



Council of the  
European Union

Brussels, 14 March 2022  
(OR. en)

7087/22

LIMITE

FRONT 111  
COMIX 129

**NOTE**

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From: Presidency

To: Working Party on Frontiers / Mixed Committee (EU-Iceland/Norway and Switzerland/Liechtenstein)

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No. prev. doc.: 5580/22

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Subject: Questionnaire on the entry into operation of the Entry-Exit System -  
Preparation of border crossing points  
– main conclusions of the consultation

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Delegations will find attached a document from the Presidency on the above-mentioned subject.



PRÉSIDENTE FRANÇAISE DU CONSEIL DE L'UNION EUROPÉENNE

## Questionnaire on the entry into operation of the Entry-Exit System – Preparation of border crossing points

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### *Main conclusions of the consultation*

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- 24 replies received**
- Many qualitative and detailed answers**
- Good practices and vigilance points have been raised**

***Thank you for your active participation !***

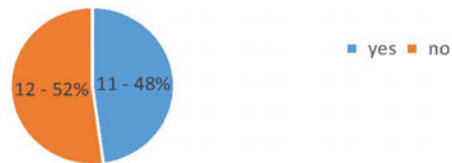


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## I. Preparation of border crossing points

### Cooperation with infrastructure and transportation operators

Do you encounter difficulties with operators when it comes to preparation of the EES' entry into operation?



- The main sources of difficulties are the **management of passenger flows**, and the **allocation of space for self-service systems**.
- The best way to overcome these difficulties is, according to the replies, through **continued dialogue with operators**, at national and/or individual level.

- 7 Member States affirmed intense cooperation with all stakeholders (infrastructure and transportation operators, local and central competent authorities) is crucial in their preparation to the EES's entry into operation.
- This cooperation takes several forms : common working structure to address operational, structural and procedural challenges; simulation exercises; on-site visits; regular meetings, tailored approach for each BCP etc.



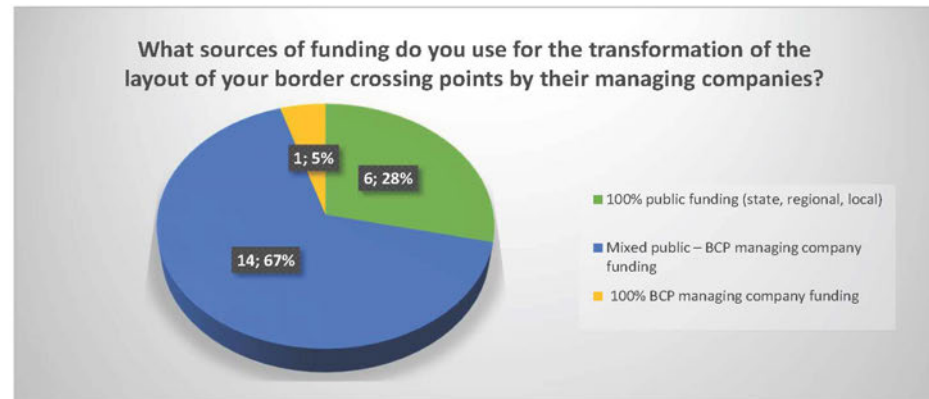
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## I. Preparation of border crossing points

### *Adaptation of BCPs*

Given the importance of adapting border infrastructures, Member States have shared the following solutions :

- Reorganisation and/or extension of BCPs
- Increase in the number of manual booths
- Adaptation of lighting conditions
- Separation of passengers depending on their EES status (first entry v/ subsequent entry), designated lanes for transit or groups of passengers



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## I. Preparation of border crossing points

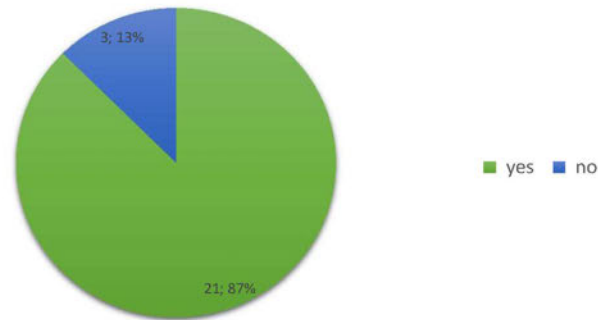
### *Main problems encountered by Member States*

Some Member States indicated the adaptation of infrastructures is hampered by **space constraints** and/or that the **pandemic** caused delays and had a financial impact on infrastructure operators.

