

External Language Policy

1. Purpose

As an EU Agency, the European Border and Coast Guard Agency (Frontex) aims to strike a reasonable balance between respect for speakers of the many EU official languages and practical considerations such as time constraints, our target audience, and the cost of translation. Frontex strives to make its work accessible and widely available in as many EU official languages as possible.

2. Rules and principles

The cornerstone of Frontex's language policy is the fact that English, besides being the working language of the Agency¹, is also a 'lingua franca' for the entire EU border and coast guard community. As a result, it is used for communication, training and operational purposes. Consequently, most documents and communication products aimed at this key audience are in English. Nevertheless, Frontex strives to ensure that non-sensitive information targeted to the general public on the Agency's activities is available in as many EU official languages as possible. The following criteria will be applied when deciding which documents/information, publications or products will be translated into all EU official or other languages:

- **Urgency and political importance** - some types of information need to be published swiftly. Since translation takes time, this type of content is only published in English;
- **Information lifespan** - information which only has a short lifespan (e.g. newsfeeds, events, press releases, tweets, social media posts) is published in English only;
- **Reasonable response time** - the aim is to provide accurate replies as swiftly as possible. This is one of the main reasons why English is the Agency's working language;
- **Relevance to a wider EU public** - the Agency shall translate into all EU official languages documents/information having a major impact on EU citizens' lives, as this should contribute to increasing transparency and public trust in Frontex. In particular, documents creating rights and obligations for EU citizens shall be translated into all EU official languages;
- **Target audience and security reasons** - sensitive intelligence reports, analyses and manuals are targeted to specialists, experts and other limited audiences and are mostly available in English. Translations into other EU official and non-EU languages are provided only in well-justified cases;
- **Effective use of resources** - only selected corporate documents and other content relevant for the public are translated into EU official languages in order to reach the largest audience in the most efficient manner. The Agency has to ensure that significant costs related to translations are justified and within the available budget.

3. Key documents

Frontex key documents describing the Agency's activities shall be available in all EU official languages. These include the Single Programming Document (SPD) and the Consolidated Annual Activity Report (CAAR). The European Integrated Border Management Strategy (EIBM), another key document, was translated into all EU official languages, as well as Norwegian and Icelandic. All these documents can be downloaded in PDF format from the Agency's website. The Agency shall also translate into all EU official languages documents that directly affect EU citizens' lives, in particular those that create rights and obligations for them. Consequently, the Anti-Fraud Strategy and Fundamental Rights Strategy will be made available in all EU official languages. The list of documents (to be) translated into EU official languages is included in the Appendix, which constitutes an integral part of this policy. The afore-mentioned list is a living document which may be amended in the future, for instance in light changing circumstances in the implementation of the Agency's current and future mandate, or upon request of the Language Officer referred to in paragraph 5.

¹ Decision of the Executive Director No 2014/86 of 17 December 2014 on internal use of languages.

4. External communication

English, being the Agency's working language and 'lingua franca' for the EU border and coast guard community, is used for most external communication purposes, social media and press relations.

Due to the fugacious nature of social media that demand fast and accurate responses, Frontex uses English while communicating on Twitter, Facebook, LinkedIn and similar platforms. English is also the Agency's first choice when it comes to press relations, with French and German occasionally used for contacting journalists and conducting interviews. Press releases, tweets, Facebook and LinkedIn posts are all published in English on their respective channels.

4.1. Website

Most Frontex web content is in English. This allows for optimising resources and swiftly responding to changing situations and an increasing demand for information. However, Frontex is committed to making a continuous effort to having more information on its website publicly available in other EU official languages. In particular, the Agency strives to translate into all EU official languages, those parts of its website that might be of particular interest to the general public. The Frontex website comprises subpages in 23 other EU official languages: Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish. They all contain basic information about Frontex, its structure, activities, key documents and selected videos with subtitles in the respective language. Frontex aims to gradually increase the number and variety of content available in other EU official and non-EU languages in line with the Agency's development, its emerging needs and new responsibilities.

4.2. Communication with EU citizens

In accordance with the European Code of Good Administrative Behaviour, Frontex shall ensure that every citizen of the Union or any member of the public who writes to the Agency in one of the EU official languages receives an answer in the same language within a reasonable timeframe. To ensure EU citizens' access to information the Agency may consider, in well-justified cases, translating a document or piece of information into another EU official language on the citizen's request. The requestor should provide a legitimate justification and prove that such a request is necessary and affects them personally.

4.3. Publications

Frontex produces a great variety of publications including training manuals, research papers, and risk analysis reports, whose main target group are members of the EU border and coast guard community, as well as other experts. Some of these publications are available only in English due to security reasons or the fact that the target audience is limited. Meanwhile, publications that are addressed to the general public are translated into numerous EU official and non-EU languages. The Agency strives to ensure that products aimed at the general public (such as "2018 in Brief", or "Agency at a Glance") are translated into all EU official languages to reach a wider multilingual European audience. As the Agency's involvement in cooperation with non-EU countries grows, so does the number of publications aimed at these specific audiences which are available in various non-EU languages (e.g. Albanian, Arabic, Farsi, Pashtu, Russian, Serbian, Tigrinya, and Urdu).

4.4. Vacancy notices

As good knowledge of English (at least B2) is required for every post offered by the Agency, vacancy notices, as stipulated in Decision of the Executive Director No 2014/86 of 17 December 2014 are published in English.

5. Monitoring and evaluation

The Head of the Inspection and Control Office (ICO) shall designate a Language Officer to ensure that this external language policy is implemented and applied consistently throughout the Agency. The Language Officer will draw up an annual report indicating possible areas for improvement, documents/information that should be translated into all EU official languages, and if needed, suggest measures to be introduced.

Appendix

List* of key documents to be made available in all EU official languages on the Agency’s website

Type of document	Name of document	Translated into English	Translated into official EU languages	Translated into selected non-EU languages
Key corporate documents	Single Programming Document (SPD), Consolidated Annual Activity Report (CAAR), European Integrated Border Management Strategy (EIBM)	Yes	yes	Yes (EIBM - into Schengen Associated Countries’ languages)
General information on the Agency	“Agency at a Glance”, “Year in brief” (and its subsequent editions)	Yes	yes	no
Documents of key importance or interest for EU citizens or non-EU public	External Language Policy, Fundamental Rights Strategy, Anti-Fraud Strategy, Complaint Mechanism	yes	yes	Yes (Complaint Mechanism - into Albanian, Arabic, Farsi, Pashtu, Russian, Serbian, Tigrinya, and Urdu)
Operational documents of strategic importance for the Agency staff	Code of Conduct, Social media policy, Common Integrated Risk Analysis Model (CIRAM)	yes	yes	no

* This list is a living document which can be amended at any time by the Media and Public Relations Office, for instance in light of changing circumstances in the implementation of the current and future European Border and Coast Guard Regulation, or upon request of the Language Officer referred to in paragraph 5 of the Annex.