

European Border and Coast Guard Standing Corps

Category 1, Basic Training

Good Practices in the Training of
Use of Force, Firearms and Tactical Procedures

Trainer's Manual

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1. Introduction

The Trainer's manual of Good Practices in the Training of Use of Force, Firearms and Tactical Procedures for the basic training of the European Border and Coast Guard Standing Corps Category 1 outlines the minimum level of practical and tactical knowledge for members of the European Border and Coast Guard Standing Corps. This compendium is intended for instructors teaching tactics and techniques of intervention and the use of firearms. **The main goal is to ensure that the European Border and Coast Guard Standing Corps Category 1 statutory staff are aware of the various challenges and possibly stressful and dangerous situations they will face as law enforcement professionals, which may require a difficult judgement call on an appropriate response and possibly the unavoidable use of force. This training aims to equip the professionals with knowledge of when and how to use physical force and firearms safely, following the principles of necessity, proportionality and precaution, while respecting legislation, operational plans and fundamental rights.** The Trainer's Manual provides brief but detailed information on the knowledge and skills every graduate of the European Border and Coast Guard Standing Corps Category 1 basic training should have.

The cooperation of Frontex officers is characterised by high efficiency and ability to respond to threats in accordance with regulations and respect for fundamental rights. The harmonisation of tactical approaches and techniques ensures that officers will provide each other adequate support during interventions and will be able to solve crisis situations. Ensuring the security of EU borders and teamwork of corps members is an integral part of the training concept, which will be possible only if the common practices and skills of all training participants are at the same level. Respect for fundamental rights and good practices of law enforcement are a very important element of this manual.

The manual demonstrates to the trainers what skills a student should have after successfully completing the training. The manual aims to harmonise the core tactics, techniques and safety measures to be followed in the basic training of use of force, firearms and tactical procedures for European Border and Coast Guard Standing Corps Cat.1. For interoperability reasons, each graduate should receive the same training in force measures, firearms and tactical procedures, regardless of when and where the training is obtained.

Training in the use of force, firearms and tactical procedures includes aspects of working in situations of high pressure, as well as techniques to prevent the use of force, such as resilience, negotiation and mediation. The training includes fundamental rights safeguards.

The summaries, videos and photos presented in this manual will help instructors decide what methodology they can use to achieve the desired training effect. The effectiveness, efficiency and safety of interventions depends on the level of tactical training, use of technical equipment and officers' readiness to cooperate. **The focus of the manual is primarily on basic intervention techniques to three threat levels. The goal is to achieve effective service through harmonised basic skills of all team members.**

The manual is divided into four main parts:

Introduction: description of the necessary rules for the use of force and psychological aspects of intervention, along with components of risk factors and body language.

Section A: Firearms (service firearms): attitudes, handling, rules of movement.

Section B: Use of force techniques, tactics of use of force; searching of a person.

Section C: Intervention tactics during searching of buildings and inspecting cars - elements of non-escalating conduct of intervention.

This manual contains techniques that allow for realisation of the objectives set out in Annex V¹: of the Regulation (EU) 2019/1896: *"The training provided in accordance with Article 62 (2) shall cover theoretical and practical aspects in relation to the prevention of and use of force. The theoretical training shall incorporate psychological training, including training in resilience and working in situations of high pressure, as well as techniques for avoiding the use of force, such as negotiation and mediation. The theoretical training shall be followed by obligatory and adequate theoretical and practical training on the use of force, firearms, ammunition and equipment and on applicable fundamental rights safeguards. In order to ensure a common practical understanding and approach, the practical training shall end with a simulation relevant to the activities to be carried out during the deployment and shall include a practical simulation involving the operationalization of fundamental rights safeguards"*.

Detailed guidelines on proceeding with regulations, use of procedures and ensuring rights and obligations are stipulated in the Regulation (EU) 2019/1896, and in Decisions issued by Frontex Executive Director and Frontex Management Board.

Documents listed together with the European Border and Coast Guard Standing Corps Category 1 Basic Training Program, and together with this manual, constitute the basic and fundamental source of knowledge for trainers.

¹ - REGULATION (EU) 2019/1896 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624. Attachment: Annex V - Rules on the use of force, including training and the supply, control and use of service weapons and non-lethal equipment, applicable to statutory staff deployed as members of the teams.

