

Brussels, 4 September 2026

Dear Colleagues,

In this new open letter, we would like to begin by extending our heartfelt thanks to all of you for your hard work and commitment over these last few months.

As the new Irish presidency gets under way after a successful semester under the Cyprus presidency, the aim of this letter is to give you a few news items, updates and clarifications that we think you may find useful.

GSC quality assessment and satisfaction survey

As you may be aware, throughout the Cyprus Presidency the GSC conducted a quality analysis of its interpretation providers, using two different evaluation methods.

Firstly, in February/March 2026 the GSC launched a quality assessment on COREPER I meetings (FR-DE-EN). We received favourable results with an average of 1.78 on a scale ranging from 1 (Excellent) to 6 (Very poor). We are particularly pleased that the team managed to achieve this score within the first year of the change of provider for these highly technical meetings. We are confident that we can continue to improve on this score in the months ahead.

Secondly, the GSC conducted an interpretation satisfaction survey among its users (all delegates attending meetings coordinated by the GSC). The survey was implemented across all meetings over a three-week period in May 2026, including, obviously, all the meetings run by HOP. The questionnaire was online and anonymised.

We're delighted to inform you that overall, HOP interpreters achieved a satisfaction rate close to 90%! This is a very pleasing achievement; one we are proud of.

On our side, this kind of quality assessment is also a very useful tool in that it gives us a clear picture of our situation booth by booth, facilitating the recruitment process. We can therefore reward high-performing interpreters and take action where necessary in our quest to continually improve quality.

Update on the HOP Portfolio

The GSC has announced an important update regarding the meetings assigned to HOP, after entrusting us with IMEX Working Party meetings since January 2026.

We are very pleased to see that the TTE and ENVI Councils have been restored to HOP's stewardship, while HOP has also been assigned the Coreper II JHA Councils. IMEX Working Party meetings will remain with HOP for an undefined yet limited period, covering at minimum the Irish presidency.

Considering this positive development, we are delighted to be able to offer you new opportunities for the months and years ahead: this outcome now holds both of us - HOP and you interpreters - accountable to successfully deliver these new meetings.

HOP would like to take this opportunity to thank the Council for the trust placed in us to serve these new operational needs. We are enthusiastic and honoured to be able to assist with this new portfolio, while remaining humble and fully appreciative of the significance of this mission. Our commitment to continue to be flexible and to contribute to any new opportunity the Council may give us remains undimmed.

To conclude

Since May 2025, our contract with the Council of the European Union has been in full swing. It has been in turn exciting, tiring, suspenseful, difficult, and rewarding...but above all, it has been accomplished together with you all.

As mentioned in our previous letter, our door is always open to welcome new interpreters who might be interested in joining us in the adventure. More than 850 interpreters have already joined us, including 375 ACIs, numbers growing day by day.

You can contact us at work@h-o-p.eu.

We wish you all the best for this new season.

See you very soon

Take care,

The HOP team