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Reg. No

OPERATIONS DIVISION
Joint Operations Unit
SEA BORDERS SECTOR

Handbook to the Operational Plan

Joint Maritime Operations

Approved by

.....
Signature
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1. INTRODUCTION

1.1. Legal framework of Frontex

Frontex is an essential instrument of the European Union (EU) in the gradual establishment of the Integrated Border Management (IBM) system. It has been established with an aim to improve the IBM system and it facilitates and renders more effective the application of existing and future EU measures relating to it. However, the responsibility for the control and surveillance of external borders lies entirely with the EU Member States¹.

Frontex was established by the Council Regulation (EC) No 2007/2004 of 26 October 2004² on the basis of the provisions of the Treaty on the Functioning of the European Union (TFEU) establishing an area of freedom, security and justice³. In this area the free movement of persons is ensured by abolishing border control at internal borders between the EU Member States. The abolishment of internal border control requires high and uniform levels of control at the EU external borders. Frontex was thus established to improve and facilitate that task. The legal basis, objectives, tasks and responsibilities of Frontex are formulated in the Frontex Regulation and in its operational coordinated activities Frontex is subject to EU law.

1.2. Fundamental Rights in Frontex activities

1.2.1. Obligations of Frontex

Frontex is obliged to fulfil its tasks in full compliance with the relevant EU law, including the Charter of Fundamental Rights, the relevant international law, including the Convention Relating to the Status of Refugees from 1951, the respect for fundamental rights, in particular the access to international protection, and the compliance with the principle of non-refoulement, and taking into account the reports of the Consultative Forum.

The Frontex Regulation requires Frontex to put in place an effective mechanism to monitor the respect for fundamental rights in all its activities. One of the steps to fulfil this task was to develop a Frontex Code of Conduct applicable to all persons participating in Frontex activities. The Frontex Code of Conduct (inserted under chapter 2 of this Handbook) lays down procedures intended to guarantee the principles of the rule of law and the respect for and promotion of fundamental rights with particular focus on unaccompanied minors and other vulnerable persons, as well as on persons seeking international protection, including the obligation of referral to national authorities competent for receiving asylum requests. Pursuant to the provisions of the Frontex Regulation, a Fundamental Rights Officer is appointed to assist the mechanism of monitoring the fundamental rights issues in the Frontex activities.

As regards training activities, Frontex is obliged to take the necessary initiatives to ensure that all border guards and other personnel of the Member States who participate in the European Border Guard Teams, as well as Frontex staff members, have received, prior to their participation in operational activities, a training in relevant EU and international law, including fundamental rights and access to international protection and guidelines for the purpose of identifying persons in need of protection and directing them towards the appropriate authorities and facilities.

Furthermore and pursuant to the provisions of the Frontex Regulation, Frontex has the obligation to suspend or terminate its operational activity in case of serious or persistent violations of fundamental rights or international protection obligations

¹ For the purposes of the present document, the term "Member State" includes also the States participating in the relevant development of the Schengen acquis in the meaning of the Treaty on the Functioning of the European Union and its Protocol (No 19) on the Schengen acquis integrated into the framework of the European Union.

² Council Regulation (EC) No 2007/2004 of 26 October 2004, published in OJ L 349, 25.11.2004, as last amended by Regulation (EU) No 1168/2011 of 25 October 2011 (published in OJ L 304, 22.11.2011, p. 1).

³ Articles 74 and 77 (2) (b) and (d) of the Treaty on the Functioning of the European Union.

1.2.2. Obligations of all persons involved in Frontex activities

All persons involved in Frontex activities are obliged to maintain the highest standards of integrity, ethical conduct, professionalism and respect for fundamental rights. They are expected to meet obligations imposed upon them by the provisions stated in the present Operational Plan and are obliged to comply with the rules of their mandates. While taking part in activities coordinated by Frontex they are obliged to comply with European law, international law, fundamental rights and national law of the host Member State. Furthermore, the home Member State of each border guard shall provide for appropriate disciplinary or other measures in accordance with its national law in case of violations of fundamental rights or international protection obligations in the course of an operational activity.

All persons involved in Frontex activities are to act responsibly and proportionately to the current operational objectives. While performing their duties they shall not discriminate against persons on grounds of sex, race or ethnic origin, religion, belief, age or sexual orientation. They are expected to treat every person with courtesy, respect and due consideration for the nature of any legitimate activity in which they are engaged. They are obliged to report all observations regarding violations of fundamental rights via the appropriate reporting channel. They shall, previously to their engagement in the JO, receive appropriate training (including on fundamental rights) provided by national authorities responsible for their deployment or by Frontex.

1.3. Operational Plan

The Operational Plan has to be agreed with the authorities of the host Member State, in consultation with the authorities of the home Member States participating in the joint operation coordinated by Frontex. It covers all necessary elements for a proper and timely organization of the joint operation coordinated by Frontex.

The Operational Plan is composed of the Main part, Annexes and Handbook to the Operational Plan. The Main part, its Annexes and the Handbook are an integral part of the Operational Plan, having the same importance and legal binding character.

The Main part and Annexes of the Operational Plan contain detailed and specific information related to the particular joint operation, while Handbook to the Operational Plan encloses operational information applicable to all joint maritime operations. Annexes and Handbook complement the Main part of the Operational Plan by providing complete and comprehensive description of the implementation of the joint operation.

The Main part and Annexes of Operational Plan are marked as "Limited" without prejudice to the public right of access to documents as laid down in Regulation (EC) 1049/2001 of the European Parliament and of the Council of 30 May 2001, regarding public access to European Parliament, Council and Commission documents, while the Handbook to the Operational Plan has no classification mark indicated.

Operational Plan shall only be made available to the authorities referred in each MS as "Law Enforcement". This document shall be made available to other interested parties only on a need-to-know basis and in accordance with European and national rules on the protection of sensitive/classified information. Such dissemination of this document shall be done only on a case-by-case basis.

This Operational Plan may be revised at any time in order to correspond with the new operational developments. In accordance with Article 3a (2) of Frontex Regulation, any amendments to or adaptations of the Operational Plan require the agreement of the Frontex Executive Director and the host MS. A copy of the amended Operational Plan shall be immediately distributed by Frontex to the participating MS via FOSS.

2. CODE OF CONDUCT FOR ALL PERSONS PARTICIPATING IN FRONTEx ACTIVITIES

CHAPTER I

GENERAL PROVISIONS

Article 1

Objectives, scope and subject matter

1. The present Code of Conduct aims to promote professional values based on the principles of the rule of law and the respect of fundamental rights and to establish the ethical behaviour standards that guide all persons participating in Frontex activities.
2. In this regard it sets out principles and rules which guide the conduct of all persons participating in Frontex activities, namely, Frontex staff, officers of border guard services of a Member State and other staff performing any actions in a Frontex activity.

Article 2

Definitions

For the purpose of the present Code, the following definitions apply:

- a) The term "participant" refers to any person participating in a Frontex activity.
- b) The term "Frontex activity" means any activity coordinated or led by Frontex within the framework of its tasks as described in the Frontex Regulation, including Joint Operations, Pilot Projects, Joint Return Operations, and Trainings.
- c) The term "Frontex staff" refers to the staff to whom Staff Regulations and the Conditions of Employment of Other Servants apply and includes also seconded national experts.
- d) The term "law enforcement officers" includes border guards and/or other public officials deployed from a Member State, who enjoy the prerogatives of public authority.
- e) The term "Member State" also includes the Schengen Associated Countries. As regards Joint Return Operations, the terms "home and host Member States" are understood as referring to "participating and organising Member States" respectively.
- f) The term "discrimination" means any unfair treatment or arbitrary action or distinction based on a person's sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.
- g) The term "harassment" means any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures or actions which annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment.

CHAPTER II

PRINCIPLES

Article 3

Lawfulness

1. Participants in Frontex activities serve the public interest and shall comply with international law, European Union law, the national law of both home and host Member States and the present Code of Conduct.
2. They shall also meet the obligations imposed upon them by the provisions stated in the Operational/Implementation Plan, or other similar agreed rules.

Article 4

Fundamental rights

Participants in Frontex activities shall:

- a) promote and respect human dignity and the fundamental rights of every individual, regardless of their sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;
- b) promote compliance with the relevant international and European instruments regarding fundamental rights protection.

Article 5

International protection

Participants in Frontex activities shall:

- a) promote, in full compliance with the principle of non refoulement, that persons seeking international protection are recognised, receive adequate assistance, are informed, in an appropriate way, about their rights and relevant procedures and are referred to national authorities responsible for receiving their asylum requests;
- b) provide persons in their custody with proper access to health care;
- c) give special consideration to particularly vulnerable groups of people, including women, unaccompanied minors, disabled people, persons susceptible to exploitation and victims of exploitation or trafficking in human beings.

Article 6

Performance of duties

Participants in Frontex activities shall ensure that instructions, directives and required duties are carried out promptly and diligently.

Article 7

Responsibility

Participants in Frontex activities are primarily and individually responsible for their actions in their work.

Article 8

Conflict of interests

To perform their duties properly, participants in Frontex activities shall refrain from any activities which would undermine or compromise their independence and the appropriate performance of their duties.

Article 9

Confidentiality

1. Confidential or sensitive information in the possession of a participant in Frontex activities shall not be publicly disclosed, including in social media or environment, unless the performance of duty or the needs of justice strictly require disclosure or disclosure has been appropriately authorised.
2. Participants shall not express themselves regarding Frontex activities in the media unless explicit authorisation is given, in accordance with the Operational Plan or other similar agreed rules.
3. Participants are bound by the obligation to behave with discretion regarding current, past, and planned or potential Frontex activities.

Article 10

Behavioural Standards

Participants in Frontex activities whether on or off duty shall:

- a) abstain from all behaviour likely to compromise the prestige and the nature of the public mission in which they are invested or to bring discredit upon their organisation or Frontex;
- b) act with fairness and impartiality in their dealings with the public and other participants in Frontex activities, treating all with courtesy and respect, avoiding all forms of victimisation or discrimination, bearing in mind the diverse nature of all people, including backgrounds, origin and/or rank;

- c) abstain from actions contrary to the public order;
- d) refrain from using vulgar, obscene or otherwise offensive speech or gestures that could be considered abusive towards other participants in Frontex activities or the public.

CHAPTER III PROHIBITED CONDUCTS

Article 11

Abuse of authority

All improper use of a position of influence, power or authority is forbidden.

Article 12

Discrimination

All discriminatory behaviours as defined in Article 2 towards the public or other participants in Frontex activities are forbidden.

Article 13

Harassment

All forms of harassment as defined in Article 2 are forbidden.

Article 14

Corruption

1. The use of public position for illegitimate private gains as well as the acceptance of unjustified rewards for actions taken in Frontex activities is forbidden.
2. Consent to any form of corrupt activity is forbidden.

Article 15

Use of narcotics and drugs

The use or possession of narcotics and drugs, unless prescribed for medical reasons, is forbidden.

Article 16

Consumption of alcohol

1. The consumption of alcohol while on duty is forbidden.
2. The consumption of alcohol off duty shall be moderate, unless the Operational Plan or other similar agreed rules prohibit it.
3. A participant unexpectedly called out for duty is obliged, at no risk of discredit, to say that he/she has consumed alcohol and may not be fit for duty.
4. A participant shall not report for duty or appear in public in a state of intoxication.

Article 17

Sexual services

Using or soliciting any sexual services from any premises, whether public or private, is forbidden.

CHAPTER IV SPECIAL RULES AND PRINCIPLES APPLICABLE TO LAW ENFORCEMENT OFFICERS

Article 18

Personal and professional behaviour

Given the prerogatives of authority, law enforcement officers have a particular responsibility to act with fairness and impartiality in their dealings with the public or other participants in Frontex activities, treating all with courtesy and respect.

Article 19

Use of force

1. Pursuant to Article 10 of the Frontex Regulation, while performing their tasks law enforcement officers may only use force with the consent of the home Member State and the host Member State, in the presence of border guards of the host Member State and in accordance with the national law of the host Member State.
2. The use of force shall not exceed the minimum degree necessitated by the circumstances, for the performance of duties or in legitimate self-defence or in legitimate defence of other persons.

Article 20

Use of weapons

1. Pursuant to Article 10 of the Frontex Regulation, while performing their tasks law enforcement officers enjoying guest officer status may only use weapons with the consent of the home Member State and the host Member State, in the presence of border guards of the host Member State and in accordance with the national law of the host Member State.
2. The use of weapons is an exceptional measure and it shall not exceed the minimum degree necessitated by the circumstances, for the performance of duties or in legitimate self-defence or in legitimate defence of other persons.

CHAPTER V

FINAL PROVISIONS

Article 21

Training

Participants in Frontex activities shall, previous to their engagement in Frontex activities, get acquainted with the content of the present Code through appropriate training provided by national authorities responsible for the deployment of the participants or by Frontex.

Article 22

Reporting

Participants in Frontex activities who have reason to believe that a violation of the present Code has occurred or is about to occur, are obliged to report the matter to Frontex via the appropriate channels.

Article 23

Sanctions

1. In the case of violation of the present Code by a Frontex staff member, the Executive Director will take adequate measures which may include the immediate removal of the Frontex staff member from the activity.
2. If the violation was committed by a person deployed by a Member State, the Executive Director may request the Member State to immediately remove the person concerned from the Frontex activity and expects that the relevant authority of the Member State will use its powers regarding the necessary disciplinary measures and, if applicable, to remove the person concerned from the respective pool for a defined period.
3. Without prejudice to paragraphs 1 and 2, in a case of serious violation of the present Code, the competent authority will adopt immediate measures that may result in the removal of a participant from Frontex activity.

3. OPERATIONAL CONCEPT

3.1. General description

The responsibility for the control of the external borders remains with the Host MS. Frontex facilitates and renders more effective the application of existing EU measures related to the management of external borders, by ensuring the coordination of MS actions in the implementation of those measures, thereby contributing to an efficient, high and uniform level of control on persons and surveillance of the external borders of the MS.

All the activities shall be executed based on EU law, the relevant national legislation and existing provisions of international law, both customary and conventional and in close cooperation with the involved authorities of the MS, in particular the host MS.

All the activities are coordinated by the ICC, without prejudice to the privileges of the national operational chain of command and control specific to each participating MS. It is highly important to ensure the proper communication among the participating assets, National Officials (NO) and International Coordination Centre (ICC).

In case interception turns to Search and Rescue (SAR) operational tasks need to be executed under the coordination of the responsible MRCC/MRSC/JRCC according to internationally approved SAR procedures.

Description of the Tasks and Specific Instructions to Guest Officers and Other Participants (Rules of Engagement) are defined in the respective Annex of the Operational Plan.

3.2. Information on application of relevant jurisdiction in the operational area where the joint operation takes place

The following international legal framework shall apply:

- Universal Declaration of Human Rights, 1948
- Charter of Fundamental Rights of the European Union, 2000
- European Convention on Human Rights and Fundamental Freedoms 1950 and its Protocols
- 1951 Convention relating to the Status of Refugees and its 1967 Protocol
- United Nations Convention on the Law of the Sea, 1982
- United Nations Convention against Transnational Organized Crime and the Protocols thereto (Palermo Convention)
- International Convention for the Safety of Life at Sea, 1974
- International Convention on Maritime Search and Rescue, 1979
- International Convention on Salvage, 1989

3.3. Border surveillance

The main purpose of border surveillance is to prevent unauthorised border crossings, to counter cross-border criminality and to take measures against persons who have crossed the border illegally. A person who has crossed a border illegally and who has no right to stay on the territory of the Member State concerned shall be apprehended and made subject to return procedures as laid down in the applicable EU law⁴.

Border surveillance shall be carried out by using the MS offered technical equipment.

