

Translation and Terminology for EU agencies – New multilingual needs and challenges

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Thierry Fontenelle

Head of the Translation Department
Translation Centre for the Bodies of the European Union
Luxembourg

Email: <u>Thierry.Fontenelle@cdt.europa.eu</u>



Translation Centre for the Bodies of the EU

- established in 1994 in Luxembourg
- EU agency, governed by European public law, with legal personality
- self-financed (payments from the EU agencies, bodies and institutions in exchange for services provided)
- managed by a Management Board and a Director



The Translation Centre's mission

- to meet the extensive and growing language service needs of a large number of European agencies, offices and bodies as well as to absorb any surplus work of the EU institutions which have their own translation services;
- to actively participate in **interinstitutional cooperation** with a view to rationalising working methods and achieving global economies of scale (e.g. IATE).



Why was the Translation Centre created by the EU legislator?

- Achieve economies of scale
- Centralise the hidden costs of outsourcing
- Avoid the proliferation of mini-translation services in 50+ specialised EU agencies and bodies
 - Avoid the launch of separate calls for tenders by many agencies
 - Avoid the multiplication of quality assurance teams and processes (preparation phases, compilation and provision of glossaries, revision & quality control, selection of and interaction with freelancers, invoicing...)



The Translation Centre's clients



ENISA



List of clients (1/3)

Name of client	Acronym	Cooperation since
Subject area: Education / Employment / Culture		
European Training Foundation, Turin	ETF	1996
European Centre for the Development of Vocational Training, Thessaloniki	Cedefop	2001
European Commission – Directorate-General for Employment, Social Affairs and Inclusion, Brussels	CCE-EMPLOI	2003
Education, Audiovisual and Culture Executive Agency, Brussels	EACEA	2006
The European Schools	EURSC	2016
Subject area: Transport		
European Aviation Safety Agency, Cologne	EASA	2003
European Maritime Safety Agency, Lisbon	EMSA	2003
European Union Agency for Railways, Lille-Valenciennes	ERA	2005
Innovation and Networks Executive Agency, Brussels (ex-TEN-T EA)	INEA	2008
The Rail Joint Undertaking, Brussels	Shift2Rail	2016
Subject area: Networks & Joint Undertakings		
European Union Agency for Network and Information Security, Heraklion	ENISA	2005
European GNSS Agency, Prague	GSA	2007
Office of the Body of European Regulators for Electronic Communications, Riga	BEREC Office	2011
European Union Satellite Centre, Torrejón de Ardoz (Madrid)	SatCen	2007
Fuel Cells and Hydrogen Joint Undertaking, Brussels	FCH JU	2010
SESAR Joint Undertaking, Brussels	SJU	2009
Clean Sky Joint Undertaking, Brussels	CSJU	2009
ECSEL (Electronic Components and Systems for European Leadership) Joint Undertaking, Brussels	ECSEL JU	2014
Bio-Based Industries Joint Undertaking, Brussels	BBI-JU	2016
Subject area: Research & Innovation		
Research Executive Agency, Brussels	REA	2005
European Research Council Executive Agency, Brussels	ERC EA	2009
European Institute of Innovation and Technology, Budapest	EIT	2008
Executive Agency for Small and Medium-sized Enterprises, Brussels (ex-EACI)	EASME	2006



List of clients (2/3)

Name of client	Acronym	Cooperation since
Subject area: Social Affairs		
European Agency for Safety and Health at Work, Bilbao	EU-OSHA	1996
European Foundation for the Improvement of Living and Working Conditions, Dublin	Eurofound	1998
European Union Agency for Fundamental Rights, Vienna	FRA	2007
European Monitoring Centre for Drugs and Drug Addiction, Lisbon	EMCDDA	1999
European Institute for Gender Equality, Vilnius	EIGE	2009
Subject area: Environment / Energy / Chemical		
European Environment Agency, Copenhagen	EEA	1999
European Fisheries Control Agency, Vigo	EFCA	2008
European Chemicals Agency, Helsinki	ECHA	2007
Fusion for Energy (European Joint Undertaking for ITER and the Development of Fusion Energy), Barcelona	F4E	2008
Agency for the Cooperation of Energy Regulators, Ljubljana	ACER	2010
Subject area: Property Rights		
European Union Intellectual Property Office, Alicante	EUIPO	1996
Community Plant Variety Office, Angers	CPVO	2002
Subject area: General (Legal / Political)		
European Commission – Directorate-General for Translation, Luxembourg and Brussels	EC-DGT	1996
Council of the European Union, Brussels	Council	1998
European Parliament – Directorate-General for Translation, Luxembourg	EP DG TRAD	2013
Committee of the Regions, Brussels	CoR	2000
European Economic and Social Committee, Brussels	EESC	2012
Court of Justice of the European Union, Luxembourg	CJEU	2001
European Ombudsman, Strasbourg	Ombudsman	2005
European Data Protection Supervisor, Brussels	EDPS	2010
European Commission Directorate-General for Justice and Consumers, Brussels	EC-DG JUST	2015