- 3 Member States pointed out the adaptation and readiness of land and/or sea border crossing points was a real challenge
- 5 Member States pointed out the impact of COVID-19 and material crises (delays in supply, shortage of electronic equipment etc.) on their preparation of BCPs.

*Other remarks to be noted* : One Member State explained that the increase in waiting time linked to the entry into operation of the EES will have an impact on transfer times but also baggage claim times, which will consequently lead to changes to flight schedules.

Would you consider your BCPs "on track" with the preparations for the entry into operations, in terms of infrastructure?



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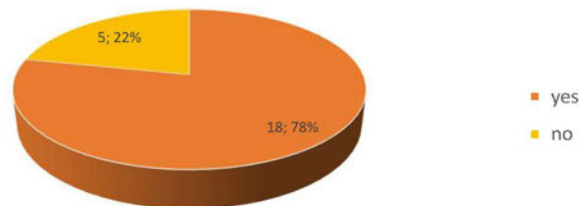
## II. Passenger flows

### *Solutions deployed by Member States*

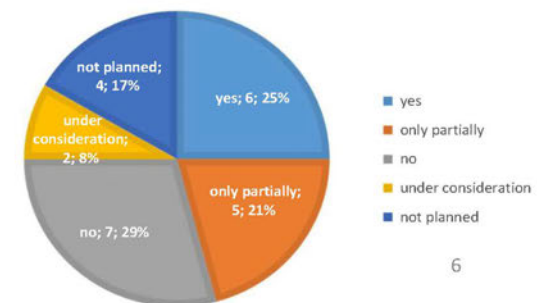
- The vast majority of MS have decided to deploy self-service systems (SSS), as defined by the regulation. However, some Member States have decided not to resort to self-service systems because they were not convinced of the added value of such equipment, or because of space constraints.
- Reasons given by Member States which believe that SSS are not sufficient : not adapted to land border crossing points ; the added-value only tangible for subsequent entries.
- Replies to the questionnaire show that **mobile solutions** can be developed for **land and/or sea border crossing points**.
- *Other remarks to be noted* : One Member State pointed out the **supervision** of SSS was a specific challenge to implement. 2 Member States suggested to explore **new processes in the future** : pre-submission of data, pre-procedure for the conditions of entry questionnaire, and new ways to avoid manual intervention of border guards.



Have you developed specific solutions to reduce waiting time at BCPs level?

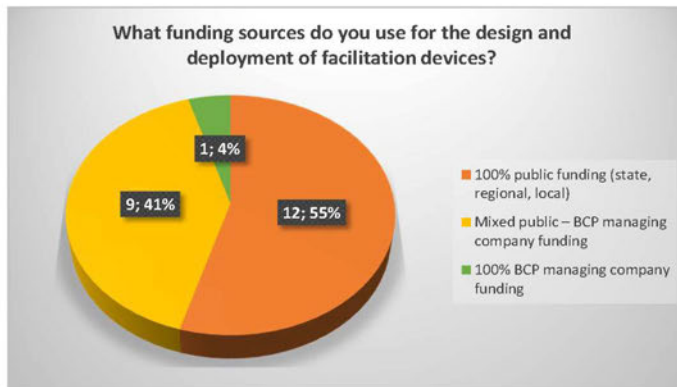


DO YOU CONSIDER SSS SUFFICIENT?



## II. Passenger flows

### Funding sources and support staff



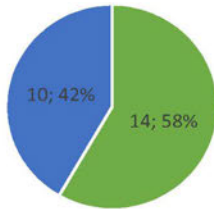
- The majority of Member States plans to deploy "support" staff to guide passengers, when SSS are put into service;
- The majority of this staff will be trained by the competent authorities of the Member State;
- One Member State mentioned the issue of accreditation/clearance of private staff in order to allow them to deal with pre-enrolment of TCNs, on mobile solutions.

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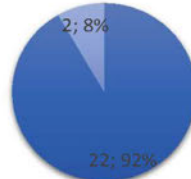
### III. Support of EU agencies and training of border guards

Did you participate in the development of Frontex's trainings for EES and ETIAS?