2. Glossary and definitions used

Approach to building: Movement of team members in an open or built-up area, allowing them to approach a building safely during search or pursuit activities. Reducing the distance to a building.

Approach to person: Movement of team members during interventions, including handcuffing or other related actions. The direction of approaching a person during a security search. Reducing the distance to a person during controls.

Approach to vehicle: Movement of team members while conducting traffic control, selection of a route providing safe approach to a controlled vehicle. Reducing the distance to a controlled vehicle.

Border checks: Checks carried out at border crossing points to ensure that persons, including their means of transport and the objects in their possession, may be authorised to enter the territory of the Member States or authorised to leave it.

Border Guard and Coast Guard: Any public official assigned, in accordance with national law, to a border crossing point (land border, sea border, air border) or along the border or the immediate vicinity of that border who carries out, in accordance with the Schengen Borders Code and national law, border control tasks.

Checking a person: A search of a person, carried out during handcuffing or immediately after incapacitation. The main purpose is to check a person for dangerous items.

Database: An application storing a structured set of data and allowing for the management and retrieval of such data.

Force measures: See "Use of force".

Frontex Patrol: two or more EBCGSC (European Border and Coast Guard Standing Corps Cat. 1 statutory staff deployed as members of the teams) directed to intervention or search, as part of a joint operation with local Border Guard service.

Harmonisation of technique - Chosen and agreed technique for performing an action or procedure, which determines the correct way for an officer to perform a specific action.

Host Member State: a Member State in which a joint operation or a rapid border intervention, a return operation or a return intervention takes place, or from which it is launched, or in which a migration management support team is deployed.

Intervention tactics: Ways of moving, taking the correct position during an action, setting up support and cover, methods of approaching people, vehicles and buildings.

Intervention techniques: All motor skills related to the use of force, methods of transporting, moving a person using force, as well as self-defence and self-protection.

Member of the team: (Team member). A member of the European Border and Coast Guard standing corps deployed through border management teams, migration management support teams and return teams.

Officer: an individual statutory staff member deployed as members of the teams, a member of an intervention team or a patrol.

Statutory staff: Staff employed by the European Border and Coast Guard Agency in accordance with the Staff Regulations of Officials of the European Union (the 'Staff Regulations') and the Conditions of Employment of Other Servants of the Union (the 'Conditions of Employment') laid down in Council Regulation (EEC, Euratom, ECSC) No 259/68.

Use of force: Recourse by statutory staff deployed as members of teams to physical means for the purposes of performing their functions or ensuring self-defence, which includes the use of hands and body and the use of any instruments, including firearms. (Regulation (EU) 2019/1896, Annex V).

Service firearm related glossary and definitions:

Eye and ear protection: Ballistic glasses and tactical hearing protection.

Firearm jam: Several temporary firearms malfunctions that the shooter can solve during shooting. If your firearm jams and you cannot clear it, hold your gun pointed at the target and keep your finger removed from the trigger. Shout "jam!" out loud, raise your free hand up, and wait patiently for the commander. Follow instructions given by the commander.

Safe direction: The direction a firearm is pointed in, where there are no other people, animals or objects that could cause a shot to ricochet.

Target: A person, object or place aimed at when shooting.

3. Risk factors of intervention

Risk factors are signs indicating the need for additional verification of documents and explanations submitted in the standard control procedure.

The risk factors presented here are an indication of the need to verify statements made during interventions. These are not hard indicators, but only suggestions to consider when profiling a threat. The authenticity of the information provided by controlled persons is a key verification tool on the first line of migration control. Risk factors may indicate a different destination point than

the declared one or other intentions than those declared. Profiling should happen in a non-discriminatory manner.

The role of the trainer during a simulation is to systematise knowledge about risk factors and their role in the process of profiling² intervention risk. The following general indicators should be part of the scenarios during simulation training. Particularly important is the decision to change the tactics of a Frontex patrol during disclosure, i.e. the discovery of the existence of risk indicators.

Potential risk factors /risk indicators - to be used in simulation exercise scenarios, when applicable:

[REDACTED]

[REDACTED]

[REDACTED]

² Based on "Indicators for profiling terrorist phenomena in Maritime Operations", J. Mierzwa Main Border Guard Training Center Koszalin 2018.
³ REGULATION (EU) 2019/1896 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624; point (a) of Article 55(7) - Statutory staff in the standing corps.

