of the EMA, EUIPO and CdT, commenced its operations in 2020. The primary objectives were to collaboratively explore the benefits of AI, share knowledge and foster synergies. A maturity assessment conducted at the close of 2023 unveiled several noteworthy insights:

- the majority of participating agencies expressed a strong interest in integrating AI into their future strategic plans and are optimistic about its potential impact on their operations;
- however, there are varying levels of maturity in the adoption of AI, indicating a need to maintain manual processes alongside AI solutions to ensure a critical fallback and uninterrupted operations;
- a significant number of agencies have established robust strategic frameworks and ethical guidelines for AI deployment, demonstrating a mature understanding of the importance of strategic direction and ethical considerations in AI applications;
- recognising the necessity for improvement, particularly in areas related to people and processes, agencies would have to enhance skills and knowledge among staff, improve internal processes for AI implementation, and address cultural or organisational barriers hindering AI adoption;
- the assessment exposed a diverse range of maturity levels concerning data management and use across agencies. While some agencies possess advanced data capabilities, others are still in the early stages of developing their data infrastructure and analytics skills;
- a notable finding is the potential for collaboration among agencies. With varied levels of AI and data maturity, opportunities exist for agencies to learn from each other, share best practices and potentially collaborate on AI projects.

At the close of 2023, the EU Agencies Network (EUAN) converted the EU AI Virtual Community to an EUAN Working Group on AI.

EU Live Talk 2nd edition

Conducted in an online live format, the 2nd EU AI Talk brought together the members of the EU AI Virtual Community, along with a representative from the Multidisciplinary Institute in Artificial Intelligence. The participants contributed to this enriching talk by sharing their perspectives in terms of AI and how it is starting to be implemented through different approaches for the benefit of the European Union. Our Director, Ildikó Horváth, took part in this online talk, providing her insights into the implementation of AI within the Centre’s services and internal procedures.

Participating in the Heads of resources’ working groups and Heads of Communication and Information Network (HCIN)

The Centre continued to regularly participate 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.

Again this year, the Centre attended the meeting of the Heads of Communication and Information Network, which was this time hosted by EIOPA, in Frankfurt am Main.
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.

Outsourcing

Most of the outsourced documents belonged to the general domain (60.2%), followed by the legal (21.2%), medical (8.2%), scientific (6.6%) and financial (3.8%) domains.

Of the 547,737 pages translated in 2023, 213,098 pages (38.9% of the total volume) consisted of EU trade marks, in comparison with the 187,360 pages forecast in the initial budget for 2023.

### Procurement plan:

**Finance:** translation and post-editing services in the financial and banking fields from EN into all EU languages. Contracts signed in Q1.

**Medical/Scientific:** translation and post-editing services in the medical and scientific fields from EN into all EU languages. This call was based on the same model as the Finance call (above). Contracts signed in Q4.

**Legal:** translation and post-editing services in the legal field from EN and FR into DE and ES, from FR, ES, IT and DE into EN, from EN, ES, IT and DE into FR, from EN into all EU languages. Contracts signed in Q1.

**Embedded translators:** translation and post-editing services for confidential documents in the general affairs field from EN into BG, CS, FR, DE, EL, IT, NL, RO, SK, ES, NL into DE and IT; DE into ES and IT; and ZH into EN. Contracts signed in Q3.

**TradeMarks:** provision of translation services for trademarks from EN into all EU languages. Contracts signed in Q3.

**General affairs – Non-EU languages:** translation and post-editing services in the general affairs field from EN into RU, UK, AR, TR, SR, SQ, MK, MO, IS, NO. This call was based on the same model as the Finance call and the EESC and CoR joined the CdT (interinstitutional cooperation). Contracts signed in Q4.

**Terminology work:** provision of terminology work services from EN into all EU languages and from EN into AR and TR. Price should be expressed in person-days and not in pages/entries. Launched in 2023 and still ongoing.