List of clients (3/3)

Name of client	Acronym	Cooperation since		
Subject area: Budget / Financial				
European Central Bank, Frankfurt a. M.	ECB	1997		
European Court of Auditors, Luxembourg	ECA	1998		
European Investment Bank, Luxembourg	EIB	2001		
European Securities and Markets Authority, Paris	ESMA	2011		
European Insurance and Occupational Pensions Authority, Frankfurt a. M.	EIOPA	2011		
European Banking Authority, London	EBA	2011		
Single Resolution Board, Brussels	SRB	2014		
Subject area: Foreign and Security Policy / Police and Judicial Cooperation				
European Police Office (as of May 2017: European Union Agency for Law Enforcement Cooperation), The Hague	Europol	1996		
European Judicial Cooperation Unit, The Hague	Eurojust	2002		
European Border and Coast Guard Agency, Warsaw	FRONTEX	2005		
European Union Agency for Law Enforcement Training, Budapest	CEPOL	2006		
European Defence Agency, Brussels	EDA	2007		
European Asylum Support Office, Valetta	EASO	2010		
European Agency for the Operational Management of large-scale IT systems in the area of freedom, security and justice, Tallinn	eu-LISA	2012		
Maritime Analysis and Operation Centre (Narcotics), Lisbon	MAOC (N)	2013		
Subject area: Public Health / Consumer Protection				
European Medicines Agency, London	EMA	1997		
European Food Safety Authority, Parma	EFSA	2002		
European Centre for Disease Prevention and Control, Stockholm	ECDC	2005		
Consumers, Health, Agriculture and Food Executive Agency, Luxembourg (ex-EAHC)	Chafea	2007		
Innovative Medicines Initiative, Brussels	IMI JU	2010		

About Us

Organisation

Partners

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Publications

eu-LISA > About Us > Who We Are

Ahout Us Who We Are

Mandate and Activities

Finance

A*

Smart Borders

Who We Are



We are the European Agency for the Operational Management of large-scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA), a newly established EU agency to provide a long-term solution for the operational management of large-scale IT systems, which are essential instruments in the implementation of the asylum, border management and migration policies of the EU.

The Agency is currently managing EURODAC, the Visa Information System (VIS) and second generation Schengen Information System (SIS II).

The SIS II database permits the sharing of information on criminal matters to make sure the coordinated investigation of crimes that no longer respect national borders. The VIS system, ensures fair, efficient and secure processing of the visa application processes and border entry travel procedures of external visitors to EU while the Eurodac system permits the monitoring of asylum applications from those who may need protection under EU values and norms.

The Agency was established in 2011 (through Regulation (EU) No 1077/2011) and it started its activities on 1 December 2012.

The headquarters of eu-LISA are based in Tallinn, Estonia, whilst its operational centre is in Strasbourg, France. There is also a business continuity site for the systems under management based in Sankt Johann im Pongau. Austria