The

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Commented [A1]: The blanked out parts contain detailed information regarding the modus operandi of law enforcement officials. Its disclosure would expose law enforcement officials patrolling the area and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

⁴ Unless a request for asylum is submitted, thus the respective procedure shall be applied

[REDACTED]

The following operational concept for the assets has to be applied:

- Aerial assets: detection / tracking / identification
- Maritime assets: detections / tracking / identification / interception
- Terrestrial assets: detection / tracking / identification / interception

3.3.1. Use of participating assets

The assets of the host MS will continue to perform patrolling activities at the normal level in the operational areas and EPN zones covering their areas of jurisdiction. Besides the host MS assets, delivering normal patrolling activities, assets from the home MS and additional assets of the host MS will be used to ensure an operational response in operational areas.

The main tasks of the assets participating in the joint maritime operations are the following:

- detect, identify, report, track and, when needed, intercept all vessels suspected of carrying persons crossing circumventing or intending to cross the sea border in an irregular manner circumvent checks at border crossing points or of being engaged in the smuggling of migrants by sea in the operational areas
- prevent irregular migration and cross-border crime
- provide situational awareness in the area of operation by identifying normal and abnormal navigation
- document (by taking photos and/or videos) all actions (detection, tracking and interception) and submit all available materials to ICC
- carry out other tasks assigned by ICC

The participating assets perform their tasks under the coordination of the ICC (through the NO), following the planning confirmed during the daily Joint Coordination Board (JCB) meetings.

In [REDACTED]

[REDACTED]

Flexibility in the patrolling schedule is a key element for the successful implementation of the JO.

[REDACTED]

[REDACTED]

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3.3.1.1. Maritime and aerial assets

[REDACTED]

The host MS specifies the measures of control and constraints to be taken by the vessels of the home MS in the frame of interceptions based on its legislation related to the control of migrants and the relevant provisions of international law.

[REDACTED]

3.3.1.2. Terrestrial assets

[REDACTED]

[REDACTED]

Dog Teams composed of the dog and dog handler are deployed at the Border Crossing Points to detect human beings attempting to cross the external borders undetected, hidden in transportation means as well as to detect drugs and other forbidden substances, explosives, etc to the extent possible.

[REDACTED]

3.3.2. Other unlawful activities

The participants of Frontex coordinated joint maritime operations besides border control tasks should be ready to respond safely while witnessing or /and suspecting unlawful activities at the maritime domain (e.g. smuggling of goods; illegal fishing; illicit drug trafficking; environmental pollution) in compliance with the applicable international and national legislation and agreements.

[REDACTED]

[REDACTED]

3.4. SAR

When facing, in the course of a sea operation, a situation of uncertainty, alert or distress as regards a vessel or any person on board, the participating units shall consider and promptly forward as soon as possible all available information to the Rescue Coordination Centre (RCC) responsible for the search and rescue region in which the situation occurs and as soon as possible, shall inform the ICC of any contact with the RCC and of the course of action taken by them.

While awaiting instructions from the RCC, participating units shall take all the appropriate measures to ensure the safety of the persons concerned.

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Commented [A4]: The non-disclosed parts contain detailed information regarding the modus operandi of law enforcement officials. They contain references to the methods applied by law enforcement officers to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, thus facilitating irregular migration and other cross-border crime. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

[REDACTED]

SAR operations in the operational area are to be conducted under the coordination of the MRCC/MRSC/JRCC according to internationally approved SAR procedures. All asset deployments and their patrolling plan shall be made available for the competent MRCC/MRSC/JRCC, through the established channels.

Participating MS should ensure that patrolling vessels deployed in the Frontex coordinated joint maritime operations are equipped with basic supplies, such as adequate medical kits and sufficient quantities of water, food and blankets.

3.5. Border checks

The deployed guest officers are increasing the host MS national authorities' capacity and capability for thorough border checks of persons, in particular of third country nationals, as well as of their means of transportation and items in their possession. The guest officers will provide and use their know-how and expertise and provide any other relevant assistance.

3.6. Vigilance

The relevant port areas are perceived to be sensitive related to persons attempting to cross the external borders irregularly and shall therefore be constantly monitored by using available technical equipment in order to detect and prevent persons from circumventing border checks, including persons hidden in transportation means and cross border crime.

3.7. Intelligence gathering

[REDACTED]

Commented [A5]: The non-disclosed parts contain detailed information on the modus operandi of law enforcement officials. They contain references to the methods applied by law enforcement officers to gather intelligence in order to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, thus facilitating irregular migration and other cross-border crime. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.



The Guidelines for debriefing activities are defined in chapter 4 of this Handbook.

3.8. Screening activities

Screening activities are performed by screening experts from MS as defined in the profile of a screening expert.

A Screening Expert means an officer of a competent national authority of a MS who interviews and establishes assumptions on the nationality of an undocumented person having crossed, or having attempted to cross, an external border irregularly in view of returning the third-country national to his/her country of origin, or to a country willing to admit him/her.

Screening experts will perform screening interviews at the request of the host MS authorities. If required an interpreter will be provided either by the host or a home MS.

For the purpose of supporting host MS developing screening activities, the screening interviews carried out by deployed screening experts should, as a general rule, only be performed in close cooperation with a screening expert from the host MS.

The screening experts will be deployed to meet operational needs. It may become necessary to redeploy guest officers from one location to another.

The Guidelines for screening activities are defined in chapter 5 of this Handbook.

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4.3.3. Conducting debriefing sessions

[REDACTED]

Commented [A7]: The non-disclosed parts contain detailed information on the modus operandi of law enforcement officials. They contain references to the debriefing methods applied by law enforcement officers in order to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, thus facilitating irregular migration and other cross-border crime. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

[REDACTED]

4.3.4. Reporting

[REDACTED]

Commented [A8]: The non-disclosed parts contain detailed information on the modus operandi of law enforcement officials. They contain references to the debriefing methods and reporting of, applied by law enforcement officers in order to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, thus facilitating irregular migration and other cross-border crime. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

⁶ "... the Agency shall be limited to personal data regarding persons who are suspected, on reasonable grounds, by the competent authorities of the Member States of involvement in cross-border criminal activities, in facilitating illegal migration activities or in human trafficking activities as defined in points (a) and (b) of Article 1(1) of Council Directive 2002/90/EC of 28 November 2002 defining the facilitation of unauthorised entry, transit and residence (1)."



4.4. Use of Interpreters

Interpreters, preferably English speaking, are vital to make debriefing successful, although they are not necessarily required in all locations. A large number of migrants arrive at the EU's external borders on a daily basis and statistics suggest that only one in ten speaks a European language to any useful degree. It is inadequate to rely on migrants, who can speak English or another EU language, to provide an interpretation service for their travelling companions, or even less to establish country of origin or nationality.

Often there is no mechanism to confirm the reliability of any migrant's claim to have a certain nationality and the nationality claimed is usually accepted at face value. Interpreters can easily identify dialects and have their own specialist knowledge of source and transit countries.

Without them it is almost impossible to carry out in-depth interviews, or establish exactly who the migrants in fact are and where they come from. It is therefore of enormous benefit if MS can supply interpreters whenever possible with the debriefing experts, for those languages most commonly encountered in the host MS. (A ratio of one interpreter to one or two debriefing experts is suggested).

Whilst the debriefing expert controls the structure of the interview and asks the questions, the interpreter should have limited freedom to clarify specific answers and to guide the debriefing expert as to any cultural or linguistic factors which may impact on the direction of the questioning. The interpreter should be briefed prior to the interview so that the purpose and expectations can be agreed, and both parties, i.e., the debriefing expert and interpreter, can work as a team.

4.5. Status of Experts

Debriefing Experts enjoy Guest Officer Status and therefore, the rights and obligations set forth in the Frontex Regulation, in particular Article 10, 10(a), 10(b) and 10(c), apply to them. All participants in debriefing activities conducted within the framework of an operation coordinated by Frontex should act according to the Frontex Code of Conduct.

5. GUIDELINES FOR SCREENING ACTIVITIES

5.1. Introduction

A high number of irregular migrants cross the external borders of EU without being in possession of valid travel/identification document. Screening interviews are carried out to establish a presumed nationality, the interviews are mandatory and allow the host national authority to carry out its national registration procedures. Screening is the first step in any national process, including removal. Screening activities are performed by officers of a competent national authority of a MS as defined in the profile of a screening expert.

5.2. Screening

Screening in the field of irregular immigration means to establish an assumption on the nationality of an undocumented person having crossed, or having attempted to cross, an external border irregularly in view of returning the Third Country national to her/his country of origin.

Screening experts will perform screening interviews at the request of the host MS authorities. For the purpose of supporting host MS developing screening activities, the screening interviews carried out by deployed screening experts should, as a general rule, be performed in close cooperation with a screening expert from the host MS.

5.3. Tasks of Screening Experts

The screening expert will collaborate with the local authorities at reception and detention facilities in the operational area of the host MS. He/she will assist/support officers of the national authority to screen irregular migrants in order to establish a presumed nationality.

When necessary and if available the screening expert will work together with interpreters provided by the national authority or deployed by a MS.

The screening experts support and cooperate with debriefing experts, by exchanging relevant information.

The screening expert has no mandate to get involved in national proceedings (judicial, asylum or other) of the host member state.

5.4. Preparation for screening

The screening experts should be aware of the location where he/she will perform the screening interviews.

Screening should take place as soon as possible after apprehension in order to obtain a more truthful account from the migrant.

The screening expert should know in advance:

- who is responsible for his/her security
- who from the national authorities is responsible to perform a body/luggage search
- the age and gender of the migrant (special attention should be paid to minors or women from other cultures)
- which claimed nationalities should be screened (in order to prepare the correct screening forms and arrange an interpreter)
- what kind of background info should be available
- what kind of screening forms are needed
- if an interpreter is available on the spot/by phone

Checking

[REDACTED]

Commented [A9]: The non-disclosed parts contain detailed information on the modus operandi of law enforcement officials. They contain references to the screening methods applied by law enforcement officers in order to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, thus facilitating irregular migration and other cross-border crime. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

An important task for the interpreter is to give the screening expert feedback on the reliability of the information received. Their own experience, language expertise and cultural background are valuable assets that can be used to evaluate the credibility and reliability of the information provided by the migrant. When combined with the experience and knowledge of the screening expert, this feedback can deliver high quality information.

[REDACTED]

5.8. Results of screening interviews

After conducting a screening interview the screening expert will presume the nationality and fill in the presumed nationality in the screening form. He/she should forward the screening form to the responsible officer of the host authority.

The screening expert has no mandate to decide if an irregular migrant, according to the presumed nationality, is returnable or not.

[REDACTED]

5.9. Status of Experts

Screening Experts enjoy Guest Officer Status and therefore, the rights and obligations set forth in the Frontex Regulation, in particular Article 10, 10(a), 10(b) and 10(c), apply to them. All participants in screening activities conducted within the framework of an operation coordinated by Frontex should act according to the Frontex Code of Conduct.

6. STANDARD PLAN FOR OPERATIONAL BRIEFING AND DEBRIEFING

6.1. Operational briefing

During the first days of the deployment all participants taking part in joint operation will receive an Operational Briefing in accordance with the respective chapter of the Operational Plan. This briefing integrates core elements of the former EBGT Induction training in order to guarantee best preparation in the right time to all deployed staff.

The Operational Briefing is composed of 2 parts:

- General briefing - delivered by Frontex
- National briefing - provided by National Briefers assigned by the host MS

During the **General Briefing** all participants should be introduced to the main aspects of the Operational Plan, in particular:

- Legal framework of Frontex (including role, tasks and current structure of Frontex)
- Fundamental rights in Frontex activities
- Code of Conduct
- Description and assessment of the situation in the area (if applicable, also specific cross-border crimes like THB, etc.)
- Operational aim and objectives
- Information on implementation (period, briefing/debriefing, operational areas, participation) of the relevant operational activity
- Operational concept
- Main aspects of the Rules of Engagement
- Cooperation with 3rd countries other EU bodies and international organisations in the operational area (if applicable)
- The tasks of participants
- Command, control, communications, contact details of Frontex staff
- JORA, FOSS
- Reporting (incidents, SIR, reports of participants and Frontex, etc)
- Information flow including the information to be exchanged with other EU bodies and international organisations
- Organizational arrangements and logistics
- Evaluation (reports)
- Press communication rules

The **Joint Debriefing Teams/ Second Line Interview Experts (if applicable)** will be introduced also to:

- State of play including the current migration situation within the JO
- Purpose of debriefing and intelligence gaps
- Debriefing activities according to the Operation Plan
- Procedure of the Host MS related to interviewing migrants/ access to migrants' belongings
- Guidelines for debriefing activities
- Use of Interpreters
- Safety rules before/during the debriefing activities
- Evidence collection

During the **National part** of Operational Briefing all participants should be introduced to the following topics in accordance with the Common Briefing Pack, in particular:

- Introduction to the national and local border authorities, border management, operational area, organizational structure and responsibilities (incl. tasks, responsibility areas on map, main statistics, procedures on how to deal with vulnerable groups / people seeking International Protection, fight against THB, etc.)
- Organizational response or how the relevant border security tasks are carried out in this organization
- Introduction of local coordinators and other local staff, contact persons; advice on practical arrangements in the area of accommodation
- Presentation of duty plan/working schedule for the deployment
- National legislation related to the border management for powers of the GOs and instructions (supported by demonstration) for use of force including use of weapons.
- Introduction to responsibilities and tasks of BCP, technological procedures for border control, access to information systems (for First line officer only)
- Working conditions and facilities in the specific operational area
- Transportation/storage/carry of weapons/special technical equipment
- All needed contact details (local contact persons, ICC/R/LCC/FP, mobile numbers of experts currently deployed)
- Confirmation accreditation and/or participation document and armband are in their possession
- Logistical information on heavy equipment or spare parts delivery (applicable for crews only)
- Any other information related to the deployment
- Established contacts with other EU bodies and/or international organisations directly involved in the operational activities

6.2. Operational debriefing

At the end of the deployment the Operational debriefing shall be held for all staff participating in the operation in accordance to the Operational Plan. Operational debriefing should consist of at least of the following topics:

- Brief assessment of the deployment period in operation by the participants and observers on:
 - the cooperation with the local authorities and Frontex
 - the quality of the received information from the local authorities and Frontex related to task executing
- Brief feedback of the performance by host MS representative
- Questions/answers session

7. COORDINATION STRUCTURE

Tasks and roles of participants

7.1. Member States

7.1.1. International Coordination Centre (ICC)

The ICC is established in the Host MS, in cooperation with Frontex. The ICC will be located in the premises of the respective authority of the host MS.

The ICC shall be located in the premises ensuring the most efficient coordination of the joint operation taking into account all the integrated activities. If permanent operational structures in the framework of EPN (NCC/ICC, R/LCC) have been established, the ICC shall preferably be located within those structures. Careful consideration of the location should be taken where more than one MS are hosting the joint operation.

The operation shall be coordinated from the ICC and be accessible for the Frontex Operational Coordinator (FOC), the Intelligence Officer (IO), National Officials (NO) and other operational actors on a 24/7 basis.

The ICC shall meet the minimum requirements providing the capability for the ICC to communicate and coordinate the R/LCCs, assets and experts deployed. The ICC' staff consists of an ICC Coordinator and duty officers. The Host MS has to ensure the participation of English speaking operators in the ICC in order to ensure communication with the participants, the FOC and the Operational Team.

The aerial, naval and terrestrial assets will receive instructions regarding zones to cover and recommendations of actions to be taken from the ICC. The situation on scene will be reported to the ICC via means of all available communication systems.

