

**OPERATIONAL PLAN 2022-2024**  
**AGREED BY THE EUROPEAN UNION AGENCY FOR ASYLUM AND**  
**ITALY**  
**Amendment 1**

Valletta Harbour and Rome  
May 2022

The Executive Director of the European Union Agency for Asylum (hereinafter 'EUAA' or the 'Agency')

and

The Head of Department of Public Security (Ministry of Interior), the Head of Department of Civil Liberties and Immigration (Ministry of Interior) and the Head of Department of Judicial Organisation, Personnel and Services (Ministry of Justice) of Italy (hereinafter 'Member State'),

Having regard to Regulation (EU) No 2021/2303 of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum and repealing Regulation (EU) No 439/2010<sup>1</sup> (hereinafter referred to as 'EUAA Regulation'), and in particular Article 1, Article 2, Article 3, Articles 16 to 20 and Articles 23 to 28 thereof,

Having regard to the Operating Plan 2022-2024 of 24 December 2021 agreed between the European Asylum Support Office and Italy, with an implementation period until 31 December 2024.

Considering the changes in the operational context in light of the invasion of Ukraine launched by Russian armed forces, as well as the adoption of the Council Implementing Decision (EU) 2022/382 of 4 March 2022 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection,

Hereby agree on the present Amendment 1 of the Operational Plan (hereinafter 'the Plan') for the provision of technical and operational assistance by EUAA to Italy.

The present Amendment 1 supersedes the Plan of 24 December 2021 and is binding in its entirety, including annexes.

The implementation period of the Plan shall be until 31 December 2024.

The Plan enters into force on the date after it has been signed by both Parties.

EUAA shall share a copy of the Plan with the Members of the EUAA Management Board for information. The Plan will be made publicly available on the EUAA website.

Valletta Harbour and Rome  
May 2022

Executive Director of the  
European Union Agency for  
Asylum

Nina Gregori

Head of Department of Public Security  
Lamberto Giannini

Head of Department of Civil Liberties and  
Immigration  
Francesca Ferrandino

Head of Department of Judicial Organisation,  
Personnel and Services  
Barbara Fabbrini

---

<sup>1</sup> Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 establishing a European Asylum Support Office.

## 1.0. INTRODUCTION

An Operational Plan addresses the specific needs of the requesting Member State(s) with regard to:

- operational and technical needs of the Member State(s) whose asylum and/or reception systems are subject to disproportionate pressure;
- operational and technical reinforcement needs of the Member State(s) facing disproportionate migratory challenges;
- the implementation of its(their) obligations under the Common European Asylum System (CEAS);
- the implementation of Directive 2001/55/EC and the Council Implementing Decision (EU) 2022/382 of 4 March 2022 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection.

The Plan provides the framework for delivery of technical and operational assistance by the European Union Agency for Asylum, including the deployment of asylum support teams.

## 2.0. OPERATIONAL SITUATION, NEEDS ASSESSMENT AND OBJECTIVES

The migratory situation in Italy and the national policy environment in the field of asylum and migration have experienced substantial changes over the past years, with a new kind of challenges brought by the COVID-19 outbreak in early 2020. After an unprecedented influx of migrants disembarked to Italy observed in the period 2014-2017 (with a peak of 170,100 migrants disembarked in 2014), the number decreased drastically in 2019 to 11,471 migrants disembarked<sup>2</sup>. From 2020, despite the COVID-19 pandemic outbreak and related containment measures, the numbers increased again. As of summer 2020, many arrivals, mainly from Tunisia, concentrated in Lampedusa, while in the autumn of 2021 a new phenomenon of arrivals was registered in Calabria. In the period January-October 2021 the number of people disembarked reached 53,275<sup>3</sup>.

Furthermore, in 2021 the combination of the intense migratory pressure and the quarantine measures required by the Italian Government caused delays in accessing the international protection (IP) procedure. This spike in numbers together with the restrictions imposed by the pandemic and the challenges faced by the Italian asylum and reception system in the implementation of the procedures have placed significant pressure on the national asylum and the reception authorities, limiting their capacity to improve and harmonise procedures both at central and local level.

Following the adoption of the joint declaration of intent signed at the informal summit between the Ministries of Interior (Moi) of Italy, Malta, France and Germany in Valletta on 23<sup>rd</sup> September 2019 (the “Malta Declaration”), several voluntary relocation (VR) exercises were implemented with the support of EUAA. Although a 4-weeks’ timeframe – from landing to transfer in competent Member State – is indicatively foreseen for the completion of the VR procedure, exercises carried on in 2020 and 2021 required much longer processing times due to lack of pledges by Member States, a high absconding rate and delays imposed by the COVID-19 outbreak.

While, also thanks to EUAA support, the backlog of asylum applications in first instance has decreased in the last three years to numbers manageable by the Italian authorities, the backlog of cases before

---

<sup>2</sup> Data from the Department of Civil Liberties and Immigration “*Cruscotto statistico giornaliero*”, 31/12/2019 available at: [http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto\\_statistico\\_giornaliero\\_31-12-2019.pdf](http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giornaliero_31-12-2019.pdf)

<sup>3</sup> Data from the Department for Civil Liberties and Immigration, “*Cruscotto Statistico Giornaliero*”, 31/10/2021 available at: [http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto\\_statistico\\_giornaliero\\_31-10-2021.pdf](http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giornaliero_31-10-2021.pdf)

judicial authorities remains significant. According to the Italian Ministry of Justice, as of June 2021 IP second instance pending cases amounted to 74,471<sup>4</sup>, making it difficult for the specialised sections of the tribunals to meet the 4-month timeframe envisaged by the law 46/2017 for the conclusion of judicial proceedings, and for the Italian system to meet the CEAS requirements.

The health emergency and the increase of sea arrivals have also put the Italian reception system under pressure, having a significant impact on the management of the reception system and on the quality of services provided. Three of the four Italian hotspots were designated as quarantine facilities for newly arrived migrant. This led to the adoption in October 2021 of new guidelines on the application of the “Hotspot SOPs” to disembarkation events in Italy. As of October 2021, the reception system hosts 80,486<sup>5</sup> IP applicants and beneficiaries of IP. Furthermore, the implementation of new containment procedures (i.e. health surveillance, between 10 and 14-day quarantine in equipped ships or in specific designated areas suitable for isolation) has significantly impacted on transfers and allocation of migrants in first line shelters managed by the Department of Civil Liberties and Immigration (DCLI), especially for newly arrived Unaccompanied Minors (UAMs). In light of the upward influx of migrants, and of the reformed reception system including IP applicants, DCLI will continue to face an important workload for the management and monitoring of the reception system.

Despite a slowdown in the number of cases resettled, offered a humanitarian corridor or evacuated over the last two years, in August 2021, due to the escalation of the crisis in Afghanistan, Italy evacuated almost 5,000 Afghans and signed a Memorandum of Understanding for the resettlement of additional caseload of Afghans, putting further pressure to the reception system.

Moreover, as a consequence of the armed conflict in Ukraine that started in February 2022 more than 107,380 third-country nationals (mostly women and minors) fled Ukraine reaching Italy<sup>6</sup>, adding further pressure to the asylum and reception systems. On 4 March 2022 the Council adopted Implementing Decision (EU) 2022/382 within the meaning of Article 5 of the Temporary Protection Directive (Directive 2001/55/EC), and on 15 April 2022 Italy transposed the Directive into the Italian legislation through the Decree of the Presidency of the Council of Ministers (DPCM)<sup>7</sup>. On 21 March 2022 Italy also requested support from the Agency to provide support to the Italian authorities to timely implement activities related to the Temporary Protection Directive.

The volatile situation in Ukraine and its rapid developments will likely have long-term impact on the Italian asylum and reception systems, requiring the Agency to be flexible to promptly adapt to the changing circumstances and evolving needs.

EUAA has been providing support to the Italian authorities since 2013, when the first Special Support Plan (SSP) between EUAA and Italy was signed. In 2017 the first Operating Plan to Italy was implemented and since then EUAA operational support provided to the Italian authorities has been revised according to yearly consultations. In 2021 EUAA support continued addressing the consequences of the disproportionate pressure on the Italian asylum and reception systems, also in consideration of the precautionary health measures adopted in response to the COVID-19 pandemic. Since August 2021, consultations were carried out with Italian authorities to assess the situation and identify the main needs to be addressed in 2022-2024. Consultations were also carried out with DG HOME and other national and international partners (IOM, UNHCR, among others).

---

<sup>4</sup> Data from Ministry of Justice, Central Directorate for Statistics and Organisational Analysis (DOGPS, *Direzione Statistica ed Analisi Organizzativa*), latest update 30 June 2021.