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⁴ Detailed description of the rules for luggage control is described in C.3.5.

[REDACTED]

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The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Risk factors should be a recurring theme in the practical exercise scenarios. During simulation training, selected risk factors should be added to the training assumptions to prepare members of the teams for a timely change in tactics. **The trainer should discuss the indicators in detail, indicate their role in profiling of a threat, and introduce scenarios for changing the control procedure.**

4. Basic stressors during intervention

Factors that **subconsciously build/indicate stress**. These stressors cannot be always avoided, therefore a team member should be aware of the stress generating impact of:

1. Language differences
2. Nonverbal message mismatch
3. High level of emotions - panic
4. Deciding for others
5. Stereotypes, various prejudices

The training process of techniques and tactics of intervention should include the maximum number of practical exercises, even at the initial level.

An officer's powers may vary depending on the unique circumstances specific to each deployment, as defined in the Operational Plan. Equipment and firearm available to team members, to escalate the Use of Force, may also vary in accordance with the host nation's rules, regulations and laws. The most important task of a trainer is to prepare trainees to act under stress and quickly make decisions that are justified legally and from the point of view of fundamental rights.

In addition, the experience of trainers and students should be taken into account when selecting the methodology for teaching techniques and tactics of intervention. This solution allows receiving feedback enriched with experience, making it an exchange of good practices and allowing the acquisition of experience in a school context.

BASIC STRESSORS DURING INTERVENTION

AREAS THAT ARE SUBCONSCIOUSLY BUILDING STRESS:

- 1 LANGUAGE DIFFERENCES**
Language differences and lack of understanding of intonation affects the quality of the interview. Sometimes you may have to use a translator, e.g. for a local dialect.
- 2 NONVERBAL MESSAGE MISMATCH.**
In case of visible differences in nonverbal communication, it is necessary to check carefully whether the controlled person wants to withhold information.
- 3 HIGH LEVEL OF EMOTIONS - PANIC**
A high level of stress in the controlled person has an impact on the quality of the information provided: high - overinterpretation of events, low - minimization of threat.
- 4 DECIDING FOR OTHERS**
The controlled person should speak in his or her own name. The officer should decide with whom he/she talks, always directly and never through another person.
- 5 STEREOTYPES, VARIOUS PREJUDICES**
Appearance, origin, emblems and tattoos may suggest specific behaviors. You should always try to evaluate information while excluding stereotypes.

PROCESSES CANNOT BE PREVENTED, BUT THEY MUST BE KNOWN FOR AN OFFICER

5. Basic rules and prevention of use of force

Basic rules for the use of force are stipulated in the Regulation (EU) 2019/1896, particularly in Annex V.⁵

The safety rules are obligatory to be followed and ensured in all use of force, firearms and tactical procedures related training, at all times and in all circumstances.

In accordance with the legal principles of using physical force, members of the teams performing intervention shall remember that the choice of the appropriate technique depends on the following factors:

- level of threat;
- behaviour of the controlled person;
- circumstances of the person's detention;
- type of crime committed by the detained person;
- physique of the detained person and the intervening officer;
- the officer's own skills in the assessment of the situation;
- safety of the officer, their partner and bystanders, and the target person;
- possibility of ensuring fundamental rights safeguards;
- possibility of reducing the threat and avoid using force.

All stages of intervention are equally important. Incorrect implementation of one of them will have a negative impact on the others.

Without proper assessment of the situation, risk assessment and selection of appropriate intervention method, the officer will not be able to apply the appropriate technique and tactics. By making the wrong decision, members of the teams put themselves, their partners, bystanders and the target person in danger.

The officer should monitor the behaviour of the detained person from the beginning until the end of an intervention action (see, *inter alia*, Annex 2 – risk of positional asphyxia). Therefore, training in the selection of force measures and their lawful use is a key element of training. **The trainer's task is to explain exactly which force measures are adequate at different levels of danger.**⁶

Any use of force or coercive measure described in this manual must take due account of the situation of the person to be coerced and this person's vulnerabilities and must be in line with the principles of legality, necessity and proportionality. Vulnerable groups (children, pregnant

⁵ REGULATION (EU) 2019/1896 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 November 2019 on the European Border and Coast Guard and repealing Regulations (EU) No 1052/2013 and (EU) 2016/1624. Attachment: Annex V - Rules on the use of force, including training and the supply, control and use of service weapons and non-lethal equipment, applicable to statutory staff deployed as members of the teams.