The ICC shall:

- Lead and coordinate the implementation of the operational activities as described in the Operational Plan;
- Coordinate, based on a daily threat and risk assessment, the deployment of human and technical resources at the right time and locations;
- Gather, combine and share information and intelligence about all border related incidents;
- Plan an intelligence driven tactical and/or strategic synchronization of available human and technical resources;
- Ensure communication and cooperation between the participants of the host and home MS;
- Administer the patrolling schedule database: plan patrolling activities and working hours for deployed staff, and record planned and delivered activities;
- Elaborate the daily reports with situational updates from the operational area;
- Follow up and report the cases which need immediate attention, further reporting and handling;
- Coordinate and facilitate cooperation with other EU bodies and international organisations implementing activities in the operational area.

Minimum requirements for the ICC

- Ensure a 24/7 functioning to achieve the situation awareness and proper coordination of the ongoing operation;
- Be manned by duty officers, be equipped with necessary technical and administrative staff of the host national authorities involved on a 24/7 basis unless otherwise agreed between Frontex and the host MS;
- Have staff with operational experience in operational activities and good skills in English designated for each working shift to supervise, perform and support the coordination of the operational activities;
- Ensure telecommunication between the ICC and all participating MS, deployed operational units and Frontex;

- Ensure the radio communication between the ICC and all deployed assets;
- Ensure access to the internet and printer for the staff in the ICC;
- Ensure the daily delivery of the Daily Reporting Package to Frontex.

7.1.2. ICC Coordinator

The ICC Coordinator is an officer assigned by the respective national authority of the host MS. He/she is responsible for leading and coordinating the daily operational activities and fulfillment of the tasks of the ICC throughout the joint operation in the whole operational area. The ICC Coordinator is a chairman of the Joint Coordination Board (JCB).

To ensure the continuous presence of the ICC Coordinator, he/she shall be deputized by an appropriate officer who shall take over the responsibilities and tasks during his/her absence.

The ICC Coordinator shall:

- Lead the coordinated implementation of the operational activities as described in the Operational Plan;
- Initiate and present adjustments of the operational concept and working procedures to Frontex, when it is justified by updated threat and risk assessment, and/or by operational needs;
- Chair the JCB meetings on a daily basis throughout the joint operation;
- Coordinate the proper implementation of operational information gathering, sharing and dissemination;
- Ensure the proper functioning of the reporting system in the ICC (collection of all reports and Daily Reporting Package dissemination);
- Monitor the operational situation to ensure the efficient implementation and promote the further developments regarding organizational and operational issues;
- Work closely and continuously with the IO, the NO and the FOC;
- Coordinate and facilitate cooperation with other EU bodies and international organisations implementing activities in the operational area.

7.1.3. Joint Coordinating Board (JCB)

The JCB runs the operation and is established within the ICC. The JCB is composed at least of the ICC Coordinator, the NO of the home MS deploying assets, the IO and the FOC. Other relevant Frontex staff may take part in the JCB meetings via the videoconference.

The JCB carries out meetings on a daily basis, chaired by the ICC Coordinator.

7.1.4. National Official (NO)

The MS deploying their aerial, terrestrial and/or maritime assets to an operational area shall appoint and deploy the NO in the ICC for the period the assets are deployed. The NO is responsible for coordinating the actions of his/her respective national asset according to the national legislation in close cooperation with the ICC Coordinator.

The NO must have the necessary power and/or authorizations to give instructions and commands to the Commanding Officer (CO) of the national assets.

The NO shall:

- Contribute to the proper implementation of the operational activities as described in the Operational Plan;
- Contribute to the needed adjustments of the operational concept and working procedures when justified by updated threat and risk assessment, and/or by operational needs;
- Take part and contribute to the JCB meetings on a daily basis;

- Ensure that the decisions of the JCB are followed by the asset for which he/she has the coordination responsibility;
- Facilitate the monitoring of the operational situation to ensure the efficient implementation and promote the further development regarding organizational and operational issues;
- Coordinate the proper implementation of operational information gathering, sharing and dissemination;
- Contribute to the proper functioning of the reporting system in the ICC (deliver Technical Equipment Mission Report, contribute to the incidents reporting, Patrolling Schedule, etc);
- Work closely and continuously with his/her operational entity to ensure an efficient operational management of the assets according to updated risk assessment and operational needs;
- Inform the ICC in case the deployed assets become aware of the activities implemented by other EU bodies and international organisations in the operational area.

7.1.5. Intelligence Officer (IO)

The IO shall be nominated by the host MS Authorities and deployed to the ICC/RCC or to the LCC if required. The IO shall be tasked to act, on a full time basis, as a daily connection between the local authorities and the ICC/LCC in gathering and sharing relevant operational and intelligence information. The IO cooperates with the ICC/LCC Coordinators, the Operational Analyst (OA), the FOC and FLO (if applicable) on a daily basis.

The role of the IO is to support data collection and intelligence gathering activities in close cooperation with the Operational Analyst, providing the interviewing experts and the Operational Analyst with constant updates on modus operandi, routes and the involvement of facilitators and feedback on the output of interviews, in accordance with the analytical assessments prepared by the OA.

The IO is responsible for the management and the coordination of the activities of the Joint Debriefing Teams cooperating with the OA, the FLO Intel Component (if applicable), the ICC Coordinator and the Operational Manager.

The IO shall also attend and take an active role in the meetings of JCB, especially concerning information that might be operationally valuable for the redeployment of personnel and/or technical means.

Intelligence units of the national authorities of the host MS should cooperate closely with the IO including the establishment of a network of contact points in order to ensure a constant and adequate flow of intelligence related to the Frontex coordinated operational activities for further analytical assessments.

The IO shall:

- Contribute to the proper implementation of the operational activities as described in the Operational Plan in particular to the intelligence aspects of the JO;
- In close cooperation with the OA, contribute with facilitating exchange of information, to the needed adjustments of the operational concept and working procedure when it is justified by updated threat and risk assessment, and/or by the operational needs;
- Take part and contribute to the JCB especially concerning information that might be operationally valuable for the redeployment of human and technical resources;
- Be a constant link between the deployed experts and the ICC to facilitate their activities by providing them with regular updates on modus operandi, routes, involvement of facilitators and feedback on the output of interviews, in close cooperation with the FLO (if applicable), in accordance with the analytical assessments prepared by the OA;
- Facilitate the monitoring of the operational situation to ensure the efficient implementation of the operational activities and promote the further development regarding organizational and operational issues;
- Coordinate the proper implementation of operational information gathering, sharing and dissemination;
- Contribute, along with Frontex, to the proper functioning of the reporting system in the ICC (deliver the IO Daily Report, interview/debriefing/screening reports collected from experts, contribute complementary information to the Incident Reports and Daily Statistical Reports);

- Work closely with the OA and the FLO (if applicable), the ICC Coordinator, the NO as well as the FOC, for intelligence matters.
- Provide updated information on incidents to be inserted in JORA
- Communicate with the representatives of other EU bodies or international organisations implementing activities in the operational area based on the need to know principle and applicable legislation.

7.1.6. Guest Officers and Officers of the host MS

Guest officers shall have the capacity, under instructions from, and, as a general rule, in presence of the Host Member State officers to perform all tasks and exercise all powers for border checks and/or border surveillance in accordance with the Schengen Borders Code. The national border guard service of the host MS and first of all the local staff has the leading role in the implementation of the joint operation. The experts from home MS support the local staff and based on their mandate carry out measures in line and agreed with the officers of the host MS.

The guest officers shall actively contribute to their full integration with the host MS local staff in shifts/teams and work with them in mutual trust.

7.1.7. Commanding Officer (CO)

The CO is the Commander of the aerial, maritime and terrestrial assets according to the national legislation. He/she is responsible for commanding the staff of each asset, being in constant contact with and fulfilling the orders given by the NO.

7.1.8. Interpreters/Cultural Mediators

Frontex and the host MS would consider the need to deploy additional interpreters/cultural mediators. The interpreters will be part of the JDT or screening teams and will provide linguistic support to the local authorities and experts in order to enhance the debriefing/screening as well as increase the quality of information gathered. The interpreters/cultural mediators should be fluent in languages spoken by migrants.

At the request of the host MS, interpreters/cultural mediators could provide linguistic support to the local authorities during official procedures, when this support has been agreed between Frontex and the host MS and is linked to Frontex coordinated operational activities.

7.1.9. Regional / Local Coordination Centre (R/LCC)

The host MS in cooperation with Frontex may establish R/LCC for the coordination of activities at the regional/local level.

The R/LCC shall operate on a 24/7 basis, providing in real time a maritime operational picture in order to coordinate the assets deployed in the JO. The R/LCC shall meet the minimum requirement providing the capability to communicate and coordinate the resources deployed. The R/LCC' staff consists of personnel of the respective national authority of the host MS. R/LCC will operate under the coordination of the ICC, thus both being in permanent contact.

The R/LCC shall:

- Lead and coordinate the implementation of the operational activity in the area of responsibility as described in the Operational Plan;
- Plan an intelligence driven tactical and/or strategic synchronization of available technical and human resources in the area of responsibility;
- Facilitate the monitoring of the operational situation to ensure the efficient implementation and promotion of further developments regarding organizational and operational issues;
- Facilitate the proper implementation of operational information gathering, sharing and dissemination;

- Facilitate the proper functioning of the reporting system in the ICC (contribute to the Daily Reporting Package);
- Ensure communication and cooperation between the participants of the host and home MS;
- Ensure the daily R/LCC reporting from the operational scene in the area of responsibility;
- Be manned by the duty officers and necessary technical and administrative staff from the host national authorities involved in the operational activities;
- Coordinate and facilitate the cooperation with other EU bodies and international organisations implementing activities in the operational area on regional/local level

7.1.10. R/LCC Coordinator

The R/LCC Coordinator is a nominated officer of the respective national authority of the host MS. The R/LCC Coordinator is responsible for leading the daily operational activities in the area of responsibility in close cooperation with and under coordination of the ICC Coordinator throughout the joint operation.

To ensure the continuous presence of the R/LCC Coordinator he/she shall be deputized by an appropriate officer who shall take over the responsibilities and tasks during his/her absence.

The R/LCC Coordinator shall:

- Lead the proper implementation of the joint operation in the area of responsibility as described in the Operational Plan
- Ensure that the decisions of the JCB and the ICC Coordinator are followed by the means and staff deployed in the area of responsibility;
- Contribute to the needed adjustment of the operational concept and working procedure when justified by updated risk assessment and/or operational needs;
- Contribute to the proper implementation of information gathering, sharing and dissemination and the related reporting system;
- Chair the operational meetings in the R/LCC;
- Monitor the operational situation in the area of responsibility to ensure the efficient implementation and promote the further development of the organizational and operational issues;
- Provide the ICC with the incident reports on situational updates from the operational area;
- Work closely and continuously with the deployed resources in the area of responsibility, particularly the COs, the ICC and other;
- Follow instructions of the ICC Coordinator;
- Coordinate and facilitate the cooperation with other EU bodies and international organisations implementing activities in the operational area on regional/local level.

7.1.11. Focal Point (FP) Sea

The host MS in cooperation with Frontex establish FP Sea for coordinating operational activities at specific BCPs and/or surveillance areas, which are not covered by regular joint maritime operations or in order to complement joint operations already running in the area.

The FP Sea shall provide the capability to monitor, communicate, report and coordinate the operational activities and resources deployed. FP staff consists of personnel of the respective national authority of the host MS.

In case FP Sea complements the running operation, it will operate under the coordination of the ICC/R/LCC.

7.1.12. FP Sea Coordinator

Each MS hosting FP shall nominate a FP Sea Coordinator who will lead, coordinate and ensure the implementation of the operational activities in accordance with the Operational Plan as well as assist the resources deployed in the joint operation.

7.1.13. Liaison Officer (LO)

The different authorities of host MS and/or home MS may appoint and deploy a LO in the ICC and R/LCC if established, to facilitate the cooperation between different components from the involved authorities of host and/or home MS ensuring an effective implementation of the operational activities.

7.1.14. Liaison Officer - Technical Equipment (LO-TE)

If requested by a home or host MS, the host MS shall appoint a Liaison Officer skilled in know-how of the relevant operational matters for aerial and maritime assets. The LO-TE deployed onboard the foreign assets will act as the continuous connection between the CO and the national authorities of host MS.

The LO-TE shall:

- Support the proper implementation of the operational activities as described in the Operational Plan, contribute to the needed adjustment of the operational concept and working procedures;
- Support the implementation of decisions of the JCB and the ICC Coordinator to be followed by the crew of the asset;
- Ensure the right implementation of the national law/procedures related to the operational activities;
- Support the communication between the LCC and the asset;
- Propose and prepare combined patrolling schedules;
- Support the proper implementation of information gathering, sharing and dissemination as well as of the reporting system;
- Support the CO to ensure the efficient implementation and promote the further development of the operational issues;
- Provide support and cooperate with the national civil aviation authorities;
- Support in finding solutions on the technical challenges arising during the deployments of assets;
- Work closely and follow instructions of the LCC Coordinator.

7.1.15. Local staff of the host Member State

The experts/assets deployed will be supported by the local staff of different authorities of the host MS during their deployments.

The national authorities of the host MS, mainly the local staff, have the leading role in the implementation of the operational activities. The participants shall support and, based on their mandate, carry out measures in line and in agreement with the local staff.

The basic tasks of local staff will be unchanged according to the relevant national law and internal regulations of the national border guard service but additionally they should:

- Cooperate closely with the participants;
- Be familiar with the Operational Plan and the tasks assigned to the local level;
- Support the participants to carry out their tasks with practical contribution.

Based on the operational needs and after agreement between the host MS and Frontex, additional staff of different authorities of the host MS with special skills could be deployed to the ICC, R/LCC or operational area in order to increase the operational capacity and support the participants from the home MS.

7.2. Frontex

7.2.1. Operational Manager and Operational Team

The Operational Team is composed of a Frontex Operational Manager (OM) and Operational Team Members assigned for the management and coordination of the joint operation.

The OM is responsible for the joint operations acting as the Frontex point of contact for the defined activity. The OM will be supported by assigned specialized staff from the relevant Frontex units/sectors forming the Operational Team. The OM is responsible for distribution of tasks between the team members and their proper management, whereas the responsibility for the operation remains within the OM.

The OM shall:

- Coordinate the planning, implementation, reporting and evaluation of the operational activity;
- Prepare the relevant joint operation related documentation;
- Elaborate Frontex' financial contribution to the defined activity and ensure that administrative and financial procedures are followed;
- Ensure the professional maintenance and an archiving system of the operational documentation in line with Frontex standards;
- Draft a proposal for the Operational Plan, in cooperation with the MS, for the defined operational activities;
- Facilitate and promote the implementation of the operational activities in a flexible manner ensuring the adaptation to the operational needs;
- Follow the latest developments of the operation, and propose the updating of/amend the Operational Plan if needed;
- Gather, store and analyze information received from the different sources;
- Follow up the operational budget spending and management of the available funds;
- Support cooperation with other units/sectors, the MS and third countries;
- Follow instructions received from superiors and keep them informed about the implementation of assigned tasks;
- Facilitate cooperation with other Union agencies, bodies and international organisations taking part in the joint operational activities.

7.2.2. Frontex Coordinating Officer (FCO)

According to the Frontex Regulation, a Frontex Coordinating Officer (FCO) is nominated for the joint operation where members of the European Border Guard Teams will be deployed. The role of the FCO shall be to foster cooperation and coordination amongst host and home MS in close cooperation with the OM. The FCO shall ensure constructive presence during the joint operation when the operational need occurs to fulfil the obligations of the Frontex Regulation (Article 8g).

The nominated FCO, as the Frontex representative, should be able to provide the host and home MS with all the relevant information related to the Frontex co-financed activities in the framework of the JO. The FCO has to ensure that Frontex coordinating actions related to the implementation of the JO comply with the Operational Plan.

The FCO shall act on behalf of Frontex in all aspects of the deployment of the teams.