<sup>5</sup> Data from the Department for Civil Liberties and Immigration, “*Cruscotto Statistico Giornaliero*”, 31/10/2021 available at: [http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto\\_statistico\\_giornaliero\\_31-10-2021.pdf](http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/cruscotto_statistico_giornaliero_31-10-2021.pdf)

<sup>6</sup> Data from the Ministry of Interior, updated on 04/05/2022 available at:

<https://www.interno.gov.it/it/notizie/profughi-dallucraina-107380-quelli-giunti-finora-italia>

<sup>7</sup> Decree of the Presidency of the Council of Ministers (22A02488) (*GU Serie Generale n.89 del 15-04-2022*) available at: [https://www.gazzettaufficiale.it/atto/serie\\_generale/caricaDettaglioAtto/originario?atto.dataPubblicazioneGazzetta=2022-04-15&atto.codiceRedazionale=22A02488&elenco30giorni=true](https://www.gazzettaufficiale.it/atto/serie_generale/caricaDettaglioAtto/originario?atto.dataPubblicazioneGazzetta=2022-04-15&atto.codiceRedazionale=22A02488&elenco30giorni=true)

In accordance with the operational situation and needs assessment described herewith, the Parties agree to pursue the achievement of the following operational objectives and results:

- **Expected Outcome 1:** Enhanced capacity of the Italian authorities to ensure timely and harmonised access to the asylum procedure in compliance with the Common European Asylum System (CEAS).
- **Expected Outcome 2:** Enhanced quality and standardisation of Dublin and asylum determination procedure in Italy.
- **Expected Outcome 3:** Enhanced capacity of the Italian authorities to manage the judicial backlog regarding asylum cases.
- **Expected Outcome 4:** Enhanced quality and sustainability of the Italian reception system.
- **Expected Outcome 5:** Improved coordination of the cooperation and solidarity mechanism among EU MSs and of post SAR disembarkation activities for timely implementation of the Voluntary Relocation process as per Standard Operating Procedures<sup>8</sup> (under the 2019 Malta Declaration).
- **Expected Outcome 6:** Enhanced capacity of the Italian asylum and reception systems to provide information to international protection applicants and to timely identify and refer vulnerable applicants and persons with special needs.
- **Expected Outcome 7:** Enhanced capacity of the Italian asylum and reception systems to effectively implement the Temporary Protection Directive.

The agreed outcomes shall be achieved through the implementation of the measures specified in Annex I to the Plan.

The designated Plan Coordinator(s), with the support of the Measure Coordinator(s) where relevant, shall follow up the implementation of the Plan through mechanisms and tools deemed appropriate by the implementing Parties, such as a joint quarterly steering committee or other.

The agreed measures may be subject to annual and/or *ad-hoc* reviews as necessary to ensure their continued relevance and added value.

### 3.0. MAIN NATIONAL PARTNERS

The host Member State's main partners involved in the implementation of this Plan are the following:

| Organisation   | Responsibilities   |
|--|--|
| <p><b>Department for Civil Liberties and Immigration</b></p> <p>– Central Directorate for immigration and asylum services</p> <ul style="list-style-type: none"> <li>• Planning of immigration and asylum services (Office I)</li> </ul> | <p>The Department for Civil Liberties and Immigration is responsible through the Central Directorate for immigration and asylum services for the management and monitoring of the first line and second line reception system including vulnerable persons and UAMs and the assistance/reception of applicants for international protection (including persons in the Dublin procedure) and beneficiaries of international protection.</p> <p>The Office is responsible for the dissemination of information and the harmonisation of interventions within the migration and asylum sectors. More specifically, the Office is responsible for managing events of massive influx on the national territory of foreigners from countries outside the EU, in which wars or natural disasters have</p> |

<sup>8</sup> Standard Operating Procedures prepared by COM and adopted as a follow up of the Malta Declaration.

| Organisation  | Responsibilities  |
|---|---|
| <ul style="list-style-type: none"> <li>• Dublin Unit</li> </ul> <p>– National Asylum Commission</p> <ul style="list-style-type: none"> <li>• Territorial Commissions for the recognition of the international protection</li> </ul> | <p>occurred, through the coordination of emergency interventions to be implemented by both Prefectures and other institutions.</p> <p>The Dublin Unit is responsible for determining the EU Member State responsible for examining the asylum application submitted in one of the other Member States by a citizen of a third country, or stateless person pursuant to the so-called Dublin legislation (Regulation (EU) No 604/2013 in force since 1<sup>st</sup> January 2014), as well as to carry out all the related instrumental support activities (parliamentary questions, regulatory changes, participation to meetings) and those relating to litigation.</p> <p>The National Asylum Commission (NAC) is responsible for the coordination of the Territorial Commissions (TCs), Country of Origin Information (COI), provision of guidelines and training of TC staff, and for the management of the database on applicants for international protection. Determination of international protection is carried out by the TCs, while status revocation and termination decisions are issued by the NAC under the Department for Civil Liberties and Immigration.</p> |
| <p><b>Department for Public Security</b></p> <p>- Police Immigration Offices (hereinafter Immigration Offices)</p>  | <p>The Department for Public Security coordinates all activities related to the management of order and public security, technical and operational coordination of the police forces, management and administration of State Police, management of technical support.</p> <p>The Police Commissioner is the person responsible for public order and security in each province as the Provincial Public Security Authority. Police Immigration Offices are responsible for the registration of international protection requests.</p> <p>Each landing, therefore, involves the competent Police Headquarters in the area where the Hotspot or other place of landing is located, for issues of public order and security, including identification of migrants arriving to Italy and registration of applicants to international protection.</p>   |
| <p><b>Prefectures (UTG)</b></p>   | <p>The Prefectures are based throughout the Country at provincial level and are responsible for the management of reception centres in the respective provinces.</p>  |
| <p><b>Department of Judicial Organization, Personnel and Services at the Ministry of Justice</b></p>  | <p>The Department of Judicial Organization, Personnel and Services exercises the functions and duties inherent in the organization and services of justice, and in particular in the organization and operation of services relating to justice, the administrative management of administrative staff and of the means and tools, including the necessary information, the activities relating to the Minister's competences in relation to magistrates, the study and proposal of regulatory interventions in the sector of competence.</p>   |
| <p><b>Specialised sections on immigration, international protection and free movement of citizens in the EU within the Tribunals (hereinafter specialised sections of the tribunals)</b></p>  | <p>Decree Law 13/2007 “establishing urgent provisions for the acceleration of proceedings on international protection” (and converted into law by Law 46/2017) created specialised sections in the Tribunals, responsible for immigration, international protection and free movement of EU citizens in 26 Tribunals. Judges working in the specialized sections are appointed on the basis of specific skills acquired through professional experience and training. The specialisation of the magistrates is ensured by the professional</p>  |

| Organisation   | Responsibilities   |
|--|--|
|  | development activities organised by the superior School for Magistrates ( <i>Scuola Superiore della Magistratura SSM</i> ), in cooperation with EUAA and UNHCR. Competences of the sections are mainly to manage asylum seekers' appeals against a decision issued by the TCs, i.e. rejecting the application, granting subsidiary protection instead of refugee status or granting a type of national protection status instead of an international one <sup>9</sup> .  |
| <b>Supreme Court of Cassation (hereinafter Court of Cassation) and its General Prosecutor's Office</b> | The Supreme Court of Cassation is the highest degree of the ordinary jurisdiction. The Supreme Court of Cassation adjudicates the appeals on points of law as to ensure the observance and a harmonized interpretation of the law, and, moreover, compliance with the limits of the various jurisdictions. The Supreme Court of Cassation is competent both for civil and criminal matters and it is competent for the entire national territory. Functionally wise, the General Prosecutor's Office (GPO) at the Supreme Court of Cassation is the highest degree among local Prosecutors. The GPO "cooperates" with the Supreme Court of Cassation in ensuring a harmonized interpretation of the law. With its opinions, the GPO supports an interpretation of a legal provision over another, which the GPO hopes will be endorsed by the Supreme Court of Cassation too, in order to finally have the above-mentioned harmonized interpretation of the law. |
| <b>Superior School for Magistrates</b>   | In accordance with the principles of judicial independence, freedom of research and teaching, and good administration of justice – as set out in the Constitution of the Republic of Italy – the Superior School for Magistrates ( <i>Scuola Superiore della Magistratura – SSM</i> ), established by Legislative Decree 30 January 2006, n. 26, ensures the implementation of the right to, and duty of, professional training of members of the judiciary. The School also performs other tasks in the areas of training and research, as provided for by the law and the School's own charter. The School is an independent entity with legal personality under public and private law and it is the sole agency competent with regard to professional training of the judiciary.   |
| <b>Superior Council of the Judiciary</b>   | <p>The Italian Superior Council of the Judiciary (<i>Consiglio Superiore della Magistratura – CSM</i>) is the self-governing body of the judiciary and was set up by the Italian Constitution (Articles from 104 to 107). Pursuant to the legislation on the judicial system, it is competent for recruitment, allocation, transfer, promotion, professional appraisal and disciplinary measures in respect of magistrates.</p> <p>The Council is responsible - among other matters - for providing the Superior School for Magistrates (see above), together with the Ministry of Justice, with yearly guidelines concerning the continuous training programme.</p>   |
| <b>National Association of Italian Municipalities (ANCI) and Central Service - SAI</b>                 | The National Association of Italian Municipalities (ANCI) is a non-profit association, which includes around 7,000 Italian municipalities. ANCI, among other tasks, manages the Central Service with the operational support of <i>Fondazione Cittalia</i> . The Central Service coordinates and monitors the second line reception system <i>Sistema</i>  |

<sup>9</sup> Articles 35(1) and 35-bis (1) Procedure Decree.

| Organisation                                      | Responsibilities   |
|---|--|
|   | <i>di Accoglienza e Integrazione (SAI)</i> . It is also tasked with provision of information, promotion, consultancy and technical assistance for local authorities in monitoring the presence of applicants and beneficiaries of international protection in Italy.   |
| <b>Managing entities of the reception centres</b> | The managing entities of reception centres have the responsibility to manage, coordinate and implement services to asylum seekers in line with the national standards, under the supervision and monitoring of local responsible authorities (Prefectures for first line reception facilities or Municipalities for second line reception projects). |

#### 4.0 MONITORING AND EVALUATION FRAMEWORK

EUAA is implementing a structured Monitoring and Evaluation methodology allowing evidence-based measurement of progress, corrective action-taking and reflective reviews.