⁶ Detailed description of the rules for color coding is in point 10 - "Intervention models".

women, people suffering from serious illnesses) cannot be coerced in the same manner as non-vulnerable persons.

Safe aiming principles:

1. Ensure that you have a clear sightline (there are no untargeted people or animals).
2. Ensure that you are aiming at a clearly recognised and identified target.
3. Use ammunition (cartridges) only in accordance with instructions (and in accordance with local regulations).
4. Aim at the body; a larger aiming area gives a higher probability of a hit and a lower probability of fatal injury.
5. The upper aiming area of the target increases the chance of hitting a bystander.
6. When the situation (environment, background, type of surface) allows, aim at the legs; the lower aiming area gives a lower probability of a fatal wound, but a higher probability of a ricochet (consider the type of surface, background, surroundings).
7. Warning shots must be aimed and controlled.
8. When aiming, the trigger should remain free without your finger on it; place your finger on the trigger only when you shoot at the target.

Activities after using firearms:

1. After using your firearm,⁷ make sure you are safe and the threat is over - make sure that the shot was effective (target is incapacitated).
2. Give clear instructions: the person should lie down, and should keep their hands visible.
3. Make sure that there is no other threat (+1 rule), make sure that you are safe (and bystanders are also safe).
4. Secure the firearm (trigger safety, holster).
5. Secure dangerous objects, secure the person - put handcuffs on the person.
6. Provide necessary first aid⁸ to the OBJECT, other OBJECTS and bystanders.
7. Always call an ambulance.
8. Immediately inform about the incident, call for support, secure the area, isolate people, look for witnesses.

⁷ - an officer has the universal right and obligation to use force in defending themselves, their colleagues or any other person from serious injury or death. "Basic Principles on the Use of Force and Firearms by Law Enforcement Officials, Adopted by the Eighth United Nations Congress on the Prevention of Crime and the Treatment of Offenders, Havana, Cuba, 27 August to 7 September 1990".

⁸ - any omission (non-action) constitutes a fundamental rights violation.

Prevention of use of force

Legal basis

According to Annex V of Regulation (EU) 2019/1896 “the use of force, whether through direct physical contact or by the use of firearms or equipment, shall be exceptional and shall only take place where it is strictly necessary to ensure the performance of the Agency’s duties or in self-defence. Force shall only be used as a last resort, after every reasonable effort has been made to resolve a situation using non-violent means, including by means of persuasion, verbal contention, or mediation. The use of force or coercive measures shall never be arbitrary or abusive.”

Moreover, “the use of force shall only be permissible to the extent that the use of force is necessary for achieving the immediate law enforcement aim, and only after:

- attempts to resolve a potentially violent confrontation by means of persuasion, verbal contention, mediation have been exhausted and failed;
- a warning of the intention to use force has been given.

Where it is necessary to escalate the level of intervention (for example, using a service firearm⁹ or other firearm), clear warning of such an escalation shall also be given unless giving such a warning would unduly place members of teams at risk or would create a risk of death or serious harm to others, or would be clearly inappropriate or ineffective in the particular circumstances.

Regulation (EU) 2019/1896, Annex V states that “the training provided in accordance with Article 62(2) shall cover theoretical and practical aspects in relation to the prevention of and use of force. The theoretical training shall incorporate psychological training, including training in resilience and working in situations of high pressure, as well as techniques for avoiding the use of force, such as negotiation and mediation”.

Practical rules of prevention of use of force

Law enforcement officers/border and coast guards, in carrying out their duty, shall, as far as possible, apply non-violent means before resorting to the use of force and firearms. The fundamental objective should be respect for and protection of fundamental rights, and all actions must be in conformity with international, European and national standards, and limited to what is necessary. They may use force and firearms only if other means remain ineffective or without any prospect of achieving the intended result.

Techniques of dialogue, verbal contention and mediation are to be used first. Enhanced resilience is also an important aspect which members of the teams will need to develop and apply.

The context and environment in which border guards are deployed can be very dynamic and varied. However, it has to be kept in mind that certain measures (e.g. including female officers, an

⁹ Guidelines for implementation of the UN basic principles on the use of force and firearms by law enforcement officials. Amnesty International. 2015.