In particular, the FCO shall:

- Act as an interface between Frontex and the host MS;
- Act as an interface between Frontex and the members of the teams, providing assistance, on behalf of the Agency, on all issues relating to the conditions of their deployment;
- Monitor the correct implementation of the operational plan;
- Report to Frontex on all aspects of the deployment of the teams.

The FCO may be authorized by the ED to assist in resolving any disagreement on the execution of the Operational Plan and deployment of the teams.

In discharging his/her duties, the FCO shall take instructions only from Frontex.

7.2.3. Frontex Operational Coordinator (FOC)

In order to support the OM and the FCO, the FOC is permanently deployed throughout the joint operation in the ICC or at the location wherefrom the most efficient coordination can be accomplished.

The FOC shall:

- Monitor and facilitate the correct implementation of the operational activities as defined in the Operational Plan;
- Initiate adjustments of the operational concept and working procedures when justified by updated threat and risk assessment, and/or operational needs;
- Be present in the JCB meetings, monitor the work in the ICC and give adequate advice, particularly to the ICC Coordinator and the NO;
- Monitor the operational situation to ensure the efficient implementation and promote the further development of the organizational and operational issues;
- Monitor and facilitate the information gathering, sharing and dissemination process as well as the functioning of the related reporting system;
- Provide Frontex HQ with daily situation reports from the operational area and specific reports on cases which need immediate attention, further reporting and handling;
- Work closely with and be accessible for the ICC Coordinator;
- Work closely with, follow instructions from and be accessible for the OM and Frontex HQ.

7.2.4. Frontex Support Officer (FSO)

The FOC can be assisted by the FSO acting as the Frontex representative and deployed at the operational locations wherefrom the most efficient support can be accomplished on local level, to ensure the efficient implementation of the operational activities by supporting the LCC Coordinator, the deployed resources and promoting further developments.

The FSO shall:

- Support and monitor the proper implementation of the joint operation as described in the Operational Plan;
- Support and initiate adjustments of the operational concept and working procedures, when justified by updated risk assessment and/or by operational needs;
- Support the monitoring and facilitate the proper implementation of the information gathering, sharing and dissemination and the related reporting system;
- Provide FOC with daily reports/updates from the concerned operational area;
- Work closely with and follow instructions from the FOC and the OM.

7.2.5. Operational Analyst (OA)

Frontex shall appoint an OA to assess constantly relevant information from all available sources and maintain close contacts with the FLO and the IO for the gathering of relevant information for risk analysis.

The OA shall produce regular analytical assessments related to the operational activities enabling a wider vision on the risks, threats and overall situation affecting the operational area, supporting decision making on proper operational responses both for the hosting authorities and Frontex.

In addition, the OA will contribute by providing analytical input to the preparation and the evaluation of the operation.

The OA will generate intelligence requirements for JDT for the gathering of tailored information from migrants.

The OA shall:

- create and update the Incident Template in JORA related to the JO in question, including marking/unmarking the mandatory fields and draft the Annex of the Operational Plan describing the indicators of the JORA Template;
- provide guidelines and briefing for the reporting officers involved in JORA reporting and validating;
- produce analytical assessments, on a weekly/bi-weekly and ad-hoc basis, of the given situation of the operational areas and beyond to be distributed to the Operational Team, and via the FOC to the ICC and home MS;
- Provide feedback and guidelines to the JDT on the quality and content of the interview/debriefing/screening reports;
- The OA/FLO Intel component (if applicable) will brief and debrief the Debriefing Experts;
- Provide the FOC with the analytical support needed for the ongoing reporting;
- Give the OM, the FOC and the ICC advice and/or proposals on the planning of operational activities in the predefined operational areas and recommend countermeasures to the authorities encouraging a dynamic approach to the situation;
- Contribute with analytical input to the Tactical Focussed Assessment for the purposes of the drafting of the Operational Plan and to the Frontex Evaluation Report (FER) after the termination of the JO;
- Be constantly linked with and report to the OM, the FC, the IO, the FLO (if applicable) and the experts regarding intelligence matters.

7.2.6. Special Advisor for debriefing activities

Based on risk analysis and the operational needs a Debriefing Adviser may be deployed within the joint operation to support the local authorities and Debriefing Teams [REDACTED]

However, the competence of the Debriefing Advisors is limited by Regulation (EC) 2007/2004 and (EC) 863/2007 to support and assistance without any power to act on his/her own.

The ICC and Operational Team shall be informed in advance of the deployment of the Debriefing Advisor concerning the time and place of deployment. At the end of each deployment the Operational Team should receive feedback on the activities carried out and on the main findings of his/her mission.

7.2.7. Frontex Situation Centre (FSC)

Detailed information on the roles, tasks, functioning of FSC and its related products (JORA, FOSS) is provided in this Handbook and in the relevant Annexes.

7.2.7.1. Situation monitoring - information processing - reporting

The FSC:

- provides a constantly updated picture of the irregular migration situation at the external borders of the EU as near to real-time as possible;
- carries out situation monitoring;
- maintains situational awareness;
- provides a first response in case of crisis or emergency situations that may occur during the Joint Operation;
- acts as the central point of contact for the Coordination Points and Frontex staff, for all operational information that have a direct impact on the Joint Operation;
- carries out media monitoring in open and in grey sources.

More specifically, the FSC is responsible for:

- providing reports showing the figures/data of the JO enriched with additional information from other sources, if available and applicable; the reports shall be uploaded to FOSS;
- collecting and disseminating information related to issues needing specific attention (Serious Incident Reports);

Commented [A11]: The blanked out parts contain detailed information regarding the modus operandi of law enforcement officials related to debriefing activities. Its disclosure would expose law enforcement officials debriefing tactics and activities and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

- collecting Document Alerts on false/falsified documents and uploading them to FOSS;
- keeping Frontex management and MS updated concerning the situation;
- monitoring the exchange of information and collecting experience in order to provide improved activities when appropriate;
- Establish communication with the representatives of other EU bodies and international organisations implementing activities in the operational area.

7.2.7.2. Senior Duty Officer (SDO) Service in FSC

As the central point of contact the FSC provides a 12/7 Senior Duty Officer Service between 08.00 and 20.00 CET

Additionally, the FSC provides a 24/7 on call availability for emergency and crises situations as well as for serious incidents reporting according to the Serious Incident Catalogue.

FSC Senior Duty Officer - Contact Information	
Landline	■
Mobile	■
Email	■

Commented [A12]: The blanked out parts contain detailed information related to means of communication used by law enforcement officials. Their disclosure would lead to possible abusive usage and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

7.2.7.3. Deployed Support Officers to FSC

Officers from EU MS and SAC are sent to FSC as 'FSC Support Officers' in order to support the SDO in

- validating and processing the reported incidents through JORA and
- maintaining the situational picture by using EUROSUR
- exchanging information by using FOSS.

The responsibility for the FSC Support Officer remains with the FSC Senior Duty Officer and the Senior Incident Owner.

FSC Support Officer - Contact Information	
Landline	■
Email	■

7.2.7.4. FSC roles concerning Frontex One Stop Shop (FOSS)

In order to enrich situational awareness and share operational-related information during the JO, the FOSS (<https://foss.frontex.europa.eu>) portal is used. More detailed information on FOSS is available under chapter 9 of this Handbook, and in the relevant Annex of the Operational Plan.

FOSS Contact Information	
Landline	■
Email	■

7.2.7.5. FSC roles and responsibilities concerning JORA

The Joint Operations Reporting Application (JORA) is a framework for operational information exchange, including an IT software system that provides Frontex and its internal and external stakeholders (Member States, other EU institutions and authorities) with the capability of sending, verifying, retrieving, visualizing and, in general, managing operational-related data during the entire cycle of the operations coordinated by Frontex. The JORA system is constructed in modules with different capabilities and is continuously developed according to the operational reporting needs.

Detailed information on JORA is contained below (Chapter 11 of this Handbook) and in the relevant Annexes to the Operational Plan.

With reference to the incident reporting for this operation, the Incident Template guidelines shall be made available in FOSS (Operational Activity area).

FSC JORA Product and Service Management Contact information	
Landline	[REDACTED]
E-mail	[REDACTED]

Commented [A13]: The blanked out parts contain detailed information related to means of communication used by law enforcement officials. Their disclosure would lead to possible abusive usage and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

7.2.8. Frontex Liaison Office (Piraeus)

The Frontex Liaison Office (FLO) is located in Piraeus (Greece). According to the capacity of the FLO, the implementation of operational activities is coordinated, focusing on the Eastern Mediterranean Region in a flexible way according to the current situation, mainly in Greece, Cyprus, Italy and Malta, and taking into consideration activities carried out at all types of borders as well as return matters. The increased Frontex regional presence serves to match the increasing reporting obligations related to joint operations and to enhance inter-agency and third country cooperation.

General tasks of FLO:F

- Contribution to the implementation of joint operations and joint return operations (JRO) with focus on monitoring and supporting the tasks of the ICC.
- Participation during the preparation phase and contribution to the evaluation of operations and JRO, including the support of respective decision making.
- Further contributing to border management related capacity building activities, including return related activities.
- Providing information for situational awareness in the region and reporting on events related to operations.
- Gathering and assessing information and intelligence for risk analysis purposes.
- Networking with all relevant stakeholders involved in the host MS for operational coordination and intelligence gathering.
- Promoting cooperation with EASO, Europol and other relevant EU entities and international organizations.
- Delivering baseline administrative functions (human resources and financial management) and an administrative support to the operational and intelligence components attached to them.
- Providing support to all resources during their period of deployment in the operational area.

The Operational management component is (inter alia) responsible for:

- Providing input to elaborate the Operational Plan for defined operational activities in geographical and topical operational areas;
- Coordinating the implementation and reporting during operations, and providing input to the evaluation of operations

- Assessing daily operational reports and the relevant operational information delivered by the IO and experts;
- Making proposals for the planning of an intelligence driven tactical and/or strategic synchronization of available assets;
- Ensure operational communication and cooperation between the participants of the host and home MS;
- Gathering, combining and sharing information on all border related incidents on time;
- Supporting the coordination of teams of experts and assets deployed;
- Providing updated situational information to the FSC;
- Monitoring the information flow and implementation of the operation on the spot;
- Contributing to the functioning of the temporary Return Coordination Office (RCO) in Athens and supporting the coordination of all return-related activities assigned to this Office.
- Coordinating the implementation of the operational activities and reporting according to instructions provided by Frontex HQ.

Specific tasks and roles are:

- Carrying out tasks of the FOC;
- Monitoring activities and reporting of all relevant information related to the irregular migration in the operational area;
- Providing logistical and operational support regarding deployed experts and assets;
- Supporting organization and accomplishment of operational briefings and debriefings of deployed experts and crews;
- Performing field visits in the operational areas aiming at closely monitoring implementation;
- Providing support for field visits by different stakeholders;
- Supporting the proper implementation of the operational reporting system;
- Participation in the ICC/R/LCC regular meetings;
- Contributing to the Final Evaluation Reports of respective joint operations;
- Providing the HQ with information, remarks, comments and proposals on the implementation of the operations;
- Involvement in the introduction and training of experts in order to increase local authorities' capacity.

The Intelligence Component is responsible for:

- Monitoring the implementation of intelligence driven activities in the area;
- Providing updated situational information to Frontex HQ;
- Ensuring regular and timely provision of accurate and adequate information from the operational area of the operations in the region to the HQ;
- Ensure that the requirements for information collection issued by the HQ are taken care of adequately and that the instructions from the OA are followed;
- Guarantee the effective management and use of JDT and other experts deployed in JO in the region for intelligence purposes, including providing instructions, initial briefing, continuous monitoring and feedback on outcome;
- Supporting an effective coordination of the local intelligence component for all operations in the region;
- Ensuring a close link with the IO appointed by the host authorities in operations in the region and the proper brokering of information to the HQ for further analysis;
- Ensuring that analytical products generated by the OA are distributed within the FLO and to the relevant parties in the JO and presenting the findings to the ICC/R/LCC during their operational briefings;
- Promoting an improved level of cooperation in intelligence matters between all counterparts involved in the joint operation at a national and international level;

- Negotiating, under the instructions of the team leader of the Operational management component, with the competent national authorities the solutions agreed between the respective MS and Frontex HQ for issues related to intelligence management and analytical requirements.

Specific tasks and roles are:

- Supporting the collection of human intelligence from the operational area and providing it to the HQ and other stakeholders agreed in the Operational Plan;
- Supporting the effective management of the JDT as well as other experts in the operational area for intelligence purposes including logistical and administrative arrangements, briefings, monitoring and providing feedback to the result achieved;
- Supporting the proper implementation of the operational reporting system;
- Contributing to the immediate reporting following serious incidents and ensuring the communication between local authorities and Frontex actors in the field of intelligence gathering;
- Monitoring and promoting GIS data collection;
- Guaranteeing the follow up and realization of tasks delegated from the HQ (RAU S2);
- Contributing to the FER of respective joint operations.

7.2.9. Training Unit (TRU)

The Frontex Training Unit will support the JOU in preparing briefings in order to ensure that all deployed staff will receive the necessary knowledge regarding Fundamental Rights, access to International Protection, the fight against THB, etc.

A specific EBGT Profile training, as for Debriefing, Screening and Second-line Interview Experts already in place, will be further developed and offered exclusively for EBGT pool members in order to harmonize knowledge, skills and competences where appropriate. This will ensure, in mid and long term perspective, the promotion of Fundamental Rights under the scope of the specific EBGT job-competences (in alignment with stipulated EBGT Profiles) and will further improve the quality of operational activities under Frontex umbrella.

A constantly updated evaluation between operational activities and training is necessary in order to react immediately to latest trends of cross-border crime and to detect training gaps.

The participation in EBGT training will be documented by TRU via the OPERA system.

7.2.10. Pooled Resources Unit (PRU)

PRU develops and manages pooled experts and technical equipment of MS and supports JOU in providing resources for joint operations.

The unit assists JOU in liaising with MS and ensures that all information related to the EBGT members or technical equipment is updated in the Opera system as well as acts as the contact point for queries related to the use of the software. PRU is responsible for the timely issuance of the accreditation cards for the guest officers and participant cards for other participants which is distributed (together with the armbands) in the operational area by JOU.

The unit is one of the key actors regarding the management of the Seconded Guest Officers (SGOs) deployed to Frontex coordinated operational activities: it monitors the application of the Standard Operating Procedures governing the missions of the SGOs and ensures their coherent and consistent application at the Agency level as well as it distributes the "Deployment Guidelines" to the deployed SGOs. The initial correspondence prior to deployment of SGOs from Frontex to the respective MS is also done by the unit.

PRU is responsible for the transitional storage, allocation and overall monitoring of Frontex operational assets.

PRU maintains a tracking system allowing identification at any moment the specific location and status of particular operational equipment. The unit is responsible to maintain continuous communication with the operational team in JOU in order to collect all required information.

7.2.11. Seconded Guest Officers (SGO)

The Seconded Guest Officers (SGO) are border guards from the Member States, with the tasks and powers of the guest officers as defined in Article 10 of the Frontex Regulation and are seconded to Frontex in accordance with Articles 3b and 17 of the Frontex Regulation. Therefore the tasks, powers and roles described in the respective chapters of this Handbook are also applicable for the seconded guest officers.

The SGO are selected by Frontex and will be considered as a Frontex contribution to the European Border Guard Teams. The secondment of an SGO must not exceed six months within a period of 12 consecutive months. Equally, the secondment period may not be shorter than one month.

8. COMMAND, CONTROL, COMMUNICATIONS AND REPORTING

8.1. Command and control

Operational command of aerial, maritime and terrestrial assets of the participating MS remains with the respective MS, while the tactical command of the assets is in the hands of the ICC after consultation with the National Officials (NO).