In terms of monitoring, EUAA is making use of a number of tools developed in order to collect input from the implementation of the Plan and to guarantee feedback in real time.

Results from the monitoring activities shall be reported through mechanisms deemed appropriate by the implementing Parties, such as steering meetings or other.

Periodic or mid-term and final (ex-post) evaluations<sup>10</sup> can be carried out in order to take stock of lessons learned and good practices. The evaluation(s) will be conducted in line with EUAA's Evaluation Framework, which is based on the European Commission's Better Regulation methodological guidelines for evaluations. They may be performed externally through engagement of evaluation specialist(s), internally by Agency staff, or a hybrid approach.

In order to ensure completeness of evaluations and to take into account the views and feedback from the Parties involved, senior and other key persons from the National Authorities of the host Member State may be invited to interviews with the evaluators or to provide feedback by alternative means. The National Authorities shall commit to supporting the evaluation process and participating in such engagements with evaluators by mutually agreed appointments.

An evaluation report on the results of the operational and technical measures shall be submitted to the Management Board on conclusion of an evaluation. The report on the final (ex post) evaluation will be due within 60 days from the end of the provision of operational and technical measures. For transparency and accountability purposes, evaluation report(s) may be made publicly available on the Agency's website after internal checks have been made to ensure compliance with the applicable provisions in Regulation (EU) No 2018/1725<sup>11</sup> and Regulation (EC) No 1049/2001<sup>12</sup>.

Other monitoring and evaluation deliverables, as applicable, shall be shared with the host Member State and communicated to the EUAA governance structure (e.g. Management Board members and National Contact Points) where relevant.

<sup>10</sup> Article 16(4) and Article 18(2)(k) EUAA Regulation.

<sup>11</sup> Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, (OJ L 295, 21.11.2018, p. 39).

<sup>12</sup> Regulation (EC) No 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents, (OJ L 145, 31.05.2001, p. 43).

## **5.0 LEGAL FRAMEWORK**

### **5.1 General legal basis for the Plan**

In accordance with Article 1 of the EUAA Regulation, the Agency shall contribute to ensuring the efficient and uniform application of Union law on asylum in the Member States in a manner that fully respects fundamental rights. The Agency shall facilitate and support the activities of the Member States in the implementation of the Common European Asylum System (CEAS), including by enabling convergence in the assessment of applications for international protection across the Union, and by coordinating and strengthening practical cooperation and information exchange. The Agency, shall improve the functioning of the CEAS, including through the monitoring mechanism and by providing operational and technical assistance to Member States, in particular where their asylum and reception systems are under disproportionate pressure.

Article 2 of the EUAA Regulation specifies the tasks the Agency is entrusted to perform, while in accordance with Article 3 thereof, each Member State shall appoint at least one national contact point for communication with the Agency on matters relating to the tasks referred to in Article 2.

The Agency shall provide operational and technical assistance to a Member State in accordance with the provisions of Chapter 6 of the EUAA Regulation.

### **5.2. Legal framework applicable to the Plan**

EUAA activities performed in the context of the operational and technical assistance as identified in this Plan are in principle governed by EU law, complemented, where appropriate, by the national law of the host Member State. This includes, inter-alia, the safety and security of persons and assets participating in those EUAA activities.

### **5.3. Lawfulness and Respect for Fundamental Rights**

This Plan shall be implemented by the Parties in full compliance with the applicable law, and with full respects to human dignity. This includes, inter alia, the Charter of Fundamental Rights of the European Union, as well as the Convention Relating to the Status of refugees of 1951.

Any person contributing to EUAA operational support activities and taking part in the implementation of the Plan shall respect the applicable International law, European Union law and the national law of the host Member State. They shall maintain the highest standards of integrity and ethical conduct, professionalism, respect and promotion of fundamental rights and international protection.

They are to act responsibly and proportionally to the agreed objectives. Whilst carrying out supporting functions, all personnel must not discriminate persons on grounds of sex, race, religion, ethnic origin, age or sexual orientation. All persons are expected to treat every person with courtesy, respect and due consideration for the nature of any legitimate activity in which they are engaged. To perform their duties properly, they shall serve the public interest and refrain from any activities which could undermine or compromise their independence and the appropriate performance of their duties.

During the implementation of this Plan, all personnel must apply a zero-tolerance attitude with respect to the infringement of fundamental human rights.

This obligation is particularly important when dealing with persons who are in need of international protection. To that end, participants in EUAA operational support under this Plan shall comply and act in accordance with the 'EUAA Code of Conduct for persons participating in EUAA operational support activities'. Participants in operational support activities will be requested to sign a declaration on compliance with the EUAA Code of Conduct.

Participants in EUAA's operational activities<sup>13</sup> who have reason to believe that a violation of the EUAA Code of Conduct has occurred or is about to occur, are obliged to report the matter to the Executive Director of EUAA and to the host Member State Coordinator for the Plan via the appropriate channel: [complaints\\_operations@euaa.europa.eu](mailto:complaints_operations@euaa.europa.eu). Such an incident is to be reported using the **Incident Report Form (Annex II)**.

Pursuant to Article 49 of the EUAA Regulation, a Fundamental Rights Officer appointed by the Management Board shall be responsible for ensuring the Agency's compliance with fundamental rights in the context of its activities and promoting the respect of fundamental rights by the Agency. The Fundamental Rights Officer shall, *inter alia*, provide observations to the detailed evaluation reports, and be in charge of implementing the complaints mechanism of the EUAA<sup>14</sup>.

Under the complaints mechanism set up by the Agency<sup>15</sup>, any person who is directly affected by the actions of experts in the asylum support teams, and who considers that his or her fundamental rights have been breached due to those actions, or any party representing such a person, may submit a complaint in writing to the Agency.

#### **5.4. Confidentiality, Public Access to Documents and Data Protection, Intellectual property rights**

Without prejudice to the right of access to documents, as laid down in Regulation (EC) No 1049/2001<sup>16</sup> and the EUAA implementing rules on access to documents<sup>17</sup>, all versions of this document shall be made available to the competent authorities in each EU Member State, as well as the associate countries, Iceland, Liechtenstein, Norway and Switzerland.

EUAA and the host Member State shall consult each other on any requests for public access to documents relating to this Plan and treat such requests in accordance with Regulation (EC) 1049/2001 or the respective national law, whichever is applicable.

Personal data will be processed in accordance with Regulation (EC) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. The current Plan also takes into account the General Data Protection Regulation as updated in May 2018<sup>18</sup> with a Corrigendum to the 2016/679 Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (Data Protection Directive), which is applicable to stakeholders at national level.

Whenever personal data is processed by EUAA within the activities agreed in the current Plan, EUAA will act as data processor on behalf of the competent authorities of the host Member State, following the applicable EU and national laws and regulations, as well as the instructions received from the Host Member State as the data controller.

In order to perform their tasks in accordance with this Plan, participants to activities under this Plan are only allowed to access the data bases mentioned below, under section 6.

EUAA will implement the necessary technical and organisational measures to ensure the security and confidentiality of the personal data it processes taking into account possible additional instructions

---

<sup>13</sup> The 'participants in EUAA's operational activities' are to be construed as persons deployed to asylum support teams ('AST') referred to in Section 6.3. of the Plan.

<sup>14</sup> As soon as it is established in the EUAA.

<sup>15</sup> As soon as it is established in the EUAA.

<sup>16</sup> 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

<sup>17</sup> Decision No. 6 of the Management Board of EASO of 20 September 2011 laying down practical arrangements regarding public access to the documents of EASO

<sup>18</sup> Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

received from the host Member State. This is to prevent any unauthorised disclosure of or access to this information.

The host Member State agrees that any personal data obtained in the course of the implementation of the Plan and by any EUAA personnel working on behalf of the Member State authorities can be processed in the EUAA IT systems, including cloud-based systems, exclusively under the instructions of the Member State and until an alternative system exists that can substitute the processing system used by EUAA.

The host Member State also agrees to indicate a contact point in view of its role as a data controller for any data processed by EUAA on behalf of the national authorities of the host Member State.

All rights in any writings or other work produced by members of asylum support teams shall be the property of EUAA and/or the European Union, where such writings or work relate to activities undertaken in the context of the Plan. EUAA and/or the European Union acquires irrevocably ownership of the results and of all intellectual property rights, such as copyright, and industrial property rights, on the materials produced specifically for EUAA under the Plan and incorporated in such works, without prejudice, however, to the specific rules concerning pre-existing rights on pre-existing materials or other detailed rules contained in the relevant Framework Contracts concluded by EUAA for purposes related to the implementation of this Plan. Selected deliverables developed under this Plan may be published.

#### **5.5. Civil and criminal liability of members of the Asylum Support Team**

Articles 26 and 27 of the EUAA Regulation will be applicable to the members of the asylum support teams deployed in the host Member State.

#### **5.6. Non-substantial changes during implementation**

The Plan aims to provide effective and flexible support to the identified needs of the host Member State. Therefore, the foreseen activities will be implemented in consideration of the changing circumstances which may occur in the international protection and reception systems in the Member States or on the ground, as well as in the context of the availability of financial resources and experts.