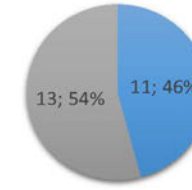
■ yes  
■ no

Did you include elements from the EES online trainings offered by Frontex in your training curriculum for border guards?



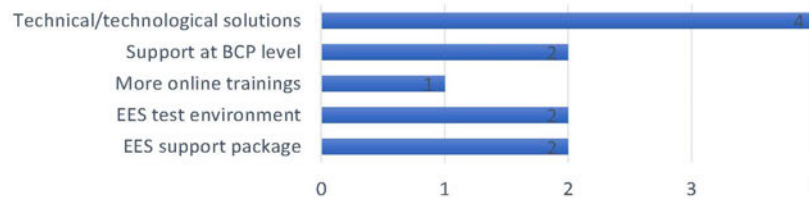
■ yes  
■ no

Did you include elements from the EES trainings offered by eu-LISA or Ceuol in your training curriculum for border guards?



■ yes  
■ no

Identified areas for further FRONTEX/eu-LISA support

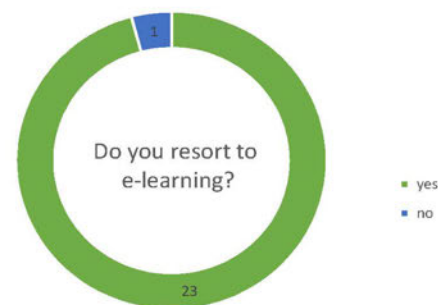
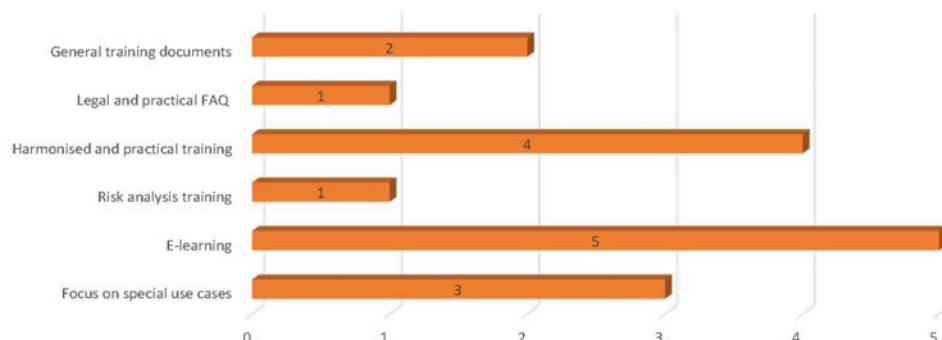


- 9 Member States expressed their satisfaction with Frontex and eu-LISA's support, without mentioning any need for further support.
- Some Member States are interested in the development of **new technological solutions** adapted to land borders, or constrained environments (low visibility, limited access to the Internet), and also mobile devices.

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### III. Support of EU agencies and training of border guards

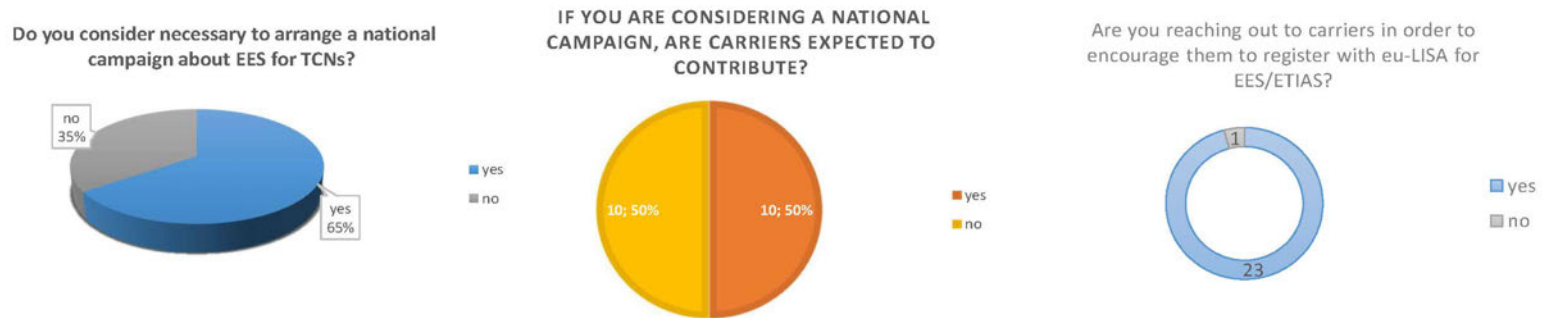
What aspects of Frontex's training tools would you wish to see deepened?