Commanding Officers (CO) are the Commander of assets according to their national legislation.

Command and control of GO, Interpreters /Cultural Mediators and Observers from 3rd countries remain with the competent national authority of the host MS.

SGO, perform their tasks under the instructions of the border guards of the host MS. All SGOs are under command and control of Frontex.

GO and SGO under FSO profile, perform their tasks under the instructions and command and control of Frontex.

Names of the host MS' officers (Team Leaders, ICC/R/LCC/FP Coordinators, etc) responsible for cooperation with deployed GO / SGO and the locations of deployments are included in the *Annex of the Operational Plan (Contact details)*.

The Command and Control Scheme of the respective joint operation is included in the *Annex of the Operational Plan* as well.

8.2. Communication

Communication flows for operational activities in the operational area are standard and channelled via the ICC. Furthermore, communication, information and reporting flow at Frontex level are channelled via the FSC and thus the line between the ICC and the FSC is an essential channel for the uniform and permanent interlinked communication for all actors involved:

[Redacted text block]

Commented [A14]: The blanked out parts contain detailed information related to means of communication used by law enforcement officials. Their disclosure would lead to possible abusive usage and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

8.3. Reporting

8.3.1. Incidents reporting

Reports regarding all border-related incidents that have occurred in the predefined operational areas are prepared by the local officers or experts and sent via JORA.

[Redacted text block]

Commented [A15]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

The JORA Guidelines will be stored on FOSS with the aim that all participants who gather, insert, validate or analyze any data or information contained in JORA have a common understanding and clear definitions of the data-collection attributes and values. Frontex may update the JORA Guidelines at any time with proper notification of the participants.

Specific information and guidance related to the management and use of JORA are available below (Chapter 11 of this Handbook).

8.3.2. Incident management process



8.3.3. Serious Incident Reports

A Serious Incident Report is an alert message that shall be reported immediately [redacted] to FSC and the host MS' authorities in case a relevant incident occurs that needs urgent attention as the incident may affect or be relevant to, the Frontex mission, its obligation, image, the safety and security of participants in activities coordinated or led by Frontex, or any combination thereof, having special regard to any violation of Fundamental Rights (see chapter 12 of this Handbook).

8.3.4. Document alert and Reference Manual

Irregular migrants coming from target countries often use forged/falsified documents during passport control as well as different *modus operandi*. The forgery methods are becoming more and more professional and sophisticated. Additionally, the high level and frequency of new documents have to be taken into consideration by several authorities together with the high technology features used.

In this regard the exchange of information is crucial to fight this type of crime. The experts are requested to compile the *Reference Manual Alert Form* each time a relevant document forgery is detected. This compiled alert shall be inserted into the daily report package and later integrated into the Reference Manual, if relevant.

8.3.5. Reporting templates

All actual and tailored templates are published on FOSS on the website of the respective joint operation. In the course of the preparation phase for the JO, additional templates might be developed. In such cases participating MS will be notified and additional templates will be uploaded on FOSS.

9. FRONTEX ONE-STOP-SHOP (FOSS)

9.1. FOSS general information

The Frontex One-Stop-Shop (FOSS) is a web-based and secure portal designed to provide situational awareness and to share operational-related information. FOSS serves as a documents repository for this information. Close-to-real-time and up-to-date information is available to multiple users, simultaneously. The information shared in FOSS is organized and clustered in specific areas, according to the relevant topic, and is related to the core business of Frontex: co-operation and operational coordination between Member States in the field of border security. It is available 24/7 for its authorized users.

During the joint operation FOSS will be the main platform used for sharing operational-related information between all parties involved. This information will be accessible according to defined standards and amongst users designated respectively for each joint operation.

Access to the FOSS portal is limited to internal and external members of the Frontex-related community: MS representatives, National Frontex Points of Contact, national authorities, Frontex staff, deployed border guard experts, and other authorised parties with a business need in Frontex activities.

9.2. FOSS access procedures

FOSS users are divided into "User Groups", with each group being granted a specific access level enabling its members to view or upload information, depending on their specific operational need.

For each specific operation/project, user groups are divided between those with permanent access (generally Frontex staff, National Frontex Contact Points, National Authorities, etc) and those with temporary access to the operation/project documentation (Guest Officers, Observers, etc). More detailed information on access rights is available in the annex related to FOSS.

9.2.1. FOSS access authorization

Access to FOSS is given upon request. It is granted if the requestor meets the following conditions: has an operational need, provides the required details and is authorized by the relevant authority.

Access is provided to **individuals** only, is personal, and should not be shared.

Relevant Authorities:

- 1st level authorization: NFPOC (FOSS National User Coordinator)
- 2nd level authorization: "Area of Interest Owner" (Operational Manager).

These authorities agree on, and decide, the access levels to be granted to guest officers and other experts.

9.2.1.1. Access authorization procedure for Guest Officers via OPERA:

When OPERA⁷ is used the process of requesting and authorizing access to FOSS is fully performed through this system, by completing the section "Additional information", under the "Personal registration" form in the "Resources Deployment Tool" page.

- The NFPOC decides if it is necessary to request for access to FOSS for a relevant Guest Officer(s)
- By checking the box "Access to FOSS"⁸ (in the "Additional information"), the NFPOC authorizes access to FOSS for the relevant Guest Officer(s)
- The NFPOC completes all the information regarding the period and type of access. In particular the NFPOC will need to specify:

⁷ The Operational resources management system (Opera: <https://fis.frontex.europa.eu/opera/>) is an integrated system for the management of the operational resources pooled and deployed in Frontex coordinated activities.

⁸ Leaving this box unchecked is a decision of disapproving the access

“Date from” and “Date to” (start and end date)⁹ of FOSS access

The screenshot shows a web interface with a navigation bar at the top containing 'Travel Details', 'Personal Equipment\Weapons', 'Technical Equipment', and 'Additional Information'. Below the navigation bar, there is a section titled 'Access to FOSS' with a checkbox. Underneath, there are three input fields: 'Date From', 'Date To', and 'Type of Access'. The 'Date From' and 'Date To' fields are currently empty and have a placeholder text 'Enter date'. The 'Type of Access' field is a dropdown menu. Red circles highlight the 'Access to FOSS' checkbox, the 'Date From' field, and the 'Date To' field.

“Type of Access”, by selecting one the following options:

- Standard overview of JO documents
- Full overview of JO documents
- Full sector overview

This screenshot is similar to the one above, but with a red circle highlighting the 'Type of Access' dropdown menu. The 'Date From' and 'Date To' fields are still empty with the placeholder 'Enter date'.

9.2.1.2. Access authorization procedure for SGO:

- For SGO the same FOSS access procedures as for Frontex staff apply. Unless otherwise requested by the Operational Manager, the SGO is granted FOSS access to the relevant content on FOSS for the duration of the secondment through his/her Frontex email.
- Following the end of the secondment at Frontex the FOSS account will be deleted, unless access was granted with a previously existing FOSS account.

9.2.1.3. Access authorization procedure for the other participants (not inserted in OPERA):

- In the “FOSS User Access Request Form” the NFPOC approves/disapproves the access request for their personnel deployed to the operation or other parties, by ticking one of the relevant boxes displayed in the form and identifying the joint operation to be accessed.
- The NFPOC sends the duly completed “FOSS User Access Request Form” to the Operational Manager.
- The Operational Manager approves the request and sends the relevant data to the FSC User Administrator, in order to grant access.

⁹ Start and end date can be freely decided, but we recommend requesting FOSS access before the start of the deployment for the Guest Officer (for example 30 days in advance). It is also recommended to allow access to operational documents available in FOSS also 30 days after the end of the deployment of the Guest Officer.

9.3. Roles & Responsibilities

9.3.1. FOSS National User Coordinator

This function is assigned to the relevant MS's NFPOC. His/her responsibilities include gathering user data, validating access and providing user data to the "Area of Interest Owner" (Operational Manager).

9.3.2. Area of Interest Owner

This function is assigned to the Operational Manager in charge of the Joint Operation. His/her responsibilities include establishing the structural design and layout of the Joint Operation's specific area (FOSS Area of Interest), uploading content in the Joint Operation's specific area, authorizing user groups and permissions levels, providing all necessary information to the User Administrator.

9.3.3. User Administrator's (FSC) - FOSS Service Manager

This function is assigned to FSC. His responsibilities include creating, updating and removing user accounts, assigning users to a respective group, assigning groups to the Joint Operation's specific area.

9.4. Navigation in FOSS

After logging into FOSS, by clicking on the section 'Operational Activities' authorized users will be able to access the relevant Joint Operation page, directly from the FOSS homepage:



After having entered the 'Operational Activities' section, the user will then be able to select the page of the Joint Operation of his/her deployment, either from the left hand side menu, or from the central pane. As an example, in the image below the user has been granted access rights to JO Focal Points Sea 2013:

The screenshot shows a web application interface with a navigation menu at the top. The 'Operational Activities' menu is expanded, showing 'Reporting Tools' and 'Focal Points Sea 2013'. A table titled 'Ongoing Joint Operations' is displayed, listing various operations with their start and end dates. The 'Focal Points Sea 2013' row is highlighted with a red box, and a red arrow points to it from the 'Focal Points Sea 2013' menu item.

JO name	Start date	End date
Poseldon Sea 2013	01 April 2013	31 October 2013
Focal Points Sea 2013	03 May 2013	16 October 2013
EPN Aeneas 2013	03 June 2013	30 November 2013
EPN Hermes 2013	05 May 2013	30 November 2013
EPN Indalo 2013	16 May 2013	31 October 2013
EPN Minerva 2013	01 August 2013	16 September 2013
EPN Hera 2013	01 August 2013	31 October 2013

10. COMMUNICATION WITH THE PRESS

10.1. Introduction

All Frontex activities are financed from public funds (EU budget) therefore it is Frontex' obligation to maintain a high level of transparency and openness in its activities. Operations held at the external borders experiencing a high level of migratory pressure often draw a large numbers of international journalists.

It is Frontex policy to facilitate media coverage of all its activities, including operations. Consequently the press office facilitates media visits to the operational areas and organises media interviews with officers deployed by Frontex.

All press visits are closely coordinated with host MS authorities and are carried out according to procedures defined in the Press Communication Rules in the sub-chapter below.

Press rules may vary depending on the operation; therefore the differences will be reflected in the main part of the Operational Plan.

Openness cannot hinder or jeopardise operational activities, therefore several general rules apply.

No information should be released to the media prior to the beginning of the operation.

Operational details, such as operational area, details of technical equipment deployed, shift schedule etc. are considered sensitive information and are not to be shared with the media.

All participants in the joint operation are obliged to contact the Frontex press office before giving an interview.

10.2. Press communication rules

10.2.1. General

The communication strategy regarding the Frontex mission and activities in general is under the auspices of the Agency.

In order not to jeopardise the outcome of the operation, no information about the operation should be released to the public prior to its beginning. National authorities deploying border guards to the Joint Operation should also limit their public statements to the general objectives of the operation, numbers and profiles of experts.

Press Offices of Frontex and the host country press office represented by the Dedicated Press Officer are entirely responsible for coordination of all matters related to interview requests, press visits to the operational area and any other press-related matters related to the Joint Operation.

Press lines regarding joint border control operational issues and actions as well as specific incidents that might occur, are agreed by Frontex and the host country press office represented by the Dedicated Press Officer.

10.2.2. Tasks of press offices in the context of Joint Operations

Press visits to the Joint Operation will be organised by the host MS authorities in cooperation with the Frontex Press Office.

Tasks of the Frontex press office will include:

- Informing the media on Frontex' mission and activities, as well as on the activities of the Joint Operation. Providing background information and statistical data on migratory movements.
- Being the point of contact for international media requests.
- Media monitoring and analysis of media tendencies (neutral, positive, negative).
- Drafting and distributing press releases, statements and other communications in close cooperation with the competent host country authorities.

Tasks of the Host Country press office represented by the Dedicated Press Officer

- Arranging interviews with representatives of the host MS authorities.
- Being the point of contact for national media.
- Arranging filming opportunities in the operational area
- Drafting and distributing press releases, statements and other communications in close cooperation with Frontex.

10.2.3. Management of Press Requests

Given that journalists need to obtain authorisation from the host MS authorities to visit the operational area, the following procedures must be followed:

- Individual and on-the-spot media requests must be directed to the Frontex Press Office and the Dedicated Press Officer in the host MS electronically.
- The Frontex Press Office and the Dedicated Press Officer from the host MS will inform each other about media requests on a regular basis.
- The Frontex Press Office will coordinate the flow of international press requests received, collect information about their needs and direct requests to the Dedicated Press Officer in the host MS.
- The Dedicated Press Officer will process the necessary authorisations, coordinate the flow of national press requests received and inform the Frontex Press Office about the planned presence of the media in the operational area and provide them with necessary assistance on the ground.
- The Dedicated Press Officer will process the necessary authorisations for participation of journalists in patrols and visits to restricted operational areas. The Dedicated Press Officer will inform the interested parties and the Frontex Press Office about the decision.
- The Dedicated Press Officer will host media representatives. Media representatives will be asked to present their press credentials before participating in any activity and to sign a written statement that the host MS or other involved countries' authorities will not bear any responsibility should anything happen to the media representatives and/or their equipment.

10.2.4. Specific guidelines for participating officers if approached by the media:

Participants are allowed to talk to the media only within the limits set by specific guidelines indicated below.

All participants need to contact the Frontex Press Office before agreeing to an interview.

What you can say:

- This is a Joint Operation coordinated by the European Agency Frontex;
- XX EU Member States, Schengen Associated Countries and Third Countries take part in the Joint Operation;
- These countries participate by providing experts in border control and/or border surveillance and/or second-line experts
- I am a border guard (or in other cases, adapt the remaining text) from (name of your country) deployed to this operation. I am assisting the host MS's officers in border control activities. I am an expert in (e.g. first-line control, interviews etc.);
- I am not authorised to give the media any more details - please contact the Frontex Press Office.

What you should NOT say:

- Do not give details of the operation;
- Do not talk about the exact area covered by the operation;
- Do not give details of the technical means deployed;
- Do not talk about the working schedule;
- Do not discuss the migratory situation in the host MS or the bordering third country;
- Do not talk about individual incidents that may have taken place during the operation;
- Do not try to answer detailed questions about what Frontex is.

Please refer journalists to Frontex spokespeople for further details or call the Frontex Press Office in case of doubt (you can also send an SMS and we will call you back).

10.2.5. Contact details

The contact details of the Frontex Press Office members (Spokesperson and Press Officer) and Dedicated Press Officers of the National Authority of the Host MS are indicated in the respective Annex of the Operational Plan "Contact Details".

11. JOINT OPERATIONS REPORTING APPLICATION (JORA)

11.1. JORA General Information

11.1.1. JORA product & service management

The FSC JORA Product and Service Management is responsible for the JORA Service Operations, in accordance with the JORA policy and processes. The Product and Service Managers are listed in the JORA Actors Annex.

The Product and Service Managers are the stewards of the system; their primary role is to ensure that the system runs properly, in line with the end-users needs and, if necessary, to manage the further developments or readjustments of the system.

The Product and Service Managers also support the correct use of JORA, review quality, efficiency and user-satisfaction of the system in accordance with the needs.

The JORA Product and Service Management is responsible for the following tasks:

- To coordinate and carry out the activities required in order to ensure the daily operational management of the system;
- To communicate with external customers and Frontex entities;
- To manage and maintain the Service-Level Agreement with Frontex ICT;
- To manage the content and the structural design of the application;
- To manage the Requests for Change;
- To identify and assess the training needs, and to plan, coordinate, organize and deliver the relevant training activities, where possible;
- To report risks, statistics and issues to the Business Owner;
- To initiate and coordinate the execution of new developments;
- To provide their expertise to new activities related to the product development;
- To initiate quality checks.

