eu-LISA Policy on Multilingualism 2023

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1. Introduction

The European Union Agency for the Operational Management of Large-scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA), provides long-term solutions in the area of EU internal security and supports the implementation of asylum, migration and border management policies, through information technology.

eu-LISA manages and develops the pan-European large-scale IT systems Eurodac, SIS, VIS, EES, ETIAS and ECRIS-TCN as well as creating interoperability between all six systems.

The Agency **provides expert training to Member State authorities** in their use of the systems and **performs research and development tasks** such as monitoring new developments in technology, which are relevant to the large-scale IT systems or to implementing pilot projects and proof-of-concept projects.

eu-LISA fully respects multilingualism as the founding principle of the EU. The Agency follows the Council Regulation No 1 and other related legal acts with regard to linguistic requirements, as also set out in Article 33 of its Establishing Regulations (**EU 2018/1726**). At the same time, the Agency has to take into account the financial and human resources allocated to it when implementing the principles of multilingualism.

2. Purpose and scope of the Policy

The purpose of the eu-LISA policy on multilingualism is to ensure that responsibilities within the Agency are identified and the legal obligations for multilingualism met.

The policy covers eu-LISA corporate channels and publications as set out in Articles 34 of its Establishing Regulations and listed in sections III 2 and III 3.

The policy does not cover eu-LISA document management related questions.

3. Implementation of eu-LISA Policy on Multilingualism

The primary stakeholders of the Agency are the EU Institutions, EU Member States and Schengen Associated Countries as well as the Justice and Home Affairs Agencies (JHAA) and the general public.

According to eu-LISA Management Board decision (No 2017-037 REV 1), the working language of the eu-LISA is English. English is also predominantly used by the main stakeholders of the Agency, operating at European level for public consultations, meetings and the publication of technical, legal or policy documents. The vast majority of eu-LISA communication is conducted in English.

Where appropriate, the Agency's public communication is conducted in other EU languages (in addition to English). This is decided on a case-by-case basis according to the criticality of the message and the location of the core audience.

Various public information materials, such as leaflets, brochures and factsheets, are published in French, German and Estonian, in addition to English, to support public engagement of the communities in the eu-LISA host countries.

In line with Article 19 and 33 requirements, as well as to meet the conditions of Article 34 of its Establishing Regulation, eu-LISA corporate documents are translated by the Translation Centre for the Bodies of the European Union (CdT).

eu-LISA is looking into broadening the availability of multilingual information for external audiences and is considering Machine Translation (MT), especially Neural Machine Translation (NMT), as a novel service provided by CdT.

3.1. Roles and responsibilities

The Communication Sector (COMS), within eu-LISA's Executive Support and Stakeholders Relations Unit (ESU), is responsible for the publication and/or translation of both mandatory and non-mandatory Agency publications by:

- coordinating eu-LISA content production, in line with eu-LISA Content Production and Publishing process, and the translating and publishing of annual plans;
- producing and publishing content on the eu-LISA website and social media platforms.

COMS also coordinates eu-LISA formal replies to public enquiries in line with the requirements for transparency stipulated in Article 34 (5) of its Establishing Regulation.

3.2. Corporate Communication Channels

The communication channels of eu-LISA, such as the **intranet**, its **online learning portal (LMS)** and official **social media accounts**, share information and communicate in the working language of the Agency - English.

The main external communication channel of the Agency – the **eu-LISA website** – publishes information also in other EU official languages. As part of the roll-out of a new external website (2023-2024), with updated functionalities, the Agency is considering the use of an automated translation tool to translate static content of the website into more EU languages, while providing also a more digital-friendly access to different language versions.

eu-LISA has official social media accounts on Twitter, LinkedIn, Facebook and YouTube. The Agency not only produces original content, but also collaborates with other agencies and institutions partaking in coordinated social media campaigns with other JHA Agencies and the wider circle of all EU Agencies.

3.3. Corporate Documents and information materials

eu-LISA translates the following documents into all official languages of the European Union, as required by its founding Regulation (EU 2018/1726) and publishes the majority of them on its website:

	Target audience	Objective	Content type	Languages	Channel/Tool
Programming documents	Management Board; Budgetary Authority; Agency stakeholders; General public; Media	Information as well as accountability and transparency	Work programme	All EU languages (mandatory publication)	Illustrated Portable Document Format (PDF) published on the website

Annual Activity reports	Management Board; Budgetary Authority; Agency stakeholders; General public; Media	Information as well as accountability and transparency	Activity report	All EU languages (mandatory publication)	Illustrated Portable Document Format (PDF) published on website
Annual budgets	Management Board; Budgetary Authority; Agency stakeholders; General public; Media	Information as well as accountability and transparency	Budget	All EU languages (mandatory publication)	Portable Document Format (PDF) published on website
Lists of competent authorities which are authorised to search directly the data contained in the Schengen Information System	Management Board; Agency stakeholders; General public; Media	Information and transparency	Report	All EU languages (mandatory publication)	Portable Document Format (PDF) published on website
Lists of Offices of the national systems of SIS II (N.SIS II) and SIRENE Bureaux	Management Board; Agency stakeholders; General public; Media	Information and transparency	Report	All EU languages (mandatory publication)	Portable Document Format (PDF) published on website
eu-LISA official replies to ECA's observations to the annual accounts of the Agency	Management Board; Budgetary Authority;	Information and approval; accountability and transparency	Opinions	All EU languages (mandatory publication)	Portable Document Format (PDF)

In order to provide the public, and any other interested party, with easily understandable information regarding its work (in accord with article 34 (4) of its Establishing Regulation) eu-LISA publishes leaflets in English, French, German and Estonian:

	Target audience	Objective	Content type	Languages	Channel/Tool
Leaflets on eu-LISA's core functions	Agency stakeholders; General public; Media	Information	Information; Promotional material	English, French, German, Estonian	Illustrated paper copy; online publication on website; Portable Document Format (PDF) published on website

4. Monitoring

eu-LISA regularly reviews and updates its multilingualism policy in line with changes to the Agency's overall strategy and budget.

In the context of the rapid development of technology, various semi-automatic and fully automatic translation tools are constantly evolving. eu-LISA follows these technological developments closely and considers using them where possible to translate its communications into an increasing number of EU languages in the future.