Standard Minimum Rules for the Treatment of Prisoners. United Nations. 1977

increased number of those with relevant cultural and language skills) can greatly facilitate communication with migrants or groups to de-escalate a tense or aggressive situation. Considering that officers/border guards are to a large extent in direct contact with migrants or groups, this depends on their risk mitigation skills.

These actions are closely related to BCGs' attitude and behaviour towards migrants, in particular their respect for human dignity and the fundamental rights and freedoms of the individual.

Additionally, in case of any fundamental rights violation or abuse by law enforcement officials/border and coast guards, it is key to ensure accountability for such violations and abuses and to provide victims with access to a remedy and redress.

States have the obligation to respect and protect rights, and because the use of force is in conflict with fundamental rights, it must always be reported. When any question arises, individual cases must be further investigated and remedies and/or sanctions implemented as needed.

Law enforcement officials will even have to consider withdrawing and not continuing to pursue a legitimate objective if the negative consequences of the use of force would be too serious in proportion to the reason for the use of such force. In particular, the utmost attention must be paid to the protection of uninvolved people.¹⁰

Precautionary measures

The prevention of use of force starts already before any enforcement: The first precautionary measures must be taken in the phase of planning and preparation. These measures may include:¹¹

[REDACTED]

¹⁰ *International rules and standards for policing*. International Committee of the Red Cross. 2015. p. 35. See also *Use of Force: - Guidelines for implementation of the UN basic principles on the use of force and firearms by law enforcement officials*. Amnesty International. 2015. p 105.

¹¹ *Use of Force. Guidelines for implementation of the UN basic principles on the use of force and firearms by law enforcement officials*. Amnesty International. 2015. pp. 95-100

The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Defusing /de-escalating the situation, persuasion, verbal contention, mediation

Law enforcement officials should attempt to de-escalate a situation, to initiate a dialogue and to negotiate with a person before considering any resort to the use of force. The following actions may help to create opportunities for defusing/de-escalating a situation:¹²

[REDACTED]

¹² Modified from *Use of Force – Guidelines for implementation of the UN basic principles on the use of force and firearms by law enforcement officials*. Amnesty International. 2015. p. 99;

The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

6. Reporting

Mandatory reporting on incidents of force is stipulated in Regulation (EU) 2019/1896, and in Decisions issued by the Frontex Executive Director and Frontex Management Board.

Use of force must be reported via Frontex Standard Operating Procedure “Serious Incident Reporting - SIR”.

Every actor in Frontex activities is obliged to initiate immediately the necessary measures to commence the SIR procedure he/she has knowledge of, witnesses or is directly involved in a serious incident.

Team members are obliged to immediately notify their immediate superior of any case of use of force. Any incidents involving the use of force shall be immediately reported through the chain of command to the coordination structure relevant for each operation; to the Frontex Situation Centre; and to the fundamental rights officer and the executive director.

A Serious Incident must be reported through an initial SIR as soon as possible and preferably within the first 2 hours after such knowledge has been attained.

The initial SIR shall contain a summary of the information known at that point in time. It is not bound by any form and can be reported to the FSC using any available means of communication.

Moreover, the member of a team is obliged to immediately provide first aid, call emergency medical services, secure evidence at the place of the incident, prevent unauthorised persons from entering the location and if possible, establish personal details of the witnesses of the event.

The following information is required (indicative list, depending on the case not limited to that) to prepare the Serious Incident report¹³ (SIR):

- WHAT....happened?
- WHEN....did it happen?
- WHERE....did it happen?

¹³ In case of aggressive behavior or reluctance and threatening approach, a written report of the intervention/search shall be considered. It shall be expected that such a person may forward a letter of complaint (sometimes even several months after the search took place). Such an attitude enables officers to remember the details and discuss the situation, avoiding unnecessary stress.

- WHO....was involved/affected?
- WHY....did it happen?
- HOW....did it happen?
- MEANS USED..... which means were used to carry out the action?
- SOURCE OF INFORMATION....who provided the information?
- ACTIONS TAKEN....own action and action from MS / others
- POSSIBLE CONSEQUENCES, EFFECTS, REACTIONS
- COMMENTS....if any.