Related Links

Contact us

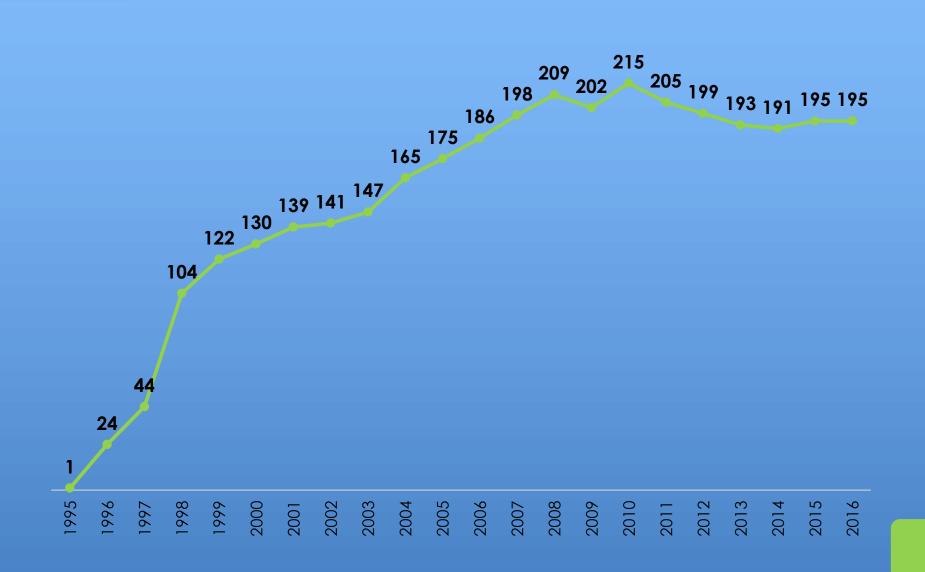
eu-LISA in action 2016 Annual Work Programme eu-LISA Strategy 2014-2020 Ethical Behaviour and Code of Conduct

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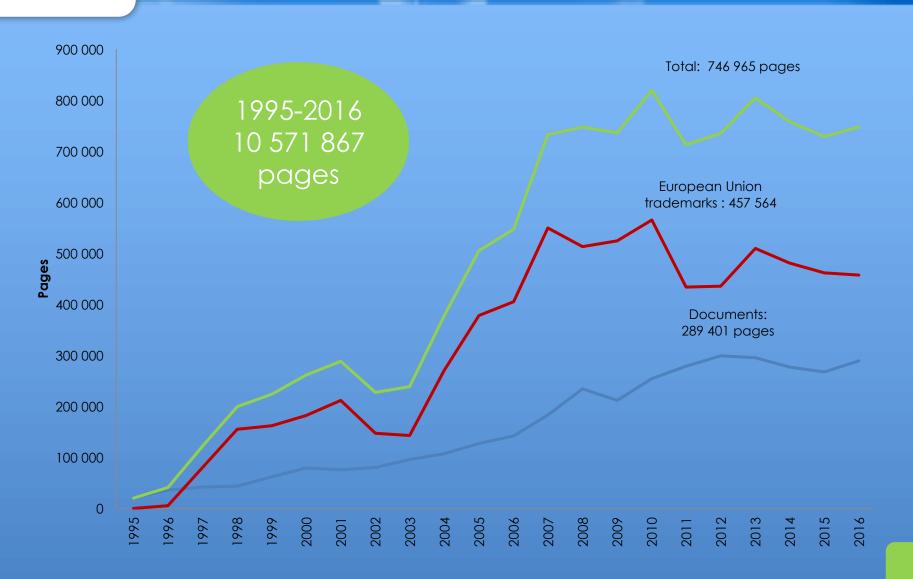


Staff evolution over the years





Volume of translated pages (2016)



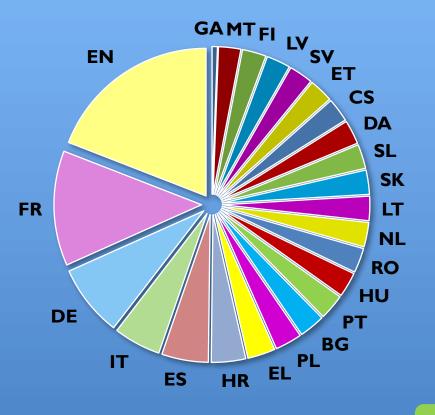


Distribution of languages by source and target

Source languages



Target languages





The Centre and its business model: peculiarities (1/2)

- Yearly production of around 290 000 pages for documents (+460 000 pages for EUTMs).
- 24 official EU languages + non-EU languages on demand (Arabic, Chinese, Russian, Turkish, Norwegian, Icelandic, Hebrew...).
- Diversity of domains and document types (medical, legal, aviation, technical, annual reports, work programmes, press releases, web pages...).
- Diversity of file formats and layout styles (Word, Excel, Acrobat, InDesign, Visio, HTML, XML, MS Publisher, PowerPoint, mixed files...).