The implementation of measures and delivery of technical and operational assistance foreseen in the Plan may be subject to non-substantial changes that may be accommodated within the objectives of a measure, so long as they do not affect the overall EUAA budget, do not require an amendment to or adaptation of the Plan, and that the host Member State is timely informed in writing.

Changes required to the agreed Input(s) and Output(s) in the framework of the Plan shall as a general rule be considered non-substantial, unless such changes require significant additional resources which cannot be accommodated within the overall EUAA budget, as well as when they impact on and/or require an amendment of the agreed Outcome(s).

#### **5.7. Amendments to the Plan**

Any changes that prove to require an amendment to or adaptation of the Plan, shall be agreed in writing between the Executive Director of EUAA and the host Member State, after consulting the participating Member States, where necessary, in line with Article 18(5) of the EUAA Regulation.

Changes to outcome(s) specified in Section 2.0. shall as a general rule be considered substantial changes and will be subject to an amendment.

#### **5.8. Suspension of measures and/or the Plan implementation**

In accordance with Article 18(6)(c) of the EUAA Regulation, the Executive Director shall, after informing the host Member State, suspend or terminate, in whole or in part, the deployment of the asylum support teams if the conditions to carry out the operational and technical measures are no longer fulfilled or if the Plan is not respected by the host Member State or if, after consulting the Fundamental Rights Officer of the EUAA, it considers that there are breaches of fundamental rights or international protection obligations by the host Member State that are of a serious nature or are likely to persist.

### **5.9. Protocol (No 7) on Privileges and Immunities**

Protocol (No 7) on the privileges and immunities of the European Union ('the Protocol')<sup>19</sup> applies to the Agency staff members (statutory staff), when they are deployed for the purposes of the implementation of the Plan on the territory of Italy, including to the Asylum Support Teams.

The host Member State shall ascertain that the relevant provisions of the Protocol are implemented and shall provide the necessary support to the Agency in this regard.

## **6.0 IMPLEMENTATION AND COORDINATION STRUCTURE**

This chapter describes the various conditions for and aspects of support to the authorities of the host Member State in the framework of the Plan.

### **6.1. Organisational Pre-Conditions**

**The host Member State will:**

- designate an overall Plan Coordinator, as well as a specific Measure Coordinator for each measure stipulated in the Plan.
- grant appropriate access rights for the members of asylum support teams and EUAA representatives to all relevant databases and provide the relevant parties with the required information and data in the context of the implementation of this Plan.
- ensure systematic data exchange on the outputs of EUAA deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicators for planning, monitoring and evaluations purposes.
- facilitate the provision of appropriate working space and equipment. Every effort shall be made by the Parties to provide suitable working conditions and, where required, working place for the participants in the activities implemented in the framework of the Plan. Minimum working and security conditions are considered as organisational pre-conditions.
- ensure adequate commitment of personnel (including public officials) to be involved in capacity building activities as envisaged in the context of this Plan.
- as far as operationally feasible, and where relevant, the working files shall be made available by the host Member State in English (unless otherwise agreed).
- the host Member State shall provide EUAA with information on the implementation of the Plan through timely input to the Early warning and Preparedness System and the delivery of tailored information on the implementation of measures agreed in the Plan.

**EUAA will:**

- designate an overall Plan Coordinator (also referred to as Coordinating Officer in accordance to Article 25 of EUAA Regulation), as well as a specific Measure Coordinator for each measure stipulated in the Plan.
- provide technical support to experts participating in this Plan with the aim of ensuring that all deliverables make good use of the expertise and information already available to EUAA.

---

<sup>19</sup> [EUR-Lex - 12012E/PRO/07 - EN - EUR-Lex \(europa.eu\)](#)

- provide the technical equipment required for the work of the asylum support teams and reimburse costs incurred by persons participating in the support activities deployed by EUAA in the framework of this Plan, according to the applicable EUAA rules.
- conduct periodic assessments of operations to ensure adequate allocation of resources and complementarity with other EU funding programmes (e.g. AMIF, EU Recovery Funds, etc.).
- revise the Plan should any relevant legislative changes be approved and/or enter into force.
- ensure systematic data exchange on the outputs of EUAA deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicators for planning, monitoring and evaluations purposes.

## 6.2. Conditions for Deployment

General rules and conditions for deployment are published on the following platforms, which the experts/asylum support team members are obliged to consult:

- EUAA Operational Deployment Management System (ODMS)
- EUAA country-specific operations platforms. These platforms are made available to members of asylum support teams upon their deployment, allowing for preparation for deployment and daily implementation of their tasks.
- Other appropriate communication tools may be used as necessary.

The platforms contain relevant information, such as:

- special instructions for the members of asylum support teams, including databases that they are authorised to consult;
- description of specific tasks, workflows and procedures, as relevant;
- location in the host Member State where the asylum support teams will be deployed;
- logistical arrangements including information on working conditions, practical information concerning location of deployment and related workflows, etc.;
- equipment that members of asylum support teams may carry in the host Member State, transport and other logistics;
- other specific instructions and provisions as necessary.

Relevant thematic pages of the EUAA Information and Documentation System concerning the asylum and reception system of the host Member State, including information on relevant practices, legislation, case law and statistical background may be consulted.

The host Member State shall contribute to information concerning its asylum and reception systems, including information on relevant practices, legislation, case law and statistical background.

The host Member State and EUAA will provide experts with information on the general state of play with regard to the procedures for international protection and reception in the host Member State and specific information about the state of play of the deliverables as necessary for the specific measures on a continuous basis. Specific asylum support team deployment details may be provided under each measure, where relevant.

## 6.3. Composition of asylum support teams

The asylum support teams may be composed of the following resources:

- i. The Agency's staff members, i.e. statutory staff employed by the Agency subject to the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union<sup>20</sup>;

---

<sup>20</sup> As laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68, OJ L 56, 4.3.1968, p.1.

- ii. Member States experts, including Member State experts made available through the Asylum Reserve Pool<sup>21</sup>;
- iii. Associate Countries experts, i.e. experts made available through contributions to the Asylum Intervention Pool by associate countries referred to in Article 34 of the EUAA Regulation, with which the European Union has an arrangement in place on the modalities of its participation in EUAA's work;
- iv. Seconded National Experts (SNEs), i.e. experts employed by a national, regional or local public administration of an EU Member State or an associate country or by a public inter-governmental organisation and seconded to the Agency<sup>22</sup> for the provision of support to its operational activities;
- v. Other experts not employed by the Agency: Experts on contract, i.e. individuals providing services in relation to the Plan upon conclusion of a public contract between the Agency and the legal entity with which these individuals have an employment and/or contractual relationship, including temporary agency workers, or with remunerated external experts in line with Article 93 of EUAA Financial Regulation<sup>23</sup>.

The implementation of the Plan shall be based on the common understanding that the provision of resources, other than EUAA (statutory) staff, to be deployed for the purposes described above can under no circumstances lead *per se* to the establishment of an employment relationship between EUAA and the members of the asylum support teams. Throughout the duration of the deployment of the asylum support teams in the activities undertaken in the context of the present Plan, the employer of the asylum support teams members is and remains their employer.

#### **6.4. Implementation modalities - the embedded model**

In accordance with Chapter 6 of the EUAA Regulation, the Agency may organise and coordinate technical and operational assistance to the requesting Member State or Member States, which may entail the deployment of an asylum support team.

The notion of the 'embedded model' represents an integrated approach to the implementation of the Plan, applicable exclusively with regard to experts on contract, including remunerated external experts. In accordance with this model, experts on contract deployed as members of asylum support teams, are embedded within the respective national authorities to ensure utmost efficiency, quality and sustainability of the anticipated results. In practice, those experts on contract are seconded by EUAA to national authorities of the host Member State and therefore perform their assignment(s) on the premises of the relevant national authorities (e.g. the National Asylum Service).

In such cases, a coordination mechanism shall be agreed by the Parties to oversee both the overall implementation of the Plan at national level and its implementation at local level (i.e. in the respective location of the host Member State) or for the respective measure foreseen in the Plan, including with regard to the allocation and the administration of resources. For this purpose, detailed administrative and reporting workflows and procedures related to the provision and management of 'embedded' resources and reflecting respective roles and responsibilities shall be established and agreed upon in writing between EUAA and the host Member State. In setting up the aforementioned coordination mechanism, the following rules must be complied with as a minimum:

- (a) EUAA shall duly advise the employers of the experts on contract or the remunerated external experts themselves of their envisaged secondment to the national authorities of the host Member State before such secondment takes place;

---

<sup>21</sup> As soon as it is established in the EUAA.

<sup>22</sup> Decision No 01 of the Management Board of EASO of 25 November 2010 laying down rules on the secondment of national experts (SNE) to the European Asylum Support Office (ref. number: EASO/MB/2010/03).

<sup>23</sup> Article 93 of Management Board Decision No 54 of 14 August 2019 on the EASO Financial Regulation (as amended by Management Board Decision No 74 of 28 July 2021). The MB Decision nr 54 of 14 August 2019 remains in force despite EASO being replaced by the EUAA. Any references in the EASO Financial Regulation to 'EASO' or the 'EASO Regulation', should therefore be construed as references to the 'EUAA' or equivalent provisions in the 'EUAA Regulation', respectively.

