Towards full EU-24 multilingualism in EFSA

Giovanni MANCARELLA, team leader

Alessandra FANTINI, language editor

Coordinated Communications Team

COMCO department

Trusted science for safe food

On the agenda today

1. **Why multilingualism in the EU**

2. **Background for multilingualism at EFSA**

3. **Evolution of the EFSA language policy**

4. **Recent developments in translation tools – Neural machine translation**

5. **EFSA journey towards a full EU-24 multilingualism**

6. **Free online resources**

7. **Questions/suggestions from FP members**

Why is multilingualism important?

- The EU's motto 'united in diversity' symbolises the essential contribution of **linguistic diversity** to the European project.

- Firmly rooted in the European treaties, multilingualism makes the **European institutions and bodies more accessible and transparent for all citizens** of the Union, which is essential for the success of the EU's democratic process.

- **EU Transparency regulation** (2019/1381) calls for improved risk comms –transparent, continuous and inclusive, involving Union and national risk assessors and risk managers

- Also: emphasis on explaining in an accurate, clear, comprehensive, coherent, appropriate and timely manner.

- **EU Ombudsman report**: *EU bodies' websites should, at least to some extent, be available in all EU official languages*

- EFSA's 5 languages + multilingual products well received to date (e.g. campaigns, multimedia products)

- Technological advances in translation tools: artificial intelligence (Neural MT) and services – opportunities to expand and lean

Currently, EFSA website in 5 languages: **EN>DE ES FR IT**

- ***WHO*** - In-house language editors for FR and IT + The EU Translation Centre (CdT) for DE, ES

- ***WHAT*** -All communication content on EFSA website except scientific outputs (EFSA Journal)

- ***HOW*** - Limited to 5 languages (EN, DE, FR, IT, ES): scenario partially responding to full EU multilingualism

- **Stakeholders** expressed wish for EFSA's information to be available in other EU languages besides EN-DE-FR-IT, this request arising most frequently for **Spanish,** one of the **most spoken languages** worldwide

- Evidence from **web traffic analytics**

2020 pilot introduction of Spanish version

Way forward

- **Ongoing advances** in the technologies used to provide translation services present EFSA with the opportunity to further improve the efficiency of its translation process

- **October 2019 - Analysis** by external consultants reviewes pros and cons of different translation solutions considering three weighting factors: affordability, quality, time-responsiveness
  - in-house *vs* CdT *vs* other translation providers *vs* machine translation

- **November 2019 -** EFSA Management Team approves the linguistic expansion and agrees to test **neural machine translation** to translate the website content into **6 additional languages**

2020

Selection of possible NMT providers based on relevant criteria for EFSA: price, number of available languages, compliance with data protection regulation, technical compatibility with EFSA website, ...

2021

Pilot phase testing of NMT for new languages, based on web traffic/breakdown of language users on EFSA website, as well as in-house capabilities to assess test results:

French & Italian	Dutch	Polish	Portuguese	Greek	Swedish

2022
Full EU-24 multilingual roll-out

Translation – acceleration of digitalisation

- Huge growth in online content paired with complexity of translation projects

- Advancing technologies

- Changing customer needs

- **Demand for translation outstripping quality supply**

efsa

European Food Safety Authority

- **Machine translation** - Applications or online services that use **automated** technologies to translate texts from-to any of their supported languages.

- **Neural Machine Translation -** New machine learning technology based on artificial intelligence to teach software how to produce the best translation result. NMT gets trained to maximise performance.

The advent of NMT has caused a shift in translation technology, resulting in higher quality translations.

Advantages	Limitations
1. Takes inspiration from the human brain for its capacity to adapt and learn from experience.	1. Source-text phrases need to be clear and coherent if a quality translation is to be obtained.
2. Elaborates the translation based on the content of the whole document, not just the single sentence.	2. Free translation engines save and store all the data and information they process.
3. Easy to manage, to scale and more cost-effective.	3. Not to be used for documents that require precision such as legal or financial documents.
4. Based on a model that supports all EU languages and various domains.	4. Human verification might be necessary.
5. Significant step forward in terms of effectiveness and usefulness of machine translation engines.	5. To be used with a disclaimer.

Free online MT resources for you

CEF Digital

eTranslation

A free, easy and secure translation tool to break language barriers in the EU.

- **eTranslation** - the European Commission's automated translation tool available to translate documents and open to SMEs; **public administrations** and public sector service providers:

- **Product features**

- high security - all data processed stay within the Commission's firewalls and can't be seen by outsiders

- offers 552 language pairs, covering all 24 official EU languages, Icelandic and Norwegian (Bokmål)

- works best with texts on EU-related matters

- free of charge, at least until the end of 2020

- emails translations to you, or stores them in your personal workspace for 24 hours

https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eTranslation

LIVE

eTranslation on Europa
DG COMM-DGT-DIGIT

What: enable the use of eTranslation on Europa websites

- ► European Commission «core» website, or sites managed by other departments

When: content is availaible only in one or some EU languages

- ► Informative, legally and contractually non-binding content

How: via a «webtools» widget implemented on selected sites or pages

- ► technology agnostic, compliant with security, accessibility and data protection requirements

European Commission
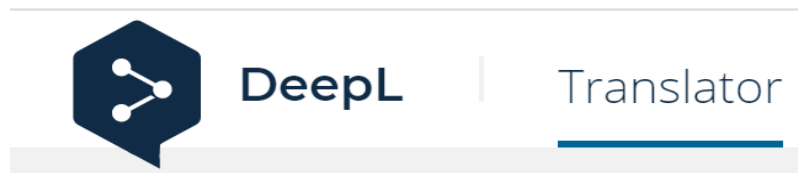
DeepL Translator - free online machine translation service that produces translations of unprecedented quality: https://www.deepl.com/translator

- Currently, 110 possible combinations between English, German, French, Spanish, Portuguese, Dutch, Italian, Polish, Russian, Japanese, and Chinese. Further languages will become available in the near future.

Website translator tools

Some popular, open-source online website widgets

- Questions?
- We welcome feedback on our translations now and for the ongoing project.
- Write to:

LinguisticServices@efsa.europa.eu