The Centre and its business model: peculiarities (2/2)

- → A big portion of the workload is **outsourced** to external translators, who are experts in the field selected via tendering procedures.
- All externally translated texts are revised internally.
- Small translation teams (4 to 9 people) handling revisions and in-house translations, which are usually cross-checked by a team colleague.
- Multilingual offices.



The Centre's services

- Translation
- Modification
- Editing
- Revision
- Linguistic consulting
- Terminology
- Term lists
- Revision of term lists
- Subtitling



Key elements of the Centre's quality assurance model (1/3)

Sustained quality, as opposed to incidental quality, requires planning and organisation at management level

Quality Assurance – a **key priority** of the Translation Centre's Strategy

Key Elements:

- Rigorous selection and recruitment processes for in-house translators.
- Continuous training of translators.
- Specific calls for tender (e.g. in the medical, legal, aviation, chemical, railways, environment ...fields).
- **Dynamic re-ranking** system (regular evaluation of freelance translations: +1 / 0 / -1).
- Terminology projects (validated by the client; e.g. ECHA-Term)
 - \rightarrow IATE



Key elements of the Centre's quality assurance model (2/3)

- → Analysis of incoming requests and pre-processing of source documents (use of translation memories for consistency):
 - A) Reference material
 - by client coordinator on an internal repository (One-Stop-Shop)
 - supplied by client
 - by the CdT Reference material and documentation team
 - B) Instructions
 - Document specific instructions for translators supplied by client with each request
 - General client specific instructions prepared by client coordinator in cooperation with the client



Key elements of the Centre's quality assurance model (3/3)

- Client Coordinator: responsible for clarifying, in close cooperation with the client, any linguistic and content-related questions arising during the translation process
- In-house revision of any translation produced externally + obligatory assessment sheet
- Post-processing of files (layout and completeness check)
- Analysis of client feedback submitted via Client Satisfaction Form (CSF)
- Measuring client satisfaction via CSF and periodic surveys
- Ex-post quality control



Specialized terminology databases

Linguistic resources for translators: from lexicography to terminology

Historical + monolingual dictionaries

Generalcoverage bilingual dictionaries

Learners' dictionaries

Pocket bilingual dictionaries



- Terminology is the DNA of Knowledge

 Kara Warburton

 (Head of the Terminology Management @ IBM)
- There is no Knowledge without Terminology (TermNet.org)



Chunking: pre-assembled multi-word units

- Words and terms = prefabricated building blocks of language (chunks of language)
- Writers/speakers store, retrieve, process language very largely in chunks (ready-made sequences)
- Terminology vs. phraseology
 - Bovine spongiform

encephalopathy

Mad cow...

disease

• Maladie de la vache...

folle



LANGUAGE IS A DYNAMIC AND LIVING ORGANISM

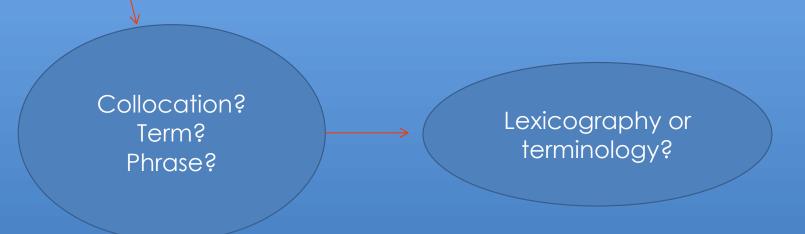
- New terms are created every day (e.g. 3D printer; 3D scanner; selfie, VR headsets...)
- Some terms fall into oblivion or become deprecated
- Experts often have terminological preferences
 - Geopolitical factors
 - Mexican flu vs. A(H1N1) virus
 - Types of audience / publications
 - Scientists vs general public
 - Academic report vs. newspaper article
 - BSE/Bovine Spongiform Encephalopathy vs. Mad Cow Disease



Precautionary statements in ECHA-Term

(chemical terminology for the European Chemicals Agency - ECHA)

- Do not spray on an open flame or other ignition source. Avoid contact during pregnancy/while nursing.
- → Keep cool. Protect from sunlight.
- Rinse cautiously with water for several minutes.
- Do not pierce or burn, even after use.
- Keep away from any possible contact with water, because of violent reaction and possible flash fire.