In order to maintain the required operational support, the JORA Product and Service Management provides daily expertise, consultancy and assistance to its stakeholders and customers.

Suggestions and feedback are part of the adopted Continual Service Improvement orientation. Thus, the JORA Product and Service Management welcomes any feedback received from the end users: suggestions, recommendations and Requests for Change are assessed and analyzed by the JORA Change Advisory Board. The standard Feedback Form is available on FOSS.

11.1.2. JORA roles and responsibilities

11.1.2.1. JORA Administrator

- Staff member nominated by the Frontex Situation Centre Head of Unit (listed in the JORA Actors Annex);
- Authorized to manage all the roles and processes in JORA;
- May define, modify and delete operations in JORA;
- Acts as the Incident Template Approver, thus validating and publishing an incident template in JORA.

11.1.2.2. JORA Frontex Access Manager

- Operational Manager of the Joint Operation, as listed in Annex of the Operational Plan;
- Creates the operation and its structure in the JORA system according to the Operational Plan;
- Selects and assigns the incident template creator in the JORA system, and approves the relevant incident template;

- Manages the access requests coming from members of the EU Institutions, from Frontex, and from other authorities who take part to the operation;
- Assigns and manages the National Access Managers appointed to the operation in the JORA system, in accordance with the JORA Actors Annex;
- Selects delegated Operational Manager(s) in the system when a new operation is created;
- Acts as the Incident Template Verifier;
- Manages users concerning this operation.

11.1.2.3. Delegated JORA Frontex Access Manager

The same set of roles and responsibilities Listed in Annex of the Operational Plan applies to the assigned to the Delegated Frontex Access Manager.

11.1.2.4. FSC Support Officers

The FSC delivers the necessary training for JORA, in accordance with the role and the responsibility of the Support Officers.

FSC ensures that all the support officers having appropriate user rights in the JORA system to perform their tasks during their deployment.

11.1.2.5. JORA National Access Manager

National Access Managers are nominated by their Member States / National Authorities and are listed in the JORA Actors Annex.

Responsibilities:

- To approve or reject the Initial Access Requests from member of national entities participating in Frontex operations and to define the operational access rights;
- To manage the users' accounts for the operation.

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Commented [A16]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

[REDACTED]

11.2. JORA access request procedure

11.2.1. Background

The JORA started to be implemented in January 2011 and it aims at delivering to Frontex and its internal and external stakeholders (Member States, other EU institutions) capabilities of sending, managing and analyzing the data related to the incidents during entire cycle of the operations coordinated by Frontex.

The operational implementation of JORA has, so far, allowed users to:

- Improve their real-time situation and crisis monitoring in Joint Operations;
- Enhance the possibility to gather and analyze data reported from Joint Operations.

The access of users to JORA is an important matter as Frontex strives to protect confidentiality, integrity, and availability of all of the Joint Operations data by taking all necessary steps to manage access to Joint Operations Reporting Application.

As stated in the JORA Policy v.0.3, "the purpose of Access Management is to ensure the right people receive the right information at the right time to the right level of detail.

The Access Management policies shall be applied rigorously by all users of the JORA system.

Access to Joint Operations Reporting Application (or its parts) shall not be granted until respective JORA Access Requester is properly security cleared by responsible National and/or Frontex authority.

JORA Access Requester shall not attempt to access JORA if he/she is not cleared by responsible authority

Access to JORA Operational Data is logged, tracked, stored and archived

Access to JORA is granted based on "need-to-know" principles

Only trained and qualified personnel can gain access to JORA operational data

JORA Frontex Access Managers and JORA National Access Managers shall be described in Operational Plan for specific Joint Operation.

In [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
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Commented [A17]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

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Login Requirements

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Access Request to specific operation in the JORA system



Commented [A21]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

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Commented [A22]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

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12. SERIOUS INCIDENT REPORTING

12.1. Introductory information

The purpose is to define the steps and actions to be taken in the frame of the reporting of serious incidents, in accordance with the "Frontex Serious Incident Catalogue". Given the seriousness of the incident reported, as well as the urgency in taking immediate action within Frontex, it is crucial that all actors¹⁰ in activities¹¹ coordinated or led by Frontex are acquainted with the procedural steps and understand the importance of "Serious Incident Reports" (SIRs) due to the impact these "Serious Incidents" (SIs) could have on Frontex work, responsibilities and reputation.

12.2. Definition

12.2.1. Serious Incident

SI is an event or occurrence, natural or caused by human action, which may affect, or be relevant to, the Frontex mission, its obligation, image, the safety and security of participants in activities coordinated or led by Frontex, or any combination thereof. SI includes situations of alleged violations of Fundamental Rights and of European Union acquis (EU) or international law, particularly related to international protection obligations and of the Frontex Code of Conduct for all persons participating in Frontex activities and for Joint Return Operations coordinated by Frontex.

12.2.2. Serious Incident Report (SIR)

SIR is a FSC specific product aimed at informing Frontex Senior Management, Member States, the Management Board and other relevant stakeholders, as soon as possible, about the occurrence of a SI as defined in the "Frontex Serious Incident Catalogue" (12.9.). The production and timely dissemination of a SIR contribute to improve situational awareness and increase the reaction capabilities of Frontex related to incidents occurred in the frame of activities coordinated or led by Frontex. The issuance of a SIR is the first internal step for possible follow-up measures and eventual official statements to be taken by Frontex Senior Management if needed.

12.3. Roles and responsibilities

In order to ensure the immediate information flow after the occurrence of a SI and to enable that Frontex and all involved parties take appropriate action, it is crucial that all actors in activities coordinated or led by Frontex understand their role within the SIR procedure (Chapter 12.6.).

[REDACTED]

Commented [A23]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

¹⁰ All persons participating in activities coordinated or led by Frontex

¹¹ Frontex activity means any activity coordinated or led by Frontex

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Commented [A24]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

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Reporting [Redacted text block]

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12.8. Serious Incident Catalogue

12.8.1. Serious Incident Categories

Please note: The categories and examples in this catalogue should facilitate the identification of SI but do not represent an exhaustive list:

Category 1 - Situations of high political and/or operational relevance especially with the potential to affect EU border management of one or more MS/SAC12 including international crisis situations, such as:

[Redacted]

Category 2 - Incidents occurring in Frontex activities/joint operations and not related to Frontex staff, or other participants in Frontex activities, such as:

[Redacted]

Commented [A26]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Their disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

¹² Leading to a change on the level of border control. (e.g. introduction of specific border control, means, temporary introduction of border control between Schengen countries, stop for air traffic)

Category 3 - Incidents involving Frontex staff and participants in Frontex activities, such as:

- Death of Frontex staff/participants
- Severe injury of participants or damage, loss, stealing their and/or Frontex valuable goods/property
- Serious accident involving participants whether on or off duty
- Arrest and/or detention of participants
- Serious illness or contagious diseases effecting Frontex participants
- Impossibility to use Frontex premises or parts of Frontex premises
- Suspected violation of the Frontex Code of Conduct, except for issues related to fundamental rights and the obligations on international protection
- Violation of the Code of Conduct for Frontex Joint Return Operations

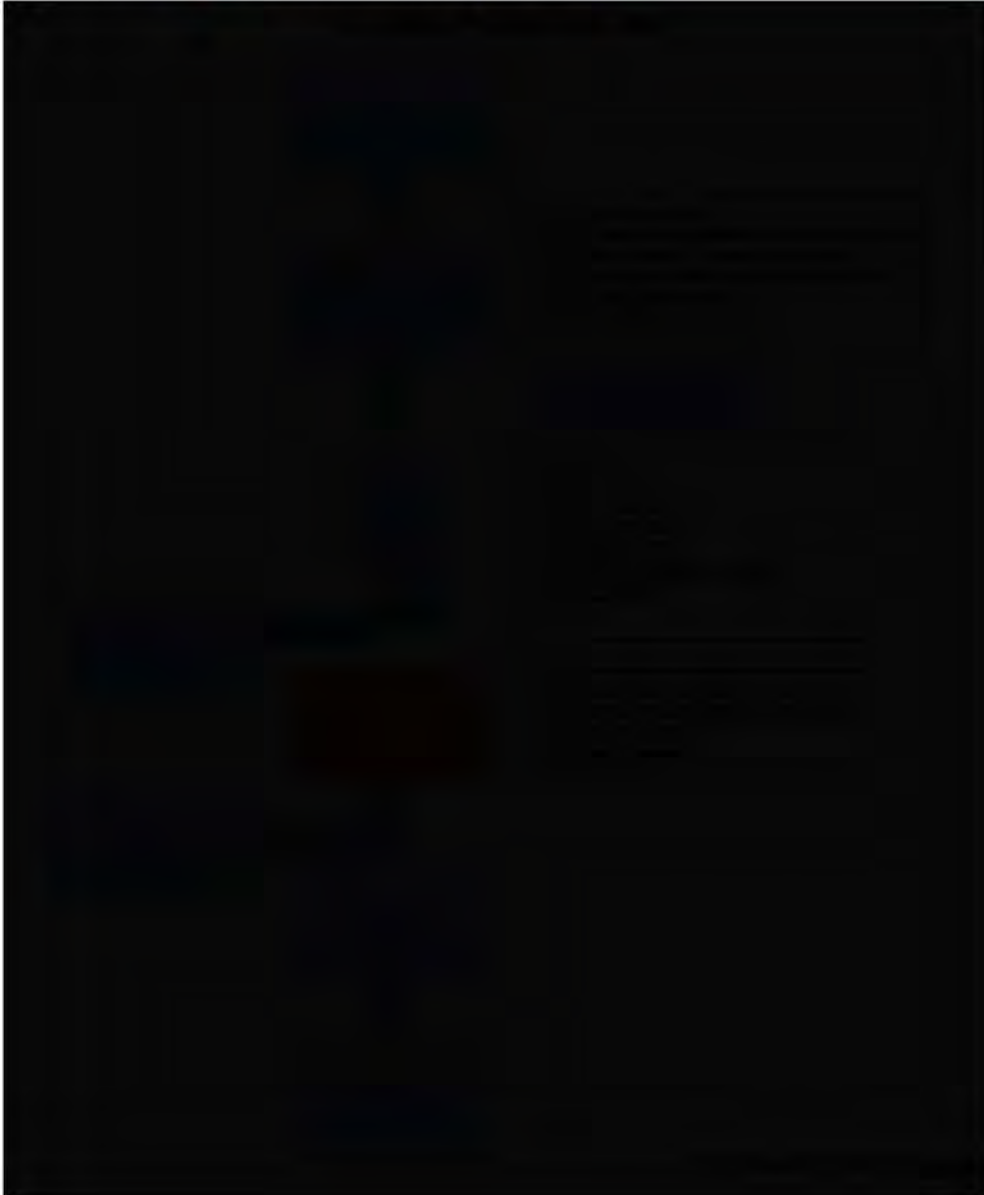
Category 4 - Situations of suspected violations of Fundamental Rights or international protection obligations such as:

- Suspected or alleged violations of fundamental rights enshrined in the Charter of Fundamental Rights of the European Union or other relevant international law
- Observed or witnessed potential violations of fundamental rights, in particular against human dignity or other fundamental rights including but not limited to:
 - Right to life
 - Right to the integrity of the person
 - Prohibition of torture and inhuman or degrading treatment or punishment
 - Right to liberty and security
 - Right to asylum
 - Principle of non-refoulement and protection in the event of removal, expulsion or extradition
 - Non-discrimination
 - Right to an effective remedy
 - Protection of vulnerable persons, such as minors, unaccompanied minors, disabled people, elderly people, pregnant women, single parents with minor children, victims of human trafficking, persons with serious illnesses, persons with mental disorders and persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence.
 - Other international protection obligations

Category 5 - Situations where persons are in serious distress at sea in- or outside the operational area of Frontex operations. Information received from any source

- Definition of a “Distress Phase”
- International Convention on maritime Search and Rescue, 1979, as amended “Distress phase. A situation wherein there is a reasonable certainty that a person, a vessel or other craft is threatened by grave and imminent danger and requires immediate assistance”.
- In case of Category 5 incidents the template on SAR related SI (Annex 4) shall be used for the SIR.

12.9. Serious Incident Reporting Mechanism



Commented [A27]: The blanked out parts contain detailed information regarding the reporting mechanisms of law enforcement officials. Its disclosure would expose law enforcement officials engaged in the operation and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.



13. ARRANGEMENTS OF DEPLOYED RESOURCES

13.1. Operational Resources Management System (OPERA)

<https://fis.frontex.europa.eu/opera/>

The Operational resources management system (Opera) is an integrated web-based system for the management of the operational resources pooled and deployed in Frontex coordinated activities. Information related to the availability and deployment of the resources is stored in the application and is available for the generation of statistics, and for automated reporting.

The main functions of the Opera system are the following:

- To manage contributions to the HR and TE Pools: personal data (including deployment history, profiles, participation in Frontex training, etc) of officers nominated to the HR Pools is stored in the HR Pools database. MS nominate officers and update the information in real time by using Opera. The content is fully searchable and available for the other functionalities of the application. The same applies to the TE Pool database (CRATE).
- To manage and allocate resources to joint operations and other activities by:
 - Creating and storing operational details such as duration, location, type of operation, operational needs in terms of HR and TE;
 - Supporting the generation of Frontex requests for availability of resources to the MS;
 - Managing the contribution and allocation of MS resources to a given Frontex coordinated activity;
 - Managing the Running Expenses of Means templates;
 - Monitoring and registering the deployed resources.
- To issue secure accreditation documents: information on the allocation of HR gives the Operational Team the possibility of easily creating requests for accreditation documents for joint operation. Opera foresees also the possibility of sending a PDF document directly to the NFPoC when the document is created.
- To generate reports: opera gives Frontex and the MS the possibility of generating different types of report in a fully automated way such as composition and statistics on Pools, overviews on deployments and registration for officers, Key Performance Indicators, reports on the deployed resources in a given operation, other customisable reports.

Users, according to the instructions received during the Opera Training and procedures discussed and agreed in the Opera workshops, input information concerning the available/deployed resources, Running Expenses of Means related financial data, and officer registration details (necessary for issuing accreditation/participant's documents) directly through the Opera dedicated interface.

The previous version of the Excel-based Accreditation form is replaced by the Opera system with the following input interface:

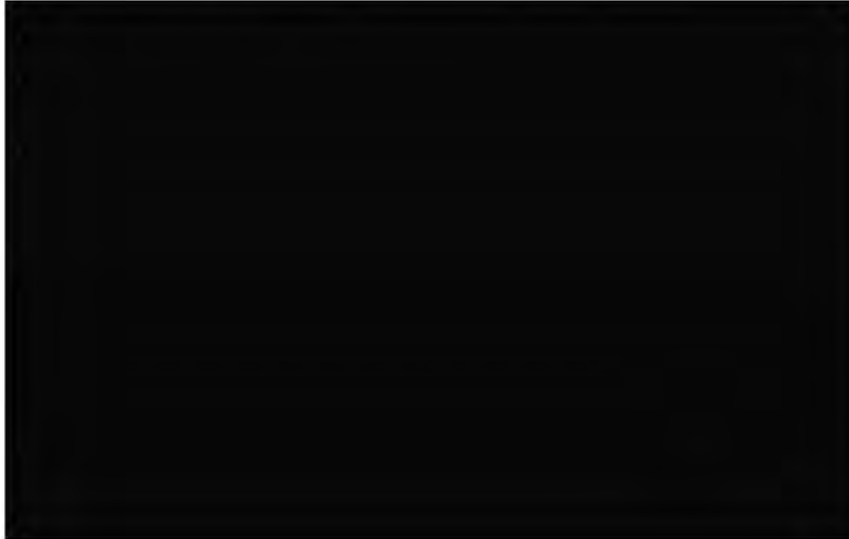
The screenshot shows a web-based form titled "Register" with the following sections:

- General Information:** Includes fields for Member State/Schengen Associated Country, Last Name, First Name, Type of document (set to "Accreditation Document"), Function, and Rank.
- Personal Details:** Includes Date of birth, Nationality, Email, Country Code, Fixed Office Phone Number, Mobile Phone Number, Work Postal Address, Post Code, and Town.
- Travel Details:** Includes Arrival (Date and Time, Flight Number) and Departure (Date and Time, Flight Number). It also has a checkbox for "Transportation to place of accommodation is required" and a large text area for "Accommodation description".