Although the percentage of external translations of poor quality was low in 2023, the Centre took some stringent measures against several contractors whose documents were judged to be repeatedly unsatisfactory. In 2023, a total of 138 outsourced translation and post-editing jobs were submitted to the Centre’s internal Reranking Committee following an assessment of poor quality by internal revisers. The results were judged to be conclusive (with poor quality being confirmed for 124 documents, representing 89.9% of all cases), and contractual measures were applied to the contractors concerned. In some cases, these contractual measures may include the termination of the framework contract, but this did not materialise in 2023.
JIAMCATT 2023

The International Annual Meeting on Computer-Assisted Translation and Terminology (JIAMCATT) 2023 took place from 3 to 5 May in Turin, Italy, with a hybrid format that allowed for both in-person and remote participation. The event attracted a diverse array of professionals, researchers and experts in the field of translation, terminology and language technology.

The meeting featured numerous presentations and panel discussions, covering topics such as machine translation (MT) strategies, artificial intelligence in translation, and machine translation quality prediction.

The Centre’s presentation focused on the practical implementation of the Centre’s multi-engine MT strategy, which sparked significant interest and was followed by numerous requests for more details.

IAMLAPP 2023

During the IAMLAPP 2023, Ildikó Horváth and Tamara Ferluşcă represented the Translation Centre in Bonn, while Rima Knabikaite attended the meeting remotely. The conference offers the managers of each participating organisation a unique forum where they can exchange information, share experiences on policies and practices, pool resources for tasks of common interest, and promote training and exchanges of staff.

European Trades User Group

The Centre’s involvement in the European Trades User Group held in Vienna further exemplifies its dedication to collaborative initiatives. At this event, the Centre, together with experts from the EUIPO, presented their collaborative project focused on file management for streamlined content structuring, optimising multilingual translation processes.

AsLING’S TRANSLATING AND THE COMPUTER TC45

The IATE team participated in the 45th edition of the Translation and Computer Conference (TC45) by AsLing, an event that brought together many professionals in the field to discuss various topics related to translation and technology. The IATE team took part in two interactive workshops presenting the public functionalities of the EU terminology management system IATE, along with its latest enhancements.

Translating Europe Workshops

Additionally, IATE was invited to participate in a roundtable discussion on terminology management at the Translating Europe Workshops, a conference that covered topics ranging from translation specialisations and language technology to accessibility, and provided a comprehensive overview of the current state and future prospects of translation practices.
Terminology Summer School (TSS)
Moreover, IATE took the spotlight at the Terminology Summer School (TSS), showcasing the Centre’s expertise in the field of terminology. On this occasion, the IATE tool manager gave an overview of the most recent features of the public version of IATE, demonstrating its new and enhanced functionalities.

Best practice exchanges with schools and universities
Best practice exchanges with educational institutions continued to be part of the Centre’s outreach activities in 2023, giving visibility to the Centre’s work and sharing our expertise in the field with students who are willing to initiate a career in the business.

Throughout the year, the Centre participated in enriching exchanges in this field, with the Universidad de Granada, underscoring the key role of language technology in our services, and the Escuela Española de Historia y Arqueología en Roma (EEHAR) addressing advances and challenges of Machine Translation empowered by Artificial Intelligence at the Translation Centre for the bodies of the EU. The Centre also participated in the University of Malta’s EU Info Week, during which a Maltese translator gave a presentation at her alma mater on the CdT’s language services and translation workflow to current students enrolled in language courses.

Other collaborations on the agenda included interviews with students in translation and interpreting master’s programme at Jean Jaurès University in Toulouse, where discussions focused on the basic features of IATE for external users, the Interpreters view, and the IATE search widget.

Among the projects undertaken in 2023 was the valuable initiative with the Université de Haute-Alsace aimed at giving final-year master’s students in translation the chance to gain real-world experience by assigning them a (non-confidential) translation project, and then processing, marking and reporting on their collaborative work. In addition to this initiative, the Centre gave a presentation focused on the important role of pre-processing within the Centre’s workflow.