"Keep cool" in ECHA-Term

Search Screen | Settings | Download data | Help |

Documentation

English (EN)



Multilingual Chemical Terminology by ECHA

Back to search screen

Alphabetical search

EN - English

Precautionary statement -

Keep cool.

•

Feedback

Other languages: BG CS DA DE EL ES ET FI FR HR HU IT LT LV MT NL PL PT RO SK SL SV All

Domain

Chemical legislation, CLP

Domain note

Sixth adaptation to technical progress. Updated on 08.08.2014

Code

P235

Precautionary statement

Tenir au frais.

Reliability

Term Ref.

Annexe IV, Règlement (CE) n o 1272/2008 du Parlement européen et du Conseil du 16 décembre 2008 relatif à la classification, à

l'étiquetage et à l'emballage des substances et des mélanges, modifiant et abrogeant les directives 67/548/CEE et 1999/45/CE et

modifiant le règlement (CE) n o 1907/2006, 02008R1272-20131201/FR

Term Note

Conseils de prudence — Prévention

EN

FR

Precautionary statement

Keep cool.

Reliability

Term Ref.

Annex IV, Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008 on classification,

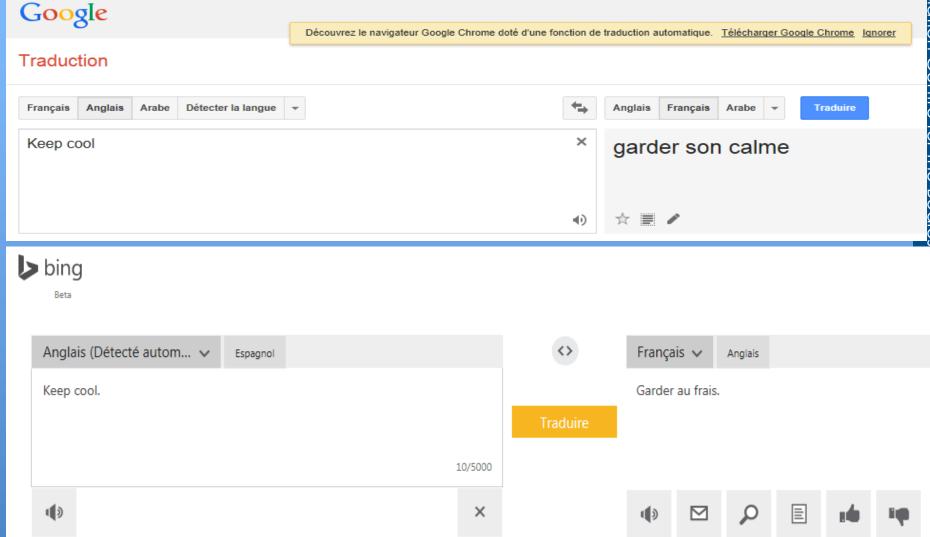
labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending

Regulation (EC) No 1907/2006, 02008R1272-20131201/EN Term Note

Precautionary statements — Prevention



'Keep cool' in MT systems: 'garder son calme' vs 'garder au frais'





'Keep cool » in MT@EC



Commission

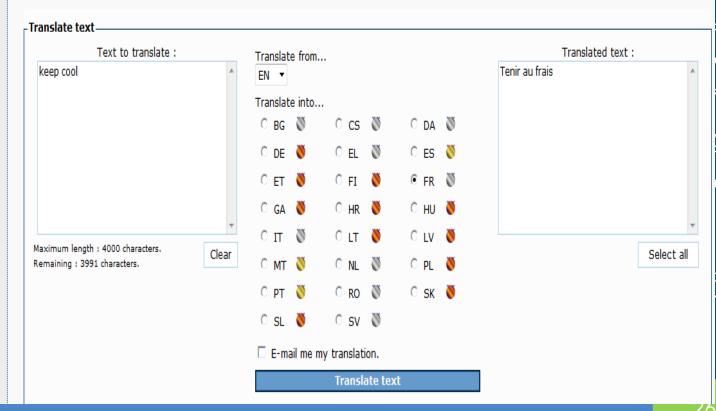
Machine Translation



Translate documents

Translate text

My translation requests





Translation Memories vs Terminology

TRANSLATION MEMORIES	TERMINOLOGY
How something <u>was</u> translated	How something <u>should be</u> translated
From the past	For the future
Variety	Consistency
Segment level (phrase)	Subsegment level (term)



TERMINOLOGY CHALLENGES:

- Acquisition and representation
- Equivalence in EU languages (24 today)
- Dissemination
- Exploitation during translation process (term checkers...)