(b) The national authority shall clearly acknowledge that they endorse the obligations and responsibilities pertaining to them as hosting authority vis-à-vis the experts on contract seconded to them;

(c) The national authority is responsible for ensuring proper working conditions for the expert on contract, and is responsible for the health, safety and security during work. EUAA may not be held liable for any breach in the Health and Safety rules that might occur in the premises of the national authorities and/or under the supervision of the national authorities.

## **7.0 SECURITY AND SAFETY**

The principles of EUAA's Security Governance Framework<sup>24</sup> are based on the security principles contained in the Commission's security rules. That Commission Decision 443/2013 on the security in the Commission defines that security shall be based on the principles of legality, transparency, proportionality and accountability.

The safety and security of persons participating in EUAA activities under the Plan falls under the overall legal framework of the host Member State and shall be provided by the respective authorities legally responsible and accountable for the public order and security and safety on the territory of that Member State.

EUAA will endeavor to support the identification of required security and safety measures and the implementation of those that are under its remit, both legally and functionally, in close cooperation with the MS security responsible (see relevant definition in Section 7.1 below).

To that end:

- Standard security and safety requirements, identified herewith, shall apply as a general rule.
- Specific security and safety requirements for the Plan, to be identified jointly by EUAA and the host Member State security responsible, shall be established in an annex to this plan.
- The safety and security measures shall be identified jointly on a basis of field assessment visits.

### **7.1. Standard security requirements**

The standard security and safety requirements are rather pertaining to elements to be present in the implementation of the Plan, not to minimum security standards:

- Both the host Member State on one side and EUAA on the other shall appoint a single point of contact responsible for security matters under the Plan both at central and local level (hereafter 'security responsible').
- The host Member State shall ensure that the working conditions for the performance of the activities under the Plan are compliant with the national occupational health and safety norms and regulations.
- A pre-deployment briefing programme, drafted in close cooperation with the respective national authorities, focusing both on general security rules and awareness, as well as on specific security aspects for each deployment will be provided. With regard to the decentralised nature of deployments, the use of e-learning and other distance-based training techniques should be considered.
- Emergency (evacuation) plan. Certain operational activities, such as operations in field locations, require that staff shall have clear guidance and training on how to evacuate quickly in case of emergencies. In a more general context, there could be a need to evacuate from the operational area as well. Emergency plans shall be drafted and maintained up-to-date by the

---

<sup>24</sup> Decision of the Executive Director No 61 of 12 April 2021 on the Security Governance Framework.

competent authority/person(s), whereas they shall be made available to the concerned parties and exercised regularly. A security responsible shall maintain updated information on the availability of evacuation plans and routes.

- Communication tools. As considered relevant by the EUAA Security sector, EUAA operational staff shall have access to independent radio communication equipment. If possible, the equipment shall be interoperable with the local law enforcement in charge of the security of the operation.
- Security of information. Sensitive non-classified and classified information shall be protected adequately, in accordance with the applicable legal framework<sup>25</sup>. EUAA's security responsible shall be involved in supporting the proper classification of relevant information.
- Security of IT and communication equipment. EUAA's IT equipment is adequately prepared to protect the information level it has been foreseen to process.
- Personal security behaviour shall be included in the pre-deployment training, led by operational teams and performed for the experts during the first days of arrival to the operational area. This may refer to the EUAA Code of Conduct as well.
- Reporting security incidents from the operational area to the EUAA Headquarters is essential to ensure an overview of the overall security management is maintained.

## **7.2. Specific security and safety requirements**

- Specific security and safety requirements for the implementation of the Plan shall be defined on the basis of a pre-deployment security assessment visit with the aim of identification of specific potential risks, identification of mitigation measures and communication of those measures to the Member State and involved stakeholders, prior to the deployment of asylum support teams.

## **7.3. Suspension of operational activities on security and safety grounds**

EUAA reserves the right to suspend operational activities on the basis of current risk assessment(s), while keeping informed the host Member State on the findings and identified mitigating measures required for resumption.

The host Member State may also suspend temporarily, in whole or in part, the implementation of operational activities in case of serious imminent safety and security incidents, developments, or as mitigating or preventive measures or direct threats to personnel, activities or physical presence. The EUAA Plan Coordinator and the EUAA security responsible shall be informed without delay.

The Parties will agree on conditions for resumption as soon as possible.

## **7.4. Security incident reporting**

Any participant<sup>26</sup> in EUAA's operational activities who becomes aware of a(n) (impending) incident related to the security and safety of persons, assets or premises is obliged to report the matter to the Executive Director of EUAA and to the Host Member State Coordinator for the Plan via the appropriate channel: [security\\_incidents\\_operations@euaa.europa.eu](mailto:security_incidents_operations@euaa.europa.eu). Such an incident is to be reported using the **Security Incident Report Form (Annex III)**.

---

<sup>25</sup> Including, *inter alia*, the security principles contained in Commission Decision (EU, Euratom) 2015/444.

<sup>26</sup> The 'participants in EUAA's operational activities' are to be construed as persons deployed to asylum support teams ('AST') referred to in Section 6.3. of the Plan.

## **8.0. COMMUNICATION**

The Executive Director will appoint one or more experts from the Agency's staff to act or to be deployed as a Coordinating Officer in accordance with Article 25 of the EUAA Regulation.

The Coordinating Officer will act as an interface between the Agency, the host Member State, and experts participating in asylum support teams, and will foster cooperation and coordination between the host Member State and the participating Member States.

The Coordinating Officer will also monitor the correct implementation of the operational plan, act on behalf of the Agency as regards all aspects of the deployment of asylum support teams and report to the Agency on all those aspects, and report to the Executive Director where the operational plan is not adequately implemented.

The host Member State and the Coordinating Officer will manage the exchange of information concerning the tasks under the Plan.

During the implementation of this Plan, members of asylum support teams shall be briefed regularly on the current situational and operational developments to address challenges and identify improvements.

Particular attention shall be paid to the need to continuously develop, improve and make available EUAA support tools. Should such need be identified or changed during the Plan implementation, it shall be communicated to EUAA for further consideration.

EUAA will maintain close cooperation and communication with the relevant stakeholders. EUAA will also provide information to its partners (i.e. the European Commission, concerned EU Agencies, and international organisations) about the operational activities, as appropriate and in line with EUAA transparency and communication policies. The timing and content of communication with the media shall be agreed upon between EUAA and the host Member State.

Where relevant, the Parties will facilitate media coverage to ensure a wider dissemination and visibility of results.

As a publicly funded EU body, the Agency is accountable for and committed to transparency for the public resources it makes use of.

In this regard, EUAA may brand its operational activities to ensure appropriate visibility. This includes the application of fixed branding and use of visibility items, such as on, but not limited to, containers and premises, as well as in offices where the Agency provides operational and technical assistance. It also includes the branding of mobile assets which it may deploy, including vehicles.

Such branding may also include visibility clothing and materials worn by personnel deployed by the Agency in order to identify their association to, or funding by, the Agency.

In specific cases, the Agency and the respective national authority/ies may agree on co-branding of visibility clothing and/or materials, in line with the visual identity rules and guidelines of both/all parties.

## **9.0. COOPERATION WITH OTHER STAKEHOLDERS**

### **9.1. Cooperation with the European Commission and EURTF**

All activities under this Plan will be closely coordinated with the host Member State and in close cooperation with the European Commission as well as with the other EU Agencies party to the EURTF. EUAA will participate in EURTF coordination meetings throughout the duration of the Plan.

## **9.2. Cooperation with UNHCR**

In accordance with Article 38 of EUAA Regulation, the Agency aims at a coherent and complementary continuation of the fruitful cooperation with UNHCR. The EUAA Coordinating Officer will liaise with the UNHCR office in the host Member State for a continuous cooperation and coordination of practical activities agreed with the host Member State under the current Plan.

## **9.3. Cooperation with IOM**

In accordance with Article 52 of the EASO Regulation<sup>27</sup>, in July 2019 the Agency signed a working arrangement with IOM to establish a cooperation framework covering the relevant areas of common work and interest setting objectives and principles of such cooperation. Therefore, the EUAA Coordinating Officer will liaise with the IOM office in the host Member State for a continuous cooperation and coordination of practical activities agreed with the host Member State under the current Plan and in accordance with the working arrangement.

---

<sup>27</sup> Reference to Article 52 of the EASO Regulation shall be construed as reference to Article 38 of the EUAA Regulation.