Finally, as part of the Careers Student Ambassadors Training Conference, the Centre welcomed a number of enthusiastic EU student ambassadors as part of the Careers Student Ambassadors Training Conference. This year’s event was hosted by EPSO in partnership with the REA (Relations with European Academia) network, which consists of professionals from institutions and bodies based in Luxembourg including the Centre.
FOSTERING EXTERNAL COMMUNICATION COMMUNITY

Through our new strategic communication framework, we aim to cultivate a dynamic and meaningful dialogue with our stakeholders, by prioritising the dissemination of timely and relevant information. Our ultimate goal is to equip our stakeholders with the knowledge and tools they need to better use our services. The Centre makes use of a wide range of tools and channels to keep stakeholders informed of its activities and services, showcase its expertise, and promote multilingualism in the EU.

THE CENTRE’S WEBSITE

To ensure communication with European citizens, the Centre’s website is available in 24 EU languages. In 2023, the website recorded 163,074 visits, of which 145,441 were unique visitors.

cdt.europa.eu

SOCIAL MEDIA

A pivotal element of the Translation Centre’s communication strategy is its engagement on social media platforms, designed to disseminate important insights concerning its services and activities.

Our external communication objectives extend to optimising our visibility within the EU community. This involves highlighting the Centre’s expertise in language services, and raising awareness regarding the exceptional advantages we offer to our partners, while strongly supporting multilingualism and advocating for collaborative synergies with other EU institutions.

Facebook
LinkedIn
Twitter

VIDEOS

At the end of October 2023, the Translation Centre released a new video on its terminology service which explains how the Centre supports the EU Agencies in producing standardised terminology for their multilingual documents.

The Centre continued to enrich its eCdTPlay series. These are very short video tutorials, running through real-life examples and highlighting other practical tips on how to best use the Client Portal.

YouTube

MONTHLY NEWSLETTER

A notable addition to our communication initiatives is the creation of the Centre’s monthly newsletter - Translation Centre Connects. At the cutting edge of the latest technical developments and passionate about providing bespoke services, we are keen to put language-related matters at the forefront of our communication with stakeholders.

This Newsletter is a special initiative aimed at providing our clients with valuable insights on the Centre’s services, activities and IT tools that are available to all our clients, our interagency cooperation projects and other relevant events within the EU framework. This newsletter serves as a platform to regularly share client-oriented information on the latest developments at the Centre, involving our partners in our activities and helping them stay informed about our newest developments. This project was initially designed to be viewed from the Newsroom platform and it is now accessible directly from the Centre’s website, where the double authentication is no longer needed.
Our clients