Terminological consistency/accuracy vs.

the "dictatorship" of terminology



A precarious balance



The IATE Project (1/2)

- IATE = "InterActive Terminology for Europe"
 - 1.3 million entries
 - over 8.5 million terms
- Project Partners: EC, Council, EP, Court of Auditors, European Economic and Social Committee/Committee of the Regions, Translation Centre, SCIC, Court of Justice, European Investment Bank, ECB (+ Publications Office as an observer)
- CdT = Project Initiator & Project Manager since 2003
- The development phase started in January 2000.
- IATE has been operational since summer 2004.
- IATE was opened to the public on 28 June 2007: http://lale.europa.eu
 IATE 2 under way
- 36.5 million queries in 2016 (Public) & 18.5 million queries (internal)



The IATE Project (2/2)



English (en)

Search Screen Help

Result 1-1 of 1 for eu-lisa

eu-lisa

en > de et fi fr lt lv (domain: Any domain, type of search: All)

EU	office or agency, Information technology and data processing, Migration [CdT]		Full entry
EN	European Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice	**** *@	₽
	eu-LISA	*** <u></u>	
	IT Agency (Obsolete)	**** +@ 🖂	
**********	Europäische Agentur für das Betriebsmanagement von IT-Großsystemen im Raum der Freiheit, der Sicherheit und des Rechts	**** *@ 🕾	
DE	eu-LISA	*** + @	e e
	EU-Agentur für IT-Großsysteme	*** <u></u>	
	IT-Agentur (Obsolete)	**** + @	•
	Vabadusel, Turvalisusel ja Õigusel Rajaneva Ala Suuremahuliste IT-süsteemide Operatiivjuhtimise Euroopa Amet	**** *@	₽
ET	eu-LISA	*** <u></u>	
	IT-amet (Obsolete)	**** + @	•
***************************************	tietotekniikkavirasto	**** + @	
FI	vapauden, turvallisuuden ja oikeuden alueen laaja-alaisten tietojärjestelmien operatiivisesta hallinnoinnista vastaava eurooppalainen virasto	**** *@	II
	eu-LISA	*** <u></u>	
FR	Agence européenne pour la gestion opérationnelle des systèmes d'information à grande échelle au sein de l'espace de liberté, de sécurité et de justice	**** *@	₽
	eu-LISA	*** <u></u>	
	Agence IT (Obsolete)	**** + @	•
	Europos didelės apimties IT sistemų laisvės, saugumo ir teisingumo erdvėje operacijų valdymo agentūra	**** *@ 😫	
LT	"eu-LISA"	*** <u>*</u>	

Search



Eurodac in IATE



English (en)