## ANNEX I – Operational Measures

|  |  |
|--|--|
| <b>Measure IT1: Access to asylum procedures: support to the timely and harmonised lodging of international protection applications</b>   |  |
| <b>Expected Outcome 1:</b> Enhanced capacity of the Italian authorities to ensure timely and harmonised access to the asylum procedure in compliance with the Common European Asylum System (CEAS) |  |
| <b>Responsible Authority(ies)/Main National Partner(s)</b>   | <ul style="list-style-type: none"> <li>○ Department for Public Security (DPS)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ Immigration Offices</li> <li>○ Department for Civil Liberties and Immigration (DCLI)</li> <li>○ Prefectures</li> <li>○ Managing entities of reception centres</li> </ul>  |
| <b>Operational Preconditions</b>   | <ul style="list-style-type: none"> <li>○ DPS shares and allows access to relevant information and IT systems for data collection related to the expected outcome.</li> <li>○ DPS officials and Immigration Police are available to attend capacity building activities.</li> <li>○ Stakeholders share information and guidance on the new IT system (<i>Sistema Unico Asilo - SUA</i>) needed for the development and implementation of related capacity building activities.</li> </ul>   |
| <b>Outputs</b>   | <p><b>1.1</b> Enhanced capacity of the DPS to ensure timely access to the international protection procedure.</p> <p><b>1.2</b> Improved capacity of the DPS for timely implementation of Dublin transfers.</p> <p><b>1.3</b> Improved centralised quality coordination and knowledge about the CEAS among DPS officials.</p>  |
| <b>Actions</b>   | <p>In the period 2022-2024 EUAA will support the DPS in ensuring timely and harmonised lodging of applications for international protection as well as efficient implementation of Dublin transfers through a three-folded intervention:</p> <p><b><u>1.1 Enhanced capacity of the DPS to ensure timely access to the international protection procedure</u></b></p> <p>EUAA will aim at enhancing the capacity of DPS and Immigration Offices to ensure timely lodging of international protection applications, including in a remote setting, through the deployment of EUAA asylum support teams (ASTs) on a need basis. Actions will thus include:</p> <ul style="list-style-type: none"> <li>○ Lodging of applications in border areas, entry points and other locations under particular pressure to ensure timely access to procedure, including early identification of potential Dublin cases. EUAA will provide support with: i) comprehensive information provision, ii) pre-identification of vulnerability indicators, as per EUAA tool for the Identification of Persons with Special Needs (IPSN), and iii) referral to national authorities to apply due procedural safeguards and adequate reception conditions.</li> <li>○ Logistic and coordination support to manage emergency situations.</li> </ul> |

- Finalisation of relevant operational tools, such as remote registration workflows and an information workflow with Prefectures, in close collaboration with national authorities.

### **1.2 Improved capacity of the DPS for timely implementation of Dublin transfers**

EUAA will continue supporting capacity building activities for the DPS and Immigration Offices on the implementation and finalisation of Dublin transfers. Actions will include:

- Implementation of the Helpdesk (Dublin transfers) service based at DPS Dublin Office, which remotely supports transfers activities of Dublin outgoing cases.
- Development and/or update of operational tools, workflows and FAQs on Dublin transfers.
- Capacity building activities related to the implementation of Dublin transfers (within the second day of the National Training Sessions).

### **1.3 Improved centralised quality coordination and knowledge about the CEAS among DPS officials**

EUAA will continue supporting DPS efforts for enhancing harmonisation and quality of registrations, by identifying and addressing needs for capacity building activities/thematic workshops as well as facilitating coordination between involved actors.

Additionally, upon the finalisation of the *Sistema Unico Asilo* (SUA), EUAA will provide support in the roll out of the system through additional capacity building efforts aimed at facilitating the induction of Immigration Offices' personnel to the new IT system.

Actions will include:

- Implementation of the Helpdesk (national procedure) service based at DPS, which remotely supports the quality and harmonisation of asylum procedures.
- Development/update and/or dissemination of tools for the harmonised lodging of applications for international protection – including the finalisation and dissemination at local level of quality tools developed in 2021.
- Ad hoc missions to carry out assessments of local needs and challenges in order to develop tools and to implement tailored capacity building activities/thematic workshops.
- Support to the roll out of DPS national training sessions on EUAA modules (*Registration of Applications for International Protection - RAIP* and/or *Identification and Registration of Potential Dublin Cases - IPDC* and other relevant topics) delivered by DPS trainers, including specific focus on information provision activities and pre-identification of vulnerabilities as per EUAA IPSN tool. The activities will be carried out with the support of EUAA Training and Professional Development Centre (C2).
- Development of training materials on CEAS for the trainers of the Police School.
- Cooperation with national authorities for the incorporation of the Vulnerability Annex into the new IT system (SUA) to enhance the

|                                   |  |
|-----------------------------------|--|
|                                   | <p>national authorities' ability to timely pre-identify vulnerability indicators upon lodging, as per EUAA IPSN tool.</p> <ul style="list-style-type: none"> <li>○ Support to training activities for Immigration Offices' personnel on SUA, upon its finalisation, and through the deployment of dedicated resources (2023).</li> </ul> <p>High level meetings with central authorities and stakeholders will be held on the state of play of the implementation of the Operating Plan. Also, operational meetings will be held at local level to ensure effective coordination on the implementation of activities.</p>  |
| <p><b>Inputs<sup>28</sup></b></p> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p><b><u>1.1 Enhanced capacity of the DPS to ensure timely access to the international protection procedure</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 13 Asylum Registration Experts assigned to DPS and/or local Immigration Offices</li> <li>○ Up to 15 FTE Cultural Mediators to support ASTs</li> </ul> <p><b><u>1.2 Improved capacity of the DPS for timely implementation of Dublin transfers</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 2 Dublin Regulation Experts</li> </ul> <p><b><u>1.3 Improved centralised quality coordination and knowledge about the CEAS among DPS officials</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Asylum and/or Reception Operations Expert at DPS</li> <li>○ Up to 4 Asylum Quality Assurance Experts at DPS</li> <li>○ Up to 2 Legal Experts – Asylum and/or Reception at DPS</li> <li>○ Up to 10 national training sessions in EUAA modules delivered by EUAA and DPS trainers</li> </ul> <p><b><u>Support to the whole measure</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 2 Asylum and/or Reception Operations Experts</li> <li>○ 1 Asylum Quality Assurance Expert</li> </ul> <p>Participation of relevant Italian authorities' officials to EUAA Networks and meetings, when relevant.</p> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in</p> |

<sup>28</sup>The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

|  |  |
|--|--|
|  | this measure, also with the support of the EUAA's Training and Professional Development Centre and/or Asylum Knowledge Centre. |
|--|--|

|   |  |
|---|--|
| <b>Measure IT2: Support the quality and standardisation of the Dublin and asylum determination procedure</b>          |  |
| <b>Expected Outcome 2:</b> Enhanced quality and standardisation of Dublin and asylum determination procedure in Italy |  |
| <b>Responsible Authority(ies)/Main National Partner(s)</b>  | <ul style="list-style-type: none"> <li>○ Central Directorate for immigration and asylum services – Dublin Unit (DCLI Dublin Unit)</li> <li>○ National Asylum Commission (NAC)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ Dublin Office at the Department for Public Security (Dublin Office DPS)</li> <li>○ Immigration Offices</li> <li>○ Territorial Commissions (TCs)</li> </ul>  |
| <b>Operational Preconditions</b>  | <ul style="list-style-type: none"> <li>○ Relevant Italian authorities commit to the establishment of an Inter-ministerial COI Unit.</li> </ul>   |
| <b>Outputs</b>  | <p><u>2.1 DCLI Dublin Unit</u></p> <p><b>2.1.1</b> Increased capacity of the DCLI Dublin Unit to manage and process outgoing requests.</p> <p><b>2.1.2</b> Increased capacity of the DCLI Dublin Unit to monitor litigation cases and process transfers in coordination with Dublin Office DPS.</p> <p><u>2.2 National Asylum Commission</u></p> <p><b>2.2.1</b> Improved capacity of the NAC to manage revocation and cessation, as well as litigation cases.</p> <p><b>2.2.2</b> Improved harmonisation of asylum procedures at first instance, including improved COI processes and products.</p> <p><b>2.2.3</b> Enhanced capacity of NAC Quality Unit to improve harmonisation of the asylum procedure at first instance at central and local level.</p> <p><b>2.2.4</b> Improved capacity of the NAC to manage financial and procurement workflows.</p> <p><b>2.2.5</b> Improved capacities of selected TCs in identifying, monitoring and reporting on the phenomena of trafficking in human beings (THB) and of exploitation of international protection applicants while enhancing the protection-oriented focus.</p> |
| <b>Actions</b>  | <p>In 2022-2024 EUAA will focus on the quality and standardisation of the Dublin and asylum determination procedures, supporting both the DCLI Dublin Unit and the National Asylum Commission (NAC).</p> <p><u>2.1 DCLI Dublin Unit</u></p> <p>EUAA support to the DCLI Dublin Unit aims to strengthen the Italian asylum system by enhancing the capacity of the DCLI Dublin Unit to handle Dublin outgoing cases and appeals with high quality and</p>   |

efficiency. This support will ensure complementarity with the intervention in support to the management of incoming cases, a project funded under the National Programme of the Asylum, Migration and Integration Fund (AMIF). Further assessment of the DCLI Dublin Unit needs will be carried out at the end of 2022 following the possible termination of AMIF experts' contracts envisaged for the end of 2022. The support will therefore focus on the achievement of the following outputs:

**2.1.1 Increased capacity of the DCLI Dublin Unit to manage and process outgoing requests**

EUAA will support the strengthening of the DCLI Dublin Unit capacity to manage and process requests sent to other Member States (outgoing cases) and transfers through:

- Support to case management of outgoing cases and relevant coordination activities (in 2022).
- Deployment of experts to support DCLI Dublin Unit (case management of outgoing cases and appeals) in 2022, to be reassessed for 2023 following the end of current AMIF project.
- Capacity building/coaching/workshops on outgoing activities, including minors and family reunification cases (starting from 2023).
- EUAA will also strengthen the communication and cooperation workflows between DCLI Dublin Unit and Dublin Office DPS (central and local level) for the management and implementation of Dublin transfers.

**2.1.2 Increased capacity of the DCLI Dublin Unit to monitor litigation cases and process transfers in coordination with Dublin Office DPS**

EUAA aims to strengthen the capacity to monitor litigation cases and process transfers through:

- The development of an advanced monitoring tool to track timelines and data on transfers and litigation cases (2022), as well as the implementation of related capacity building activities.