European Union Agency for the Cooperation of Energy Regulators (ACER) – Ljubljana, Slovenia
Agency for Support for BEREC (BEREC Office) – Riga, Latvia
Circular Bio-based Europe Joint Undertaking (CBE JU) – Brussels, Belgium
European Centre for the Development of Vocational Training (Cedefop) – Pílea, Greece
European Union Agency for Law Enforcement Training (CEPOL) – Budapest, Hungary
European Climate, Infrastructure and Environment Executive Agency (CINEA) – Brussels, Belgium
Court of Justice of the European Union (CJEU) – Luxembourg, Luxembourg
Clean Aviation Joint Undertaking (Clean Aviation JU) – Brussels, Belgium
Clean Hydrogen Joint Undertaking (Clean Hydrogen JU) – Brussels, Belgium
European Committee of the Regions (CoR) – Brussels, Belgium
Council of the European Union (Council) – Brussels, Belgium
Community Plant Variety Office (CPVO) – Angers, France
European Commission Directorate-General for Employment, Social Affairs and Inclusion (DG EMPL) – Brussels, Belgium
European Commission Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) – Brussels, Belgium
European Commission Directorate-General for Justice and Consumers (DG JUST) – Brussels, Belgium
European Commission Directorate-General for Translation (DGT) – Brussels, Belgium
European Education and Culture Executive Agency (EACEA) – Brussels, Belgium
European Union Aviation Safety Agency (EASA) – Brussels, Belgium
European Banking Authority (EBA) – Paris, France
European Court of Auditors (ECA) – Luxembourg, Luxembourg
European Central Bank (ECB) – Frankfurt, Germany
European Centre for Disease Prevention and Control (ECDC) – Solna, Sweden
European Chemicals Agency (ECHA) – Helsinki, Finland
European Defence Agency (EDA) – Brussels, Belgium
European Data Protection Supervisor (EDPS) – Brussels, Belgium
European Environment Agency (EEA) – Brussels, Belgium
European School Luxembourg II (EEL2) – Luxembourg, Luxembourg
European Economic and Social Committee (EESC) – Brussels, Belgium
European Fisheries Control Agency (FCA) – Brussels, Belgium
European Food Safety Authority (EFSA) – Parma, Italy
European Investment Bank (EIB) – Luxembourg, Luxembourg
European Institute for Gender Equality (EIGE) – Vilnius, Lithuania
European Insurance and Occupational Pensions Authority (EIOPA) – Frankfurt, Germany
European Innovation Council and SMEs Executive Agency (EISMEA) – Brussels, Belgium
European Institute of Innovation and Technology (EIT) – Brussels, Belgium
European Labour Authority (ELA) – Bratislava, Slovakia
European Medicines Agency (EMA) – Vienna, Austria
European Monitoring Centre for Drugs and Drug Addiction (EMCDDA) – Lisbon, Portugal
European Maritime Safety Agency (EMSA) – Lisbon, Portugal
European Union Agency for Cybersecurity (ENISA) – Chalandri, Greece
European Public Prosecutor’s Office (EPPO) – Luxembourg, Luxembourg
European Union Agency for Railways (ERA) – Valenciennes, France
European Research Council Executive Agency (ERCEA) – Brussels, Belgium
European Supervisory Authorities Joint Committee (ESAs-JC) – Luxembourg, Luxembourg
European Securities and Markets Authority (ESMA) – Paris, France
European Training Foundation (ETF) – Turin, Italy
European Union Agency for Asylum (EUAA) – Rome, Italy
European Union Intellectual Property Office (EUIPO) – Alicante, Spain
European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA) – Strasbourg, France
European Agency for Safety and Health at Work (EU-OSHA) – Bilbao, Spain
European Foundation for the Improvement of Living and Working Conditions (Eurofound) – Dublin, Ireland
European High-Performance Computing Joint Undertaking (EuroHPC JU) – Luxembourg, Luxembourg
European Union Agency for Criminal Justice Cooperation (Eurojust) – The Hague, Netherlands
Europe’s Rail Joint Undertaking (Europe’s Rail JU) – Brussels, Belgium
European Agency for Law Enforcement Cooperation (Europol) – The Hague, Netherlands
European Union Agency for the Space Programme (EUSPA) – Prague, Czechia
Fusion for Energy Joint Undertaking (European Joint Undertaking for ITER and the Development of Fusion Energy) (F4E JU) – Garching, Germany
European Union Agency for Fundamental Rights (FRA) – Vienna, Austria
European Border and Coast Guard Agency (Frontex) – Warsaw, Poland
European Health and Digital Executive Agency (HaDEA) – Brussels, Belgium
Innovative Health Initiative Joint Undertaking (IHI JU) – Brussels, Belgium
Joint Research Centre (JRC) – Brussels, Belgium
Chips Joint Undertaking (Chips JU) – Brussels, Belgium
Maritime Analysis and Operation Centre (Narcotics) (MAOC (N)) – Lisbon, Portugal
European Ombudsman (Ombudsman) – Brussels, Belgium
Office of the Secretary-General of the European Schools (OSSGE) – Brussels, Belgium
European Research Executive Agency (REA) – Brussels, Belgium
European Union Satellite Centre (SatCen) – Torrejón de Ardoz, Spain
Single European Sky ATM Research 3 Joint Undertaking (SESAR 3 JU) – Brussels, Belgium
Single Resolution Board (SRB) – Brussels, Belgium
Unified Patent Court (UPC) – Brussels, Belgium