Search Screen Help

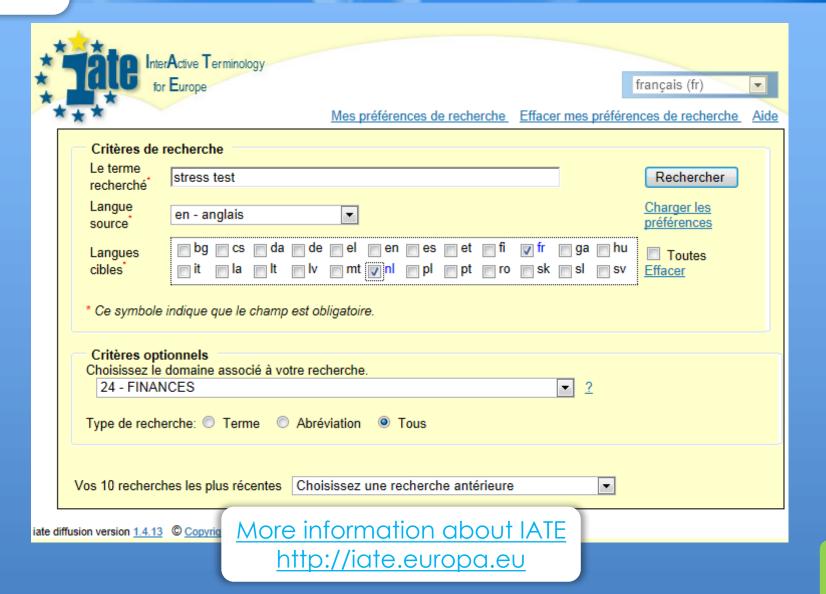
Eurodac Search

en > de et fi fr (domain: Any domain, type of search: All)

		Result 1-7 of 7	for Eurodac
Inte	rnational balance, European construction, Migration [Council]		Full entry
	Eurodac	**** *@	8
EN	European fingerprinting system	★★ ☆☆ + @	=
	European system for the comparison of the dactyloscopic records of asylum seekers	★★ ☆☆ + @	
	Eurodac	***	
DF	europäisches System zum Vergleich der Fingerabdruckdaten	***	
DE	europäisches System zur Erfassung der Fingerabdrücke von Asylbewerbern	***	<u>E</u>
	europäisches Daktyloskopie-System (Obsolete)	***	
***************************************	Eurodac	***	₽
ЕТ	Eurodac-süsteem	*** <u></u>	
ш	Euroopa sõrmejälgede võrdlemise süsteem	*** <u></u>	87 "
	varjupaigataotlejate sõrmejälgede andmete võrdlemise süsteem	*** <u>*</u>	
	Eurodac	*** <u></u>	
FI	Eurodac-järjestelmä	*** <u></u>	=
	Eurodac-järjestelmä sormenjälkien vertailua varten	*** <u></u>	
	Eurodac	**** + @	
FR	Système européen de comparaison des signalements dactyloscopiques des demandeurs d'asile	**** +@	

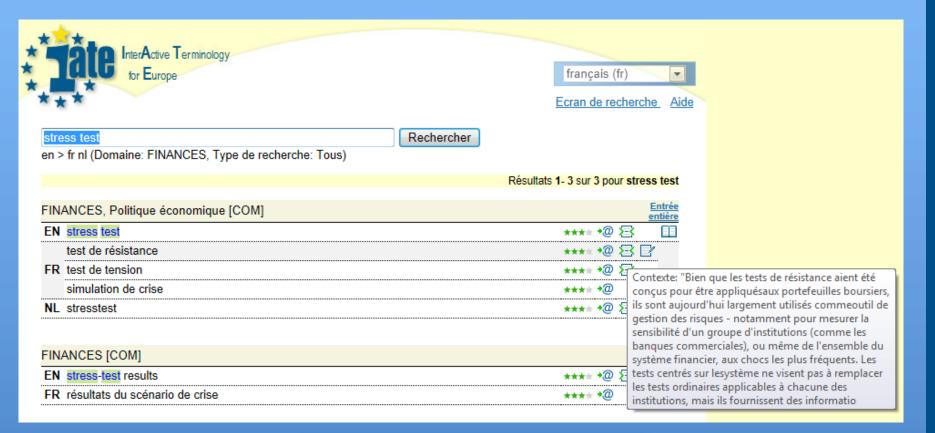


The IATE Project (2/3)





The IATE Project (3/3)



More information about IATE http://iate.europa.eu



The added value of term bases: metadata and user preferences

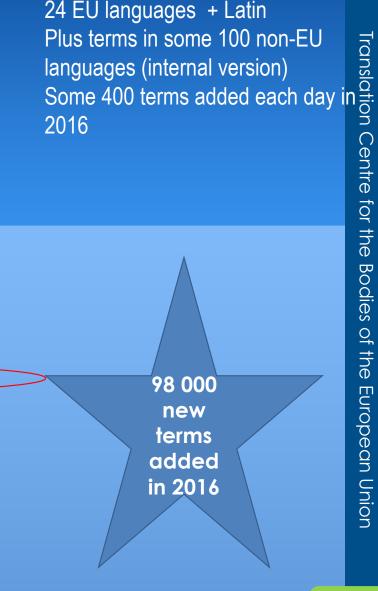
- Metalinguistic labels to capture preferred terminology & community/company- or institution-specific preferences
- Preferred / Obsolete / Deprecated
- Reliability codes
- Definitions / contexts...