At the bottom of the form, there are "Save" and "Close" buttons, and a status message: "Operation completed successfully".

Under "Travel Details", MS shall input information about the arrival and departure dates (including indication of approximate time of arrival), Flight details if travelling by airplane, Mean of Transportation, Route, Arrival Airport, Entry BCP/Airport and Accommodation. In the event of Accommodation being provided by the host MS and being unknown at the time of registration, MS shall indicate this in the Accommodation box by the text "accommodation provided by Host MS".

The Expiry date of the Accreditation Document is automatically set as the date of departure from the operational area. In the event of any particular need (e.g. transportation by car, etc) MS can manually extend the date in order to have the Accreditation Document valid until the arrival of the officer in his/her MS.



Under [REDACTED]

Travel Details Personal Equipment \ Weapons **Technical Equipment** Additional Information

Operator/Crew

Accepted Technical Equipment New Technical Equipment

Model Type Serial Number

Brand

Crew Function

Additional Technical Equipment Info

Save Close

Operation completed successfully

Commented [A28]: The blanked out parts contain detailed information regarding the modus operandi of law enforcement officials. Their disclosure would expose their work, harming the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above, the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

Under “*Technical Equipment*”, MS shall indicate if the deployed officer is linked to a specific item of Technical Equipment requested and deployed through Opera (e.g. helicopter, vessel, etc), or if he is carrying with him/her any other item of Technical Equipment.

Under Additional Information, MS shall indicate if the officer shall have access to FOSS, and the type of access requested (including duration). More information about FOSS is provided in chapter 9. MS shall also indicate the Daily Gross Wage and Daily Subsistence Allowances of the deployed officer for that specific operation.

13.2. Technical equipment deployed by Member States

Technical equipment deployed by the MS in the operational areas to foster the border control activities may include Offshore Patrol Vessels (OPV), Coastal Patrol Vessels (CPV), Coastal Patrol Boats (CPB), Helicopters, Fixed Wing Airplanes (FWA), Term Vision Vehicles (TVV), Dog Teams and any other type of equipment preliminary agreed and confirmed by Frontex and the MS.

The technical equipment deployed by the MS can form a part of the overall minimum number of technical equipment (OMNTE) or can be considered as additional technical equipment (beyond OMNTE). The OMNTE is identified by Frontex based on the risk analysis and the operational needs and it is foreseen to ensure sufficient operational response within Frontex coordinated joint operations. The additional technical equipment will supplement OMNTE, in case that any operational needs occur.

13.3. Management of the operational assets¹³ deployed by Frontex

PRU and JOU deal with the distribution and retrieval of operational assets in the operational areas, according to the procedures in place. The EBGT members / representatives of the national authorities receive operational assets based on a pre-conducted needs assessment and are responsible for the maintenance in good conditions of the equipment while in their possession.

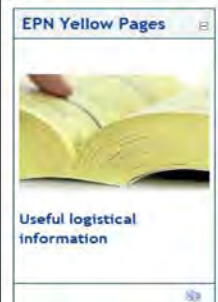
The EBGT members / representatives of the national authorities having received an operational equipment item have the obligation to return the item to the Frontex representative in charge with the distribution / retrieval of the operational assets, according to the conditions laid down in the handover forms.

¹³ Frontex owned assets

In case the operational equipment is being damaged / misplaced / stolen while under the responsibility of an EBGT member / representative of a national authority, the person to whom the equipment was handed over has the obligation to immediately inform the Operational Team about the occurrence.

13.4. EPN Yellow Pages

European Patrols Network (EPN) Yellow Pages is a web-based and secure information service available 24/7 for authorized users on Frontex One Stop Shop (FOSS) platform.

	<p>EPN Yellow Pages contains useful contact and logistics data in the structured and user - friendly format.</p> <p>Link (after login/password to FOSS): https://foss.frontex.europa.eu/OperationalActivities/SeaBorderSector/EPNYellowPages2013/tabid/1100/Default.aspx</p> <p>Link to the service is also available at Sea Borders frontpage on FOSS.</p>
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EPN Yellow Pages provides specifically:

- logistics details on facilities in the deployment locations (e.g. airports, seaports, accommodation);
- answers to Frequently Asked Questions and links to other sources of deployment-related information;
- contact data to the EU MS structures responsible for coordination of Frontex sea operations and EPN national patrolling areas (e.g. ICCs, LCCs);
- links to relevant entities in maritime domain (e.g. Maritime Rescue Coordination Centres).

The purpose is to:

- support planning and performing operational deployments in the respective EU Member States and particular locations of the Frontex - coordinated sea operations;
- facilitate contacts, information sharing and awareness among the EPN partner authorities.

The service is addressed and available to:

- Officers deployed in Frontex sea operations
- EPN partners / users of Sea Operations and EPN section on FOSS
- FOSS users with NFPOC access rights
- Frontex Staff

The service is in constant development. Any questions or suggestions for improvement regarding content can be addressed to EPN Yellow Pages team via e-mail [REDACTED]

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14. FINANCIAL PROVISIONS

In accordance with the decision of the Frontex Executive Director, Frontex will co-finance the joint operation. Frontex will reimburse eligible costs incurred by participating MS authorities in relation to deployments of experts and technical equipment provided that the Framework Partnership Agreement is in place.

The host MS is also eligible for co-financing the eligible costs for additional means/activities and staff deployed in accordance with the Strategic Guidelines for financing of Frontex operational activities.

Frontex will be responsible for the preparation of all necessary financial commitments and the preparation of the legal commitments. Funds are allocated by means of issuing Specific Financing Decision with Estimated Budget and calculation for Running Expenses of Means (if applicable). The Estimated Budget and REM are to be submitted by the partner authority.

Once the SFD is issued by Frontex, the MS authority is obliged to send back Acknowledgement of Receipt and is entitled to request pre-financing up to 50% of SFD budget. Frontex strongly recommends partner authorities to claim the advance payment.

In accordance with Article II.17 of the Framework Partnership Agreement, payment of the balance, which may not be repeated, is made after the end of the operational activity on the basis of eligible costs actually incurred in carrying out the operational activity. The request for final payment shall be submitted within 75 days after the end of the joint operation.

Accordingly, Frontex will co-finance the deployments of Third Country observers within the joint operation, provided that Third Country has the Working Arrangement with Frontex. For the purpose of legal and financial commitment, Frontex and the Third Country partner authority mutually sign the Grant Agreement along with the Estimated Budget and General Conditions. Further co-financing details, eligible costs and payment rules for Grant Agreements are analogical to the SFD scheme for EU MS (if applicable).

15. TEMPLATES (EXAMPLES)

All actual and tailored templates are published on FOSS on the website of respective joint operation. In the course of the preparation phase for the JO, additional templates might be developed. In such cases participating MS will be informed and additional template will be uploaded on FOSS.

15.1. Serious Incident Report Template (SIR)

Serious Incident Report		Serial Number:
Subject		
Joint Operation		
Location		
Incident date/time		
Finding date/time		
Reporting unit/person		

1. Facts of the case

2. Measures

3. Assessment

15.2. SAR related SIR Template

SAR related Serious Incident Report		<u>Serial Number:</u>
Subject:		
Joint Operation:		
Reporting unit/person:		
1. General information on the incident		
Incident date/time		
Original informant		
Finding date/time/source		
Location of the Incident:		
Latitude / Longitude		
Reference to operational area		
SAR activated date/time		
Involved Frontex assets		
Distance Incident place to Frontex assets		
Detection date/time/who		
Estimated POB		
Dead and/or injured persons		
Embarking port		
Involved authorities		
2. Fact of the case		
3. Measures		
4. Assessment		

15.3. Interview Template

1. GENERAL

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

A. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Commented [A30]: The non-disclosed parts contain detailed information regarding the modus operandi of law enforcement officials. They contain information on the methods applied by law enforcement officers to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and other cross-border crime such as facilitation of irregular immigration, trafficking in human beings and terrorism. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

[Redacted text block]

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[Redacted text block]

[Click here to enter text.](#)

1.					

2.										
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[Redacted text]

15.4. Technical Equipment Mission Report

Patrolling asset
Mission Number
Date
Responsible ICC/LCC
Operational Area
National Official
Asset location (airport, port)
Member State
Authority

██████████ Sheet

██████████	
██████████	
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Commented [A31]: The non-disclosed parts contain detailed information regarding the modus operandi of law enforcement officials. They contain information on the methods applied by law enforcement officers to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and other cross-border crime such as facilitation of irregular immigration, trafficking in human beings and terrorism. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

Events

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Commented [A32]: The non-disclosed parts contain detailed information regarding the modus operandi of law enforcement officials. They contain information on the methods applied by law enforcement officers to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and other cross-border crime such as facilitation of irregular immigration, trafficking in human beings and terrorism. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

15.5. Document Alert Template

Place, date

Immigration authority Name	National immigration authority LOGO	National Flag
----------------------------	-------------------------------------	---------------

DOCUMENT ALERT

Title

Document Type:
IS Ref.

Fraud Type:
BCP

(Picture of the falsified/forged document or part of that document)

--

(Brief description of the bogus document detection including the citizen status route and local of detection.)

--

DETECTION POINT #1



(Description of the detection point)

DETECTION POINT #2



(Description of the detection point)

Other Pictures and Descriptions:

15.6. User Access Request Form - FOSS

Request for - Please Specify: **Select Option**

First Name					
Last Name (CAPITAL LETTERS)					
Email					
Member State/Country/Organisation					
Job Title/Position					
Date and User Signature		27 July 2016			
User Group(s) <small>14</small>	Activity	Specify Duration of FOSS Access			
		Please specify duration	If OTHER:		
			Start date	End date	
Only Basic Access (Library; Help; Contacts; Media Monitoring) ¹⁵	<input type="checkbox"/>	Select Option			
National Authorities (Overview of all related activities)	<i>Air Border Sector (ABS)</i> Please specify Joint Operation or Project	Select Option			
	<i>Land Border Sector (LBS)</i> Please specify Joint Operation or Project	Select Option			
	<i>Return Operations Sector (ROS)</i> Please specify Joint Operation or Project	Select Option			
	<i>Sea Border Sector (SBS)</i> Please specify Joint Operation or Project	Select Option			
	<i>Please specify any other activity:</i>	Select Option			
Other activities/ projects and related content	<i>Other Sections</i> Please specify Section or Activity	Select Option			
	<i>Please specify any additional activity or specific page on FOSS:</i>	Select Option			
National Frontex Point of Contact (NFPOC)¹⁶	<input type="checkbox"/>	Select Option			

¹⁴ Choose the relevant user group for viewing the information on FOSS.

¹⁵ Please note that if any other user group is selected and approved, access to these general FOSS sections is granted by default.

¹⁶ This group has access to the majority of FOSS content, excluding a few sections such as some pages related to the EURINT project. For full access to EURINT please select it under the ROS section.

Justify the need of access¹⁷		
Validation/ Sign-off	Date	Signature
<i>FOSS National User Coordinator¹⁸</i>		
<i>FOSS Area of Interest Owner</i>		
<p>Data Protection Statement: these data are compiled solely for the purpose of access management to FOSS. Data subjects are entitled to have access to their data and to have those data corrected. Service requests should be directed to the FOSS User Administrator. Any concern can be addressed to the FOSS User Administrator or the Frontex Data Protection Officer.</p>		

¹⁷ Provide a short justification on what is your need to have access and what are the activities you are involved in.

¹⁸ To be completed only for requests submitted from MS/SAC/Third Country National Authorities. Please provide a legible name and surname of FOSS National User Coordinator and a signature. If this is not feasible, an e-mail may also be accepted if sent from the approved e-mail account of the FOSS National User Coordinator, and with personalized e-mail signature included.

[REDACTED] Report

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Commented [A33]: The non-disclosed parts contain detailed information regarding the modus operandi of law enforcement officials. They contain information on the methods applied by law enforcement officers to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and other cross-border crime such as facilitation of irregular immigration, trafficking in human beings and terrorism. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

[Redacted text block]

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Redacted text block]

2. [Redacted text block]

[Redacted text block]

[Redacted text block]

4. [Redacted text block]

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- [Redacted]
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- [Redacted]

[Redacted]

[Redacted]

[Redacted Section Header]

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted Section Header]

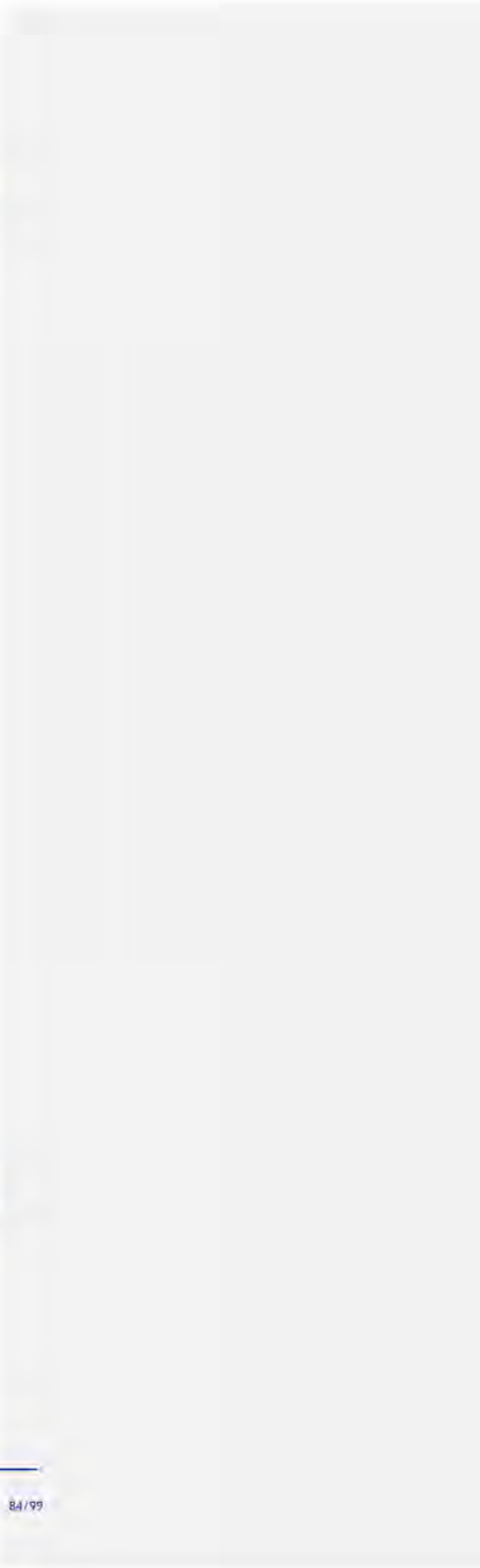
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
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[Redacted Section Header]

[Redacted Section Header]