7. Good practices, cooperation and learning progress

Important communication skills to be used by the trainer during intervention techniques training:

- clear and understandable transfer of knowledge;
- active listening, ongoing clarification of doubts;
- ensuring that each participant has the same exercise conditions;
- supplementing information with examples of real interventions;
- using language that is understandable to everyone and is not offensive to anyone;
- avoiding misunderstandings, concern for the atmosphere of cooperation in the group;
- using only practical teaching methods.

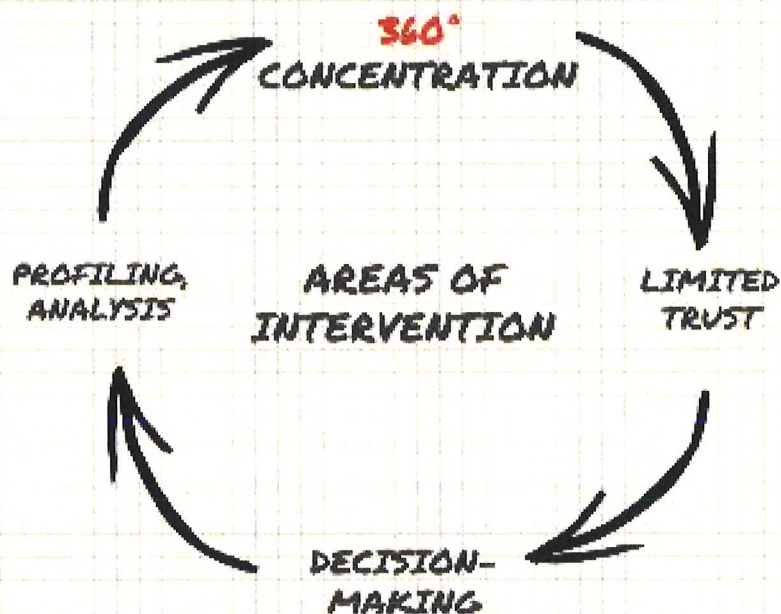
Methods of practical knowledge transfer - situational trainings:

- simple intervention tasks to solve;
- escalation model of planning the level of difficulty;
- using training aids: task cards, process cards, planning line;
- clear definition of the purpose of the task, expected results;
- constructing exercise scenarios based on trainers' own experience;
- comprehensive intervention exercise, not in stages, but always in a full scenario.

COURSE AND INTERVENTION STRATEGY

Each of the areas has an important role during an intervention.

THE AREAS INTERPENETRATE EACH OTHER AND CONSTITUTE A CONTINUOUS PROCESS, ALL ELEMENTS OF WHICH HAVE AN IMPACT ON RESOLVING THE CRISIS.



BASIC MANUAL FOR TRAINERS (BMT) PAGE

Situational training, if possible, should be carried out using **simulation training - role playing**.¹⁴

The most important rules when discussing the course and implementation of exercises are:

- first, the participants discuss their actions and justify the decisions they made during the intervention situation;
- next, the training group, observers of the action, discuss the decisions taken: from the point of view of law and fundamental rights, support, self-protection and communication;
- the last stage of the training analysis is watching the recorded video, during which the trainer discusses the operation and the intervention procedure in detail.

Cooperating platform - the role of cooperation in training

The cooperation of team members is a key foundation of a successful intervention. The harmonisation of knowledge and skills makes it possible to predict a partner's behaviour, which guarantees that safety rules are upheld during interventions.

¹⁴ Role playing - simulation training: full emotional commitment, stress and the role of body language is comparable to real action, comprehensive action without pause, assessment from details to a general level, mobilization of the whole group to analyze interventions and gaining experience in school conditions.

Team members should be prepared for frequent changes in the composition of the group, but the procedures should not change.

Disruption in assessing learning progress

The assessment of learning outcomes is the most important motivational tool. An adequate and personalised assessment is a reference point for participants and allows them to focus on developing and improving technical skills. The trainer must be very responsive in assessing work progress, focusing on two areas: progress of skill level and implementation of the minimum program.

There are a number of **disturbances affecting the assessment procedure** and the objectivity of skill assessment. The most common are:

- halo effect: the tendency to assess all behaviour highly based on the observation of one outstanding feature. If a person has one highly rated feature, we tend to assign other positive features to them;
- contrast effect: the trainer's tendency to assess skills based on comparison to others instead of previously established standards. The effect of the first impression is over-weighting of the first information received. This manifests itself in a tendency to assess too high or too low based on the first impression, which arises subconsciously. When the contrast effect occurs, errors are evaluated more strictly when they appear at the beginning of the task;
- similar-to-me effect - the tendency to assess a person through the prism of the assessor's own behaviour. The more similarly to the assessor they behave, the higher they trainees rated.