**2.2 National Asylum Commission**

Building on the results achieved in the previous years, EUAA will continue to support the NAC in strengthening the quality and standardisation of first instance asylum determination procedure at central and local level. These actions will be implemented ensuring complementarity with other interventions funded under the National Programme of the Asylum, Migration and Integration Fund (AMIF) and the Em.As.Com Project. More specifically, the following actions are envisaged:

**2.2.1 Improved capacity of the NAC to manage revocation and cessation, as well as litigation cases**

EUAA will support case management of revocation and cessation, and litigation cases through:

- Capacity building activities/ coaching on the job, administrative and technical support to case management, development of tools to

facilitate the decision-making process related to revocation and cessation of international protection.

**2.2.2 Improved harmonisation of asylum procedures at first instance, including improved COI processes and products**

EUAA will support the harmonisation of asylum procedures at first instance and the strengthening of the Italian COI Unit's capacity to produce COI products by:

- Support the quality of COI products through i) peer review workshops for the COI Unit, ii) the organisation of country briefings for TCs, and iii) technical support for the development of COI responses/reports, data collection and analysis of COI products, including through the deployment of the COI Expert.
- Carrying out a feasibility study on an Inter-ministerial COI Unit.
- Provision of administrative and content-related support to MED-COI activities.
- Organisation of a study visit from/to an EU+ country that has already developed best practices at European level (or ad hoc VC contacts/exchanges).
- Provision of support to the delivery of national trainings for NAC and Territorial Commissions.
- Provision of support to i) the identification of areas of interest and related development of *ad hoc* guidelines and operating procedures for NAC and Territorial Commissions, ii) the coordination activities for the participation of the NAC in the EUAA network events and high-profile EU, international and national events related to asylum.

**2.2.3 Enhanced capacity of NAC Quality Unit to improve harmonisation of the asylum procedure at first instance at central and local level**

EUAA in coordination with UNHCR will support quality assurance activities at first instance at central and local level through:

- Support to the development of a quality enhancement mechanism related to revocation and cessation of international protection.
- Support to the development of virtual depositary for high-quality decisions on the recognition of protection and on the cessation/revocation of protection (TCs and judicial).
- Support to the organisation of quality coordination workshops for the development/dissemination of a harmonised methodology, tools and related capacity building activities.
- Support to the development and implementation of a Quality Helpdesk at NAC in support of Territorial Commissions, also via a pilot project in selected Territorial Commissions to provide support on quality-related matters at central and local level. The expansion of the project will be assessed at the end of 2022.

**2.2.4 Improved capacity of the NAC to manage financial and procurement workflows**

EUAA plans to finalise its support to the management of financial and procurement workflows by also envisaging capacity building activities for NAC new resources. EUAA will provide support, with the aim to phase out in due course, to:

|                            |  |
|----------------------------|--|
|                            | <ul style="list-style-type: none"> <li>○ The implementation of the financial management system and projects, both for internal and external funding (e.g. Em.As.Com Project/Sindaca).</li> <li>○ The organisation of capacity building activities/ coaching on the job to improve the internal financial and procurement systems of NAC.</li> </ul> <p><b><u>2.2.5 Improved capacities of selected TCs in identifying, monitoring and reporting on the phenomena of trafficking in human beings (THB) and of exploitation of international protection applicants while enhancing the protection-oriented focus</u></b></p> <p>Lastly, EUAA will contribute to the continuation and further development of the Project on trafficking in human being (THB) launched in 2020 at the TC of Trapani.</p> <ul style="list-style-type: none"> <li>○ Continuation of the ongoing project to profile, monitor and report on vulnerable applicants in Trapani with further expansion of the activities to the TC of Agrigento.</li> <li>○ Support to TC of Trapani for the coordination of the Regional Observatory on THB.</li> <li>○ Assess the possible extension of the THB project at regional level as well as foster the participation in the Regional Observatory activities of other Territorial Commissions in Sicily.</li> </ul> <p>Finally, high level meetings with central authorities and stakeholders will be held on the state of play of the implementation of the Operating Plan. Also, operational meetings will be held at local level to ensure effective coordination on the implementation of activities.</p> |
| <b>Inputs<sup>29</sup></b> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p><b><u>2.1 DCLI Dublin Unit</u></b></p> <p><b><u>2.1.1 Increased capacity of the DCLI Dublin Unit to manage and process outgoing requests</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Dublin Regulation Expert</li> <li>○ 1 Asylum and Reception Programme and Project Management Expert</li> </ul> <p><b><u>2.1.2 Increased capacity of the DCLI Dublin Unit to monitor litigation cases and process transfers in coordination with Dublin Office DPS</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Reception Information System (Business Analysis) Expert</li> </ul> <p><b><u>2.2 National Asylum Commission</u></b></p> <p><b><u>2.2.1 Improved capacity of the NAC to manage revocation and cessation, as well as litigation cases</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Legal Expert – Asylum and/or Reception – Cessation and revocation</li> <li>○ 1 Legal Expert – Asylum and/or Reception – Litigation</li> </ul>  |

<sup>29</sup> The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

|  |   |
|--|---|
|  | <p><b><u>2.2.2 Improved harmonisation of asylum procedures at first instance, including improved COI processes and products</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Expert to support the development of the feasibility study</li> <li>○ Up to 2 COI Experts (COI and MedCOI)</li> <li>○ 1 Asylum Training Expert</li> <li>○ 1 Asylum and/or Reception Operations Expert</li> <li>○ 1 Study visit (via VC)</li> <li>○ Up to 3 Country briefings (via VC)</li> </ul> <p><b><u>2.2.3 Enhanced capacity of NAC Quality Unit to improve harmonisation of the asylum procedure at first instance at central and local level</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 2 Asylum Quality Assurance Experts</li> <li>○ Up to 4 Asylum Quality Assurance Experts in the Territorial Commissions</li> <li>○ Up to 4 quality coordination workshops</li> </ul> <p><b><u>2.2.4 Improved capacity of the NAC to manage financial and procurement workflows</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Asylum and Reception Financial Management Expert</li> <li>○ 1 Legal Expert - Asylum and/or Reception - Procurement</li> <li>○ 1 Asylum and Reception Programme and Project Management Expert</li> </ul> <p><b><u>2.2.5 Improved capacities of selected TCs in identifying, monitoring and reporting on the phenomena of trafficking in human beings (THB) and of exploitation of international protection applicants while enhancing the protection-oriented focus</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 2 Legal Experts - Asylum and/or Reception</li> </ul> <p><b><u>Support to the whole measure</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Asylum Quality Assurance Expert</li> </ul> <p>Participation of relevant Italian authorities' officials to EUAA Networks and meetings.</p> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in this measure, also with the support of the EUAA's Training and Professional Development Centre and/or Asylum Knowledge Centre.</p> |
|--|---|

|   |
|---|
| <p><b>Measure IT3: Support to the management of judicial backlog</b></p> <p><b>Expected Outcome 3:</b> Enhanced capacity of the Italian authorities to manage the judicial backlog regarding asylum cases</p> |
|---|