Medi	cal science [COM]	Full entry
	influenza A(H1N1)v virus (Preferred)	*** [*]
	novel flu virus	**** 🗵
EN	novel influenza virus	**** 🛭 📻
EN	novel influenza virus A(H1N1)	*** *@
	Mexican influenza virus (Deprecated)	**** 🕏
	swine influenza virus A(H1N1) (Deprecated)	**** 🗵



LANGUAGE	TERMS in IATE
en - English	1 364 066
fr - French	1 297 538
de - German	992 985
nl - Dutch	674 035
it - Italian	670 711
es - Spanish	590 797
da - Danish	589 063
el - Greek	509 037
pt - Portuguese	497 547
fi - Finnish	331 055
sv - Swedish	309 180
pl - Polish	74 172
ga - Irish	67 497
la - Latin	63 158
lt - Lithuanian	63 154
et - Estonian	55 336
sl - Slovenian	53 683
mt - Maltese	52 921
ro - Romanian	48 881
sk - Slovak	47 567
cs - Czech	47 304
hu - Hungarian	44 742
bg - Bulgarian	43 536
lv - Latvian	42 755
hr - Croatian	18 358

IATE Public version Number of terms on 1/1/2017 24 EU languages + Latin





Subtitling service



→ Goal

- Help EU agencies and institutions to reach EU citizens in their languages on social networks (subtitled videos for agencies' web sites, YouTube, FaceBook, LinkedIn...)
- Added the to Centre's portfolio of services in 2015
- Deployment of subtitling software and training of in-house translators for the 24 EU official languages
- Production of over 3100 minutes of subtitled videos since 2015
- Several clients:
 - EUIPO (Alicante)
 - ECHA (Helsinki)
 - EMCDDA (Lisbon)
 - DG EMPL (EC, Brussels)
 - EIGE (Vilnius)
 - Frontex (Warsaw)

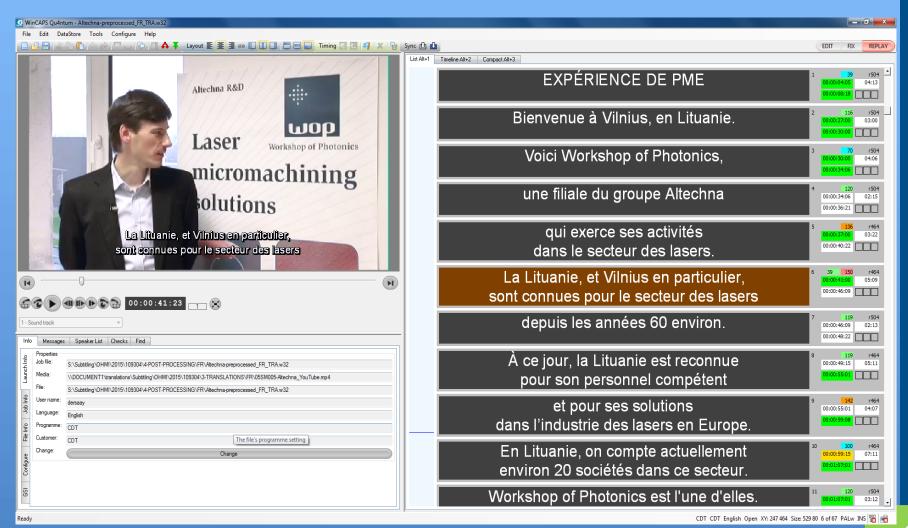


Video subtitling for EU Agencies





Wincaps





Video subtitling for EU Agencies





More information about the Translation Centre: http://cdt.europa.eu







16 October 2015 -

French Radio station Euradionantes has spoken to Thierry Fontenelle, our head of Translation, on the occasion of the International Translation Day. The podcast is available online. Tune in to discover the Translation centre in less than one minute and thirty seconds!

IATE Jobs Management Board Organisation chart **Publications**

Tenders Terminology Traineeship Translation





http://www.cdt.europa.eu



http://www.facebook.com/translationcentre