The best training effects are achieved by enabling participants to gain professional experience while in training. Experiences exchanged between students are also a very important element of acquiring new knowledge. **Exchange of experiences, the opportunity for students to express themselves and ask questions, is a strong didactic tool, and the trainer should frequently give trainees space to analyse activities, assess their own situation and find a solution to an intervention task by themselves.**

8. Psychological indicators and body language

Psychological indicators are a very important element of conversation during interventions. In many cases, you can properly prepare for action based on profiling and indicators. At the basic level of training, you should first pay attention to the role of stress during interventions. It is important to note changes in the behaviour and demeanour of people controlled by a patrol and in the officers behaviour, to distinguish two kinds of stress.

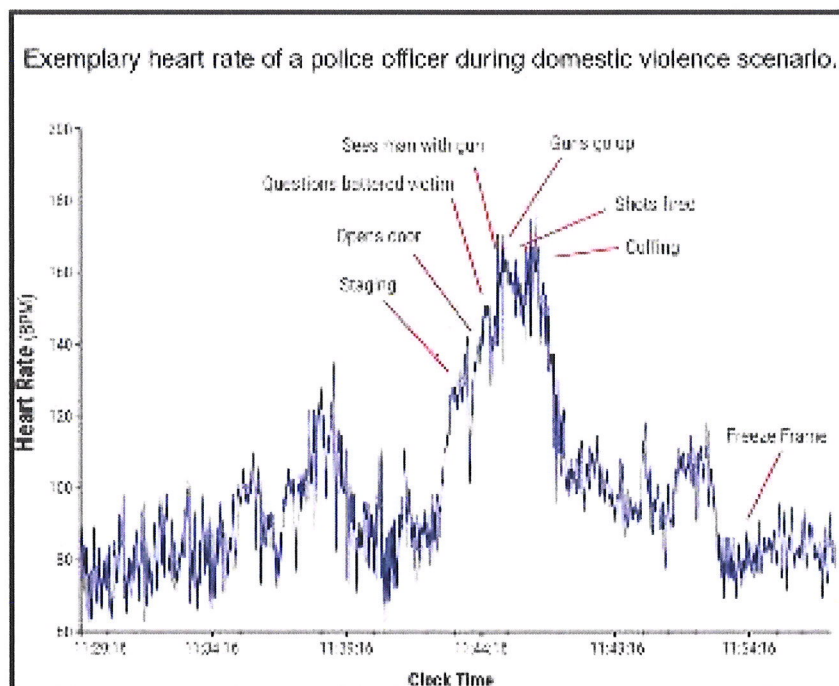
Stress can cause changes in the functioning of the body in three planes:

- physiological indicators: accelerated pulse, dilated pupils, increased sweating, muscle tension in the arms and legs, problems with balance;
- psychological indicators: irritability, suspiciousness, hostility, anxiety, anger attacks, depression, difficulty making decisions;
- behavioural indicators (changes in behaviour): increased excitability, nervous tics, sudden outbursts of anger or crying, trembling of hands or body.

Stress is a permanent and indispensable part of interventions, and when managed it can be beneficial. Following procedure and having the right attitude will significantly reduce the effects of stress. **Situational trainings and classes using intervention scenarios should be carried out taking into account the increased stress factor.**

Rising stress during an officer's intervention:

Stress during intervention can cause various effects on our ability to respond. Stress at an appropriate level can increase performance, but exceeding a heart rate of 140 beats per minute (diagram)¹⁵ directly reduces the ability to act. Awareness of this phenomenon significantly improves officers' operational capabilities, and properly prepared exercise scenarios can contribute to the acquisition of experience in conducting intervention in high stress.



¹⁵ Emergency First Responders: Treating Mental Health Issues in a Culture of Mental Toughness. Sara G. Gilman. California Southern University 2015.

9. Body language

Body language allows officers to emphasise their commands in an understandable way in the absence of understanding of the spoken language. Non-verbal communication during intervention is a way to communicate and express your expectations, accompanied by words or by itself. Body language is one of the elements of the art of verbal contention and a way to gain an advantage by controlling the conversation.