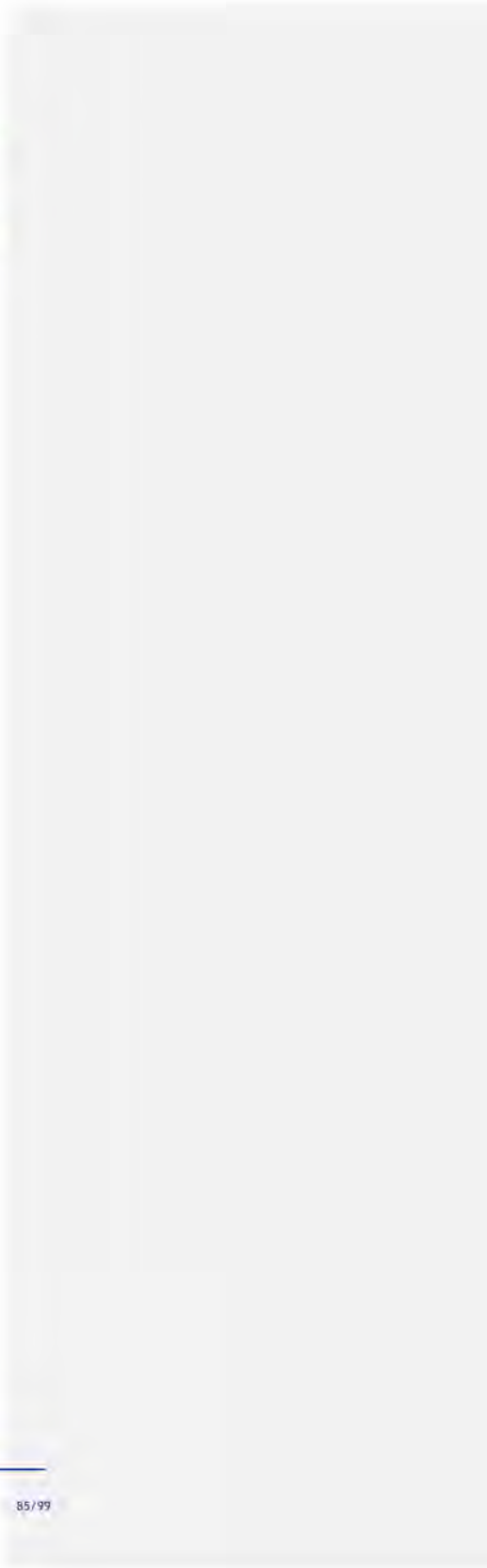
[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]



[REDACTED]

[REDACTED]



15.10. FSO Daily / Flash Report¹⁹

Name of the joint operation
Number of the Report
Date of reporting
Reporting period
Reported from

1. Incidents²⁰

Description per incident

2. Deployed Resources

Type of resource	MS	Authority	Period of deployment	Names

3. LCC Meeting & Participants

3.1. Participants

Name	Role

3.2. Outcome of the meeting

Issues discussed	Outcome, decisions taken

4. Additional Information

Other operational, logistical, practical issues

¹⁹ Delete which is not applicable

²⁰ Flash Report contains only chapter 1

15.11. Report from Participant

All participants of the joint operation are kindly requested to fill in this template and to revert it to Frontex via email account xxxxxxxx@frontex.europa.eu within 7 calendar days after termination of the deployment.

The aim of the report is to gather feedback from the participants in order to support improvements for future operational activities.

Data about deployment
Name of the joint operation
Name of the participant
Member State / Authority
Period of deployment
Location of deployment

1. Did you receive and acknowledge OPLAN of the JO and if yes, was it in time and who provided it to you?

To be filled in by the participant

2. Did you receive enough information about JO from Frontex during General Briefing?

To be filled in by the participant

3. Did you receive enough information about JO from Host MS during the National Briefing?

To be filled in by the participant

4. Have you been satisfied with the organization and timelines of JO and if not, why?

To be filled in by the participant

5. Was communication with Frontex and local authorities regular and sufficient for effective co-operation? Have you had sufficient feedback during the course of implementation of the JO?

To be filled in by the participant

6. Did you have the opportunity to generate ideas and contribute to the JO during the implementation phase?

To be filled in by the participant

7. What in your opinion were the strong and weak points of the JO?

To be filled in by the participant

8. If you have a power what would you change in this JO in order to achieve bigger added value for EU?

To be filled in by the participant

9. Have you participated in any of the specific EBG Profile training (Screening, Debriefing experts, Advanced-Level Document Officer training, etc) organized by Frontex Training Unit?

To be filled in by the participant

10. What kind of training subjects you would like to propose / should be covered to improve your job performance during Frontex coordinated activity in future?

To be filled in by the participant

11. Did you observe any procedure or practice that raises concerns about fundamental rights compliance during JO?

To be filled in by the participant

12. Are you satisfied with your performance during the JO?
(Please make a self-assessment and describe in few words the pros and cons of your participation)

To be filled in by the participant

13. Would you like to participate again in Frontex coordinated JO and if yes, why?

To be filled in by the participant

14. Are there any comments/suggestions you would like to add?

To be filled in by the participant

15.12. Report from National Briefer

All National Briefers are kindly requested to fill in this template and to revert it to Frontex via email account [redacted] within 5 calendar days after delivery of National Briefing to the participants of the joint operation.

The aim of the report is to gather feedback from the National Briefers in order to support improvements for future Frontex coordinated activities.

Commented [A34]: The blanked out parts contain detailed information related to means of communication used by law enforcement officials. Their disclosure would lead to possible abusive usage and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

Name of the joint operation

Name of the National Briefer

Member State / Authority

Date

Location

1. Description of performance (what was done, methods used, achieved results and etc)

To be filled in by the National Briefer

2. Feedback on what has/has not been achieved, but foreseen within the Briefing Package

To be filled in by the National Briefer

3. Challenges identified

To be filled in by the National Briefer

4. Recommendations

To be filled in by the National Briefer

15.13. Final Report from Member State

Each MS hosting and contributing to the JO and claiming for the final payment are requested to elaborate the Final Report and to revert it to the Frontex via email account xxxx@frontex.europa.eu within 7 calendar days after termination of the deployment. (The report can be produced by each participating authority separately).

The template of the Final Report provides the minimum requirements for the report. The MS authorities are encouraged to include any additional information considered to be important to report.

Data about deployment
Name of the joint operation
Member State
Authority
Period of deployment
Location of deployment

1. Coordination and cooperation
<p><i>Assessment of the coordination structure established during the JO: performance of Frontex (FX) and the hosting MS (ICC/LCC, Focal Points Sea, Police Stations, Detention Centers, BCPs, etc)</i></p> <p><i>Level of cooperation between FX, host and home MS during the JO</i></p> <p><i>Interagency cooperation (EMSA, EFCA, Eurapol, etc)</i></p>
To be filled in by MS

2. Information flow
<p><i>Assessment of the information flow between all actors involved in the JO (FX/ICC/IO/experts/assets/NO/MS/FX feedback to the MS about ongoing JO and etc)</i></p> <p><i>JORA, FOSS usage</i></p>
To be filled in by MS

3. Deployed resources
<p><i>Participating authorities</i></p> <p><i>Technical equipment: total number, type, periods of deployment, operational areas covered, patrolling hrs performed, etc</i></p> <p><i>Experts: total number, periods, locations of deployment, activity performed by of different profiles' experts, etc</i></p>

To be filled in by MS

4. Operational results

Results achieved by the human and technical resources during the deployment period, e.g.:

- *the number of migrants detected, prevented, intercepted, rescued, landed, identified, detained, repatriated;*
- *the number of migrants boats detected, prevented or intercepted;*
- *the number of facilitators identified/arrested;*
- *cross-border crimes identified;*
- *etc*

To be filled in by MS

5. Practical arrangements and logistics

Positive and negative aspects identified prior and during the implementation of JO OPERA

To be filled in by MS

6. Additional information

Any additional information MS considers to be reported, including concerns related to fundamental rights during JO

To be filled in by MS

7. Recommendations

From MS point of view

To be filled in by MS

15.14. Final Report from Third Country

Each Third Country participating as Observer in the joint operation and claiming for the final payment are requested to elaborate the Final Report and to revert it to Frontex via email account xxxx@frontex.europa.eu within 7 days after termination of the deployment.

This report is not dedicated to evaluate host MS.

Data about deployment	
Name of the joint operation	
Third Country	
Authority	
Period of deployment	
Location of deployment	
Observations	
To be filled in Third Country (free text)	

15.15. JORA End-user Feedback Template

To report an issue, proposal a suggestion or provide any recommendation, please fill in the following template and send it to the JORA Product and Service Management by e-mail ([redacted]).

If you are reporting an error message that appeared while you were logged on to JORA, please save the relevant log and send it to us as an attachment along with this form. Thank you.

Name of the JORA user	
Frontex Unit / Sector	(if applicable)
Members State	
Duty station	
²¹ Name of the operation	
²² User role (in JORA)	Frontex Access Manager <input type="checkbox"/> Frontex Template Creator <input type="checkbox"/> National Access manager <input type="checkbox"/> BCP/BCU Incident reporter <input type="checkbox"/> LCC incident verifier <input type="checkbox"/> ICC incident verifier <input type="checkbox"/> FSC incident approver <input type="checkbox"/> No specific role in the system <input type="checkbox"/>

Reported Issue			
Login problem <input type="checkbox"/>	²³ Error message <input type="checkbox"/>	Attribute ²⁴ <input type="checkbox"/>	Drop-down list <input type="checkbox"/>
Data Input <input type="checkbox"/>	Validation Process <input type="checkbox"/>	Data Modification <input type="checkbox"/>	Data Loss <input type="checkbox"/>
Export Function <input type="checkbox"/>	Attachments <input type="checkbox"/>	Dashboard <input type="checkbox"/>	Development <input type="checkbox"/>
User Friendliness <input type="checkbox"/>	Other <input type="checkbox"/>		

[Please describe the situation in detail on the reported issue. In case an error message appeared, please describe the sequence of actions taken before it appeared].

Commented [A35]: The blanked out parts contain detailed information related to means of communication used by law enforcement officials. Their disclosure would lead to possible abusive usage and harm the course of future and ongoing operations, and thus facilitate irregular migration. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

²¹ As defined in the JORA system

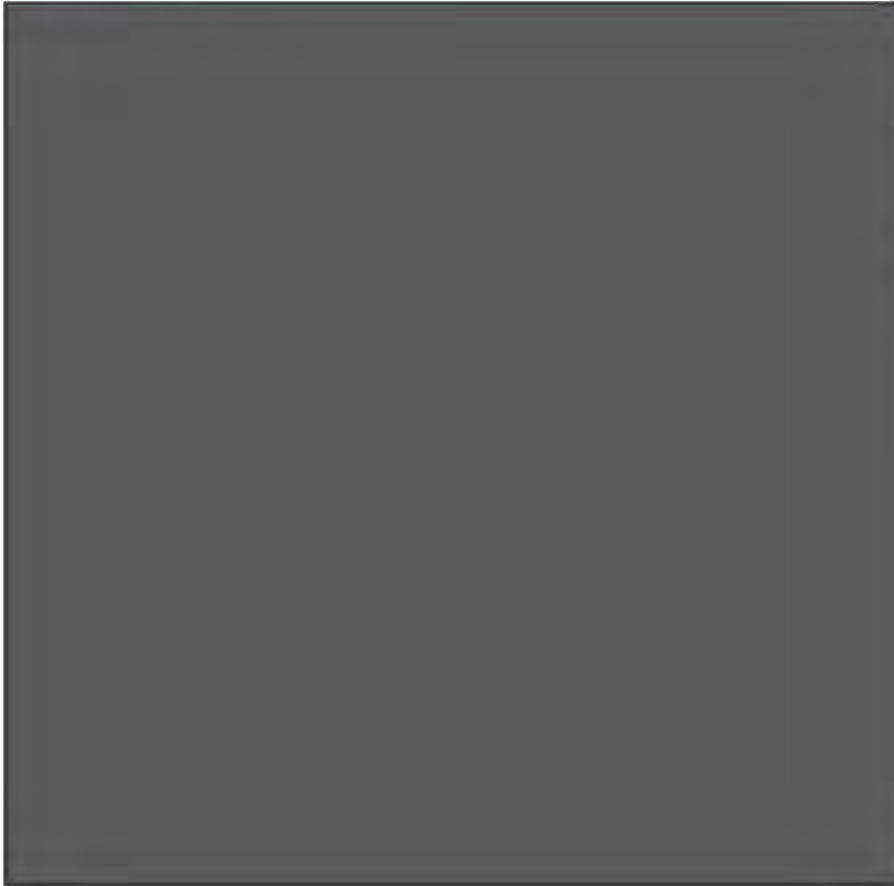
²² Please mark the box according to your role

²³ If an error message appears in JORA, please save the log and send it as an attachment.

²⁴ Attribute: it is the field shown in the Incident Template that contains a drop-down menu or its category (i.e.: Type of Incident = category; Irregular Border Crossing = one value of the drop-down menu).

15.16. Standard Patrolling Schedule

GENERAL OVERVIEW



Commented [A36]: The non-disclosed parts contain information regarding the modus operandi of law enforcement officials. They contain information on the organization of law enforcement officers to perform border control tasks in general and to counter illegal activities in particular. Their publicity would expose the working methods applied in those activities which would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and other cross-border crime such as facilitation of irregular immigration, trafficking in human beings and terrorism. Therefore, public security will be affected. In light of the above the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation No 1049/2001 relating to the protection of the public interest as regards public security.

16. ACRONYMS

Abbreviation	Spelling
B	
BCP	Border Crossing Point
BCU	Border Crossing Unit
C	
CFPOC	Central Frontex Point of Contact
CO	Commanding Officer
CPB	Coastal Patrol Boat
CPV	Coastal Patrol Vessel
D	
DSR	Daily Situation Report
E	
EASO	European Asylum Support Office
EBGT	European Border Guard Teams
EU	European Union
EUROSUR	European External Border Surveillance System
F	
FAM	Frontex Access Manager
FCO	Frontex Coordinating Officer
FER	Frontex Evaluation Report
FOC	Frontex Operational Coordinator
FOSS	Frontex-One-Stop-Shop
FP	Focal Point
FSC	Frontex Situation Centre
FSO	Frontex Support Officer

FRO	Fundamental Rights Officer
Frontex	European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union
FWA	Fixed Wing Airplane
G	
GIS	Geographic Information System
GO	Guest Officer
GSM	Global System for Mobile Communications
H	
HF	High frequency
HQ	Headquarters
HR	Human Resources
I	
IBM	Integrated Border Management
ICC	International Coordination Centre
ICT	Information and Communications Technology
IO	Intelligence Officer
J	
JCB	Joint Coordinating Board
JDT	Joint Debriefing Team
JO	Joint Operation
JORA	Joint Operations Reporting Application
JOU	Joint Operations Unit
JRCC	Joint Rescue Coordination Centre
JRO	Joint Return Operation
L	
LCC	Local Coordination Centre

LO	Liaison Officer
LO Piraeus	Liaison Office (Piraeus)
LO-TE	Liaison Officer - Technical Equipment
M	
MRCC	Maritime Rescue Coordination Centre
MS	Member State
N	
NAM	National Access Manager
NCC	National Coordination Centre
NFPOC	National Frontex Point of Contact
NO	National Official
O	
OA	Operational Analyst
OM	Operational Manager
Opera	Operational Resources Management System
OPLAN	Operational Plan
OPV	Offshore Patrol Vessel
OT	Operational Team
P	
POB	People on board
PRU	Pooled Resources Unit
R	
RAU	Risk Analysis Unit
RCC	Regional Coordination Centre
RDU	Research and Development Unit
RoE	Rules of Engagement

S	
SAC	Schengen Associated Countries
SAR	Search and Rescue
SBS	Sea Borders Sector
SDO	Senior Duty Officer
SGO	Seconded Guest Officer
SI	Serious Incident
SIR	Serious Incident Report
T	
TE	Technical Equipment
TL	Team Leader
TRU	Training Unit
TVV	Term Vision Vehicle
V	
VHF	Very high frequency
W	
WAR	Weekly Analytical Report
WAU	Weekly Analytical Update