- Although a good level of satisfaction with Frontex's training tools was shown, some Member States expressed the need to focus on business cases/practical trainings in order to better prepare the border guards.
- E-learning is globally positively perceived. Almost all Member States resort to e-learning for their own training programs.
- Some concerns have been raised:
  - No translation foreseen for training materials prepared by Frontex
  - Training of border guards will have to be completed during the high season, which is very challenging



#### IV. Communication of information to third country nationals and to carriers



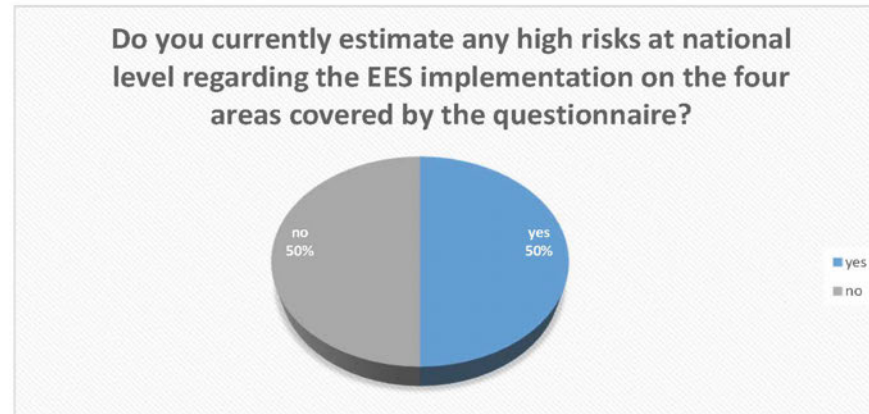
- The majority of Member States plans to implement a national communication campaign in addition to, or implementing the EU campaign. Half of them plan to involve carriers (communication to third country nationals on the carrier website, with leaflets, information presented during the flight etc.).
- Some concerns have been raised:
  - Late publication of communication supports makes it difficult to plan national campaigns.
  - Will the EU work with carriers in order to display information related to data protection?



## V. Overall evaluation

Member States expressed several concerns and half of them foresee high risks related to the EES' entry into operation :

- 5 Member States mentioned the delays in the development of the **testing environment**, which have an impact on the national testing campaigns and on the updating of national systems.
- Some Member States reported problems with **tender/procurement procedures**.
- **Adaptation of infrastructures**, especially in the context of the pandemic, is considered very challenging for some Member States.
- Different factors (shortage of chip supplies, adaptation of infrastructures, stable testing environment) **make it difficult to ensure the training of border guards before EES's entry into operation**, even more so during the high season.
- As preparation of land border crossing points remains an element of concern, the development of new technological solutions, such as mobile devices, gather support.



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## Synthesis of good practices presented by Member States

- **On the adaptation of border crossing points, Member States give several examples of cooperation with stakeholders**, including infrastructures and transportation operators : common working structure to address operational, structural and procedural challenges, simulation exercises, on-site visits, regular meetings, tailored approach for each BCP etc.
- Different kind of adaptations of BCPs have to be envisaged. Member States gave several examples : reorganisation and/or extension of BCPs, increase in the number of manual booths, adaptation of lighting conditions, separation of passengers depending on their EES status (first entry v/ subsequent entry), designated lanes for transit or groups of passengers.
- To better implement self-service systems adapted to **land/maritime borders**, mobile solutions could be deployed. New processes should be explored in the future in order to avoid as much as possible manual intervention of border guards. Some Member States are considering pilot projects with Frontex.
- Member States expressed strong **satisfaction with agencies' support**, especially regarding training and e-learning modules. This support should be continued in the future and could be about the exploration of new kind of technologies and training focusing on practical use cases.



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