The officer should know the principles of bases for intervention, non-verbal behaviour and gestures. The gestures should be so clear that the controlled person understands the message even if he or she does not understand the verbal command.

Body language training to emphasise the commands given by officers should be used in all practical classes. It is especially important during the training on giving instructions and selecting the degree of force, already before taking action. Additional discussion of body posture and speech is recommended when analysing the simulation training recording.

BODY LANGUAGE

THE 5 MOST IMPORTANT RULES

INTERVENTION TACTICS

1

HANDS AND BODY GESTURES

Use clear gestures with your body and hand. Use more expressive gestures than normally.

2

SERIOUS ATTITUDE

Don't provoke, don't underestimate, be serious. Never joke or laugh.

3

COMMAND STRONGLY

Repeat the statement if you are not sure of understanding. Do this as many as 3 times if necessary.

4

KEEP DISTANCE

Keep your distance and watch the hands. Stand steady and ready.

5

SLOWLY AND WITHOUT STRESS

Respond to the behavior of the person, do not anticipate. Be polite and firm. Do not make nervous movements.

Gesture descriptions: body language.

A partial release of the movie connected to this document could not be undertaken, as the administrative burden necessary to identify and redact the releasable materials would be disproportionate to the public interest in the disclosure exercise itself, while the released movie would not convey any informative value due to their significantly reduced form. Consequently, the partial disclosure of the movie connected to this chapter must be refused owing to the particular circumstances of the present case.

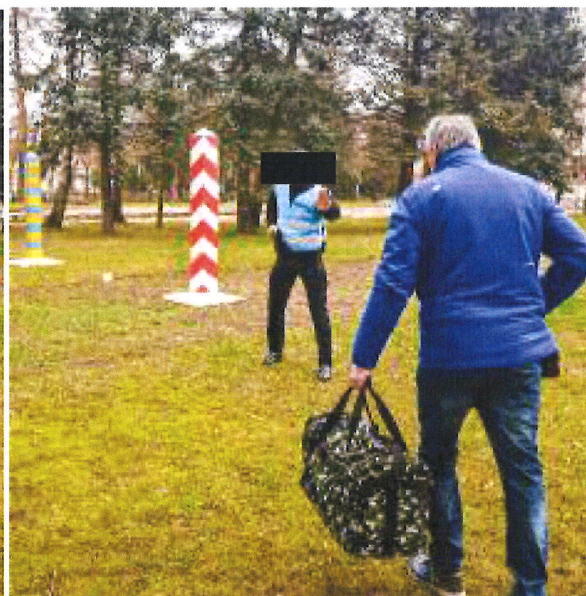
Safe stance: engaging in a conversation. The safe stance guarantees the fastest possible access to firearms, and enables the use of force and taking a stance that blocks an attack in the shortest possible time. It's important that the stance be non-threatening to the controlled person and at the same time safe for the officer.

Stance - "**STOP**" gesture with preparation for the use of physical force or firearm . (QR ⇒ I.9.1 Patrol tactics – command video).

A stance that clearly indicates the issuing of the STOP command with posture and gesture. **STOP. DON'T GO FURTHER.** At the same time, it ensures a stable position of the officer's body, quick access to the selected means of use of force or a firearm without signalling such an intention.



Body language 1 Stance - "STOP".
Command.



Body language 2 Stance - "STOP".

Stance - "**COME**" gesture with preparation for using physical force or checking/searching a person.

A stance that clearly indicates, through posture and gesture, the command to approach the team members. It is only used when the controlled person is cooperating. Using a gesture with the "COME" command is especially important when a person is being led out of a dark or cramped space. The gesture should only be made with the palm instead of the whole arm as the arm position allows blocking hits or other attacks.



Body language 3 Stance - "COME".



Body language 4 Stance - "COME". Command.

Posture (gesticulation) - "**TURN AROUND**" gesture, and preparation for using handcuffs and means of Use of Force, if necessary.



Body language 5 "TURN AROUND" gesture.



Body language 6 "TURN AROUND". Command.

Stance - "**ON THE GROUND**" gesture, and preparation for using handcuffs and means of Use of Force, if necessary.



Body language 7 "ON THE GROUND" gesture.



Body language 8 "ON THE GROUND". Command.