|  |   |
|--|---|
| <b>Responsible Authority(ies)/Main National Partner(s)</b> | <ul style="list-style-type: none"> <li>○ Ministry of Justice (MoJ)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ Superior Council of the Judiciary (CSM)</li> <li>○ Supreme Court of Cassation (Court of Cassation)</li> <li>○ General Prosecutor’s Office at the Court of Cassation (GPO)</li> <li>○ 26 specialised sections of the tribunals</li> <li>○ Superior School for Magistrates (SSM)</li> </ul>   |
| <b>Operational Preconditions</b>                           | <ul style="list-style-type: none"> <li>○ Disaggregated data on appeals on international protection (as per Legislative Decree 25/2008, art. 35) is timely shared by MoJ and Court of Cassation.</li> <li>○ Working instructions for EUAA resources supporting the specialised sections of the tribunals, the Court of Cassation and the GPO endorsed and complied with by the stakeholders.</li> <li>○ Specialised sections of the tribunals allow access to the Court’s IT system (<i>consolle del magistrato</i>).</li> <li>○ Ministry of Justice allows access to relevant databases (<i>Italggiure</i>).</li> </ul>   |
| <b>Outputs</b>   | <p><b>3.1</b> Enhanced capacity of the specialised sections of the tribunals to process international protection cases.</p> <p><b>3.2</b> Enhanced capacity of the Court of Cassation to process international protection cases.</p> <p><b>3.3</b> Enhanced coordination and professional development of the specialised sections of the tribunals, the Court of Cassation and the General Prosecutor’s Office (magistrates, honorary judges and staff employed in support of the judiciary).</p>   |
| <b>Actions</b>   | <p><b>3.1</b> <u>Enhanced capacity of the specialised sections of the tribunals to process international protection cases</u></p> <p>EUAA intends to support the specialised sections of the tribunals by providing technical assistance for the management of judicial backlog. This will result in improving the timeframe in which decisions are taken as well as fostering the quality of file preparation and consistency in the decision-making, in full respect of the principle of judicial independence.</p> <p>In selected specialised sections of the tribunals, a pilot project related to good practices on the use of tools and workflows for the management of the appeals will be implemented to address the judicial backlog in a systematic way. The tool will also allow for a more effective identification of files of vulnerable applicants, ensuring the application of the appropriate procedural safeguards. In addition, the Agency will support identified specialised sections of the tribunals in the drafting, endorsement and implementation of protocols for the identification and referral of potential victims and victims of THB.</p> <p>Furthermore, EUAA will advise and provide guidance to the MoJ in applying for alternative funding, also in light of the Constitutional Court decision n. 217/2019, to cover for interpretation needs of the specialised sections of the tribunals.</p> <p>The following actions will be carried out:</p> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>○ Support to file preparation of pending cases, including dedicated support on COI and jurisprudential research, as well as through case specific legal analysis.</li> <li>○ Implementation of a pilot project on the use of tools and workflows for the scheduling of the hearings, the prioritisation of cases, and the case tracking. Based on the results of the pilot, the scheduling and tracking tool developed may be extended to all the specialised sections of the tribunals.</li> <li>○ Support interviews at hearings through the provision of cultural mediators, according to needs.</li> <li>○ Support identified specialised sections of the tribunals in the drafting, endorsement and implementation of protocols for the identification and referral of potential victims and victims of THB.</li> </ul> <p><b><u>3.2 Enhanced capacity of the Court of Cassation to process international protection cases</u></b></p> <p>EUAA will support the management of the files and of the backlog of both the Court of Cassation and its General Prosecutor Office by enhancing standardisation of practices, as well as swifter proceedings.</p> <p>A feasibility study of a scheduling and tracking tool similar to the one planned for the specialised sections of the tribunals will be carried out, based on the launch of an online system to establish the digitalization of the civil proceeding pending at the Court of Cassation (expected to be operational by the end of 2021). The following actions will be carried out:</p> <ul style="list-style-type: none"> <li>○ Support to the preliminary screening and study of the cases to handle files characterised by homogeneous subjects and topics, and procedural issues in a systematic and standardised way.</li> <li>○ Support the development of a scheduling and tracking tool to prioritize vulnerable applicants' cases.</li> </ul> <p><b><u>3.3 Enhanced coordination and professional development of the specialised sections of the tribunals, the Court of Cassation and the General Prosecutor's Office (magistrates, honorary judges and staff employed in support of the judiciary)</u></b></p> <p>EUAA will continue its collaboration with the Superior School of Magistrates by:</p> <ul style="list-style-type: none"> <li>○ Promoting and supporting the organisation of professional development activities addressed to magistrates and honorary judges of the specialised sections of the tribunals, the Court of Cassation, and its GPO as to strengthen their expertise and specialisation in the field of international protection (including Dublin procedures and vulnerable applicants). This action will be conducted in close coordination with EUAA's Courts and Tribunals Sector and the Training and Professional Development Centre within the framework of the future cooperation between EUAA and SSM.</li> </ul> <p>EUAA support will also contribute to strengthen judicial dialogue among specialised sections of the tribunals and the Court of Cassation through the organisation of roundtables aimed at sharing best practices and common solutions to challenge. In close coordination with EUAA's</p> |
|--|--|

|                                   |   |
|-----------------------------------|---|
|                                   | <p>Courts and Tribunals Sector, EUAA will also support the dialogue between national and European Courts.</p> <p>Moreover, EUAA will support the Ministry of Justice in the mapping of needs and organisation of tailored professional development activities addressed to the staff employed in support to the judiciary. Additionally, EUAA will support the development of a training plan on international protection, in agreement with the MoJ and in cooperation with EUAA’s Courts and Tribunals Sector.</p> <p>To strengthen the stakeholders’ expertise on international protection, EUAA will discuss with MoJ and CSM – and more broadly with the specialised sections of the tribunals, the Court of Cassation and its GPO – in order to assess the relevance and the feasibility of having a national COI and jurisprudential shared platform for the judiciary. Future possible synergies will be assessed with regard to the ongoing discussion on the feasibility study of an Inter-ministerial COI Unit.</p>  |
| <p><b>Inputs<sup>30</sup></b></p> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p><b><u>3.1 Enhanced capacity of the specialised sections of the tribunals to process international protection cases</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 55 Asylum Second Instance Support Experts deployed to the specialised sections of the tribunals</li> <li>○ Up to 15 FTE Cultural Mediators deployed to the specialised sections of the tribunals</li> </ul> <p><b><u>3.2 Enhanced capacity of the Court of Cassation to process international protection cases</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 6 Asylum Second Instance Support Experts deployed to the Court of Cassation</li> <li>○ Up to 3 Asylum Second Instance Support Experts deployed to the General Prosecutor’s Office</li> </ul> <p><b><u>3.3 Enhanced coordination and professional development of the specialised sections of the tribunals, the Court of Cassation and the General Prosecutor’s Office (magistrates, honorary judges and staff employed in support of the judiciary)</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Asylum and/or Reception Operations Expert/ Asylum Training Expert deployed to the MoJ</li> <li>○ Up to 2 professional development activities organised for magistrates and honorary judges of the specialised sections of the tribunals, the Court of Cassation, and the GPO</li> <li>○ Up to 2 roundtables involving magistrates and honorary judges of the specialised sections of the tribunals, the Court of Cassation and the GPO to share best practices and issues identified at local level</li> <li>○ Up to 3 professional development activities organised in cooperation with the MoJ for staff employed in support of the judiciary</li> </ul> |

<sup>30</sup> The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

|  |  |
|--|--|
|  | <p><u>Support to the whole measure</u></p> <ul style="list-style-type: none"> <li>○ Up to 3 Asylum and/or Reception Operations Experts</li> <li>○ 1 Asylum Quality Assurance Expert</li> </ul> <p>Participation of relevant Italian authorities' officials to EUAA Networks and meetings.</p> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in this measure, also with the support of the EUAA's Training and Professional Development Centre and Asylum Knowledge Centre.</p> |
|--|--|

|  |   |
|--|---|
| <b>Measure IT4: Support to the quality management and monitoring of the Italian reception system</b> |   |
| <b>Expected Outcome 4:</b> Enhanced quality and sustainability of the Italian reception system       |   |
| <b>Responsible Authority(ies)/Main National Partner(s)</b>   | <ul style="list-style-type: none"> <li>○ Department for Civil Liberties and Immigration (DCLI)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ Prefectures</li> <li>○ Central Service - SAI</li> <li>○ Managing entities of reception centres</li> </ul>   |
| <b>Operational Preconditions</b>   | <ul style="list-style-type: none"> <li>○ Italian stakeholders grant access to EUAA asylum support teams (ASTs) to disembarkation areas, hotspots and reception centres (including quarantine facilities).</li> <li>○ Effective collaboration and coordination of interventions within the Working Group on Vulnerability held at DCLI level.</li> <li>○ DCLI finalises and disseminates a monitoring tool and platform to be used at local level (<i>Gestione Centrale Controllo Accoglienza – GCCA</i>).</li> <li>○ Prefectures are committed to conduct monitoring visits to reception centres with the support of EUAA ASTs, based on planning established at central level (DCLI).</li> <li>○ Effective collaboration of personnel within the managing entities of reception facilities' (as envisaged by Capitolato<sup>31</sup>), as well as social workers of Prefectures, to facilitate a capacity building process.</li> </ul> |
| <b>Outputs</b>   | <u><b>4.1 Monitoring and analysis of arrivals and allocation of applicants into reception</b></u>   |

<sup>31</sup>Nuovo schema di Capitolato di appalto per la fornitura di beni e servizi relativi alla gestione e al funzionamento dei centri, available at: <https://www.interno.gov.it/it/amministrazione-trasparente/bandi-gara-e-contratti/nuovo-schema-capitolato-appalto-fornitura-beni-e-servizi-relativi-alla-gestione-e-funzionamento-dei-centri>

|                       |   |
|-----------------------|---|
|                       | <p><b>4.1.1</b> Strengthened data management, analysis and monitoring capacity of the reception system.</p> <p><b>4.1.2</b> Strengthened operational processing of arrivals and allocation in reception.</p> <p><b>4.1.3</b> Strengthened capacity to process and track vulnerable applicants from arrival to allocation in reception considering possible special reception needs.</p> <p><i><u>4.2 Management and control of the reception system</u></i></p> <p><b>4.2.1</b> Enhanced capacity to manage and control the reception system at central level.</p> <p><b>4.2.2</b> Enhanced capacity to implement humanitarian admissions.</p> <p><b>4.2.3</b> Enhanced processing capacity of high-level international, European and national policy and programming documents related to the reception of asylum seekers and beneficiaries of international protection.</p> <p><i><u>4.3 Monitoring of reception conditions and services</u></i></p> <p><b>4.3.1</b> Enhanced capacity of monitoring reception conditions in first line facilities.</p> <p><b>4.3.2</b> Enhanced capacity for an effective monitoring and control system of reception conditions in second line projects.</p> <p><b>4.3.3</b> Enhanced capacity to ensure a harmonised first reception and care for Unaccompanied Minors (UAMs) among relevant stakeholders.</p>  |
| <p><b>Actions</b></p> | <p>In 2022-2024, EUAA aims at reinforcing and expanding the support previously provided with an integrated approach throughout all reception levels (first, second line and UAMs). EUAA will implement a threefold strategy based on i) Monitoring and analysis of arrivals and allocation of applicants into reception; ii) Management and control of the reception system; iii) Monitoring of reception conditions and services.</p> <p><i><u>4.1 Monitoring and analysis of arrivals and allocation of applicants into reception</u></i></p> <p>This area of intervention will include activities concerning data, information management and analysis with the objective of enhancing cooperation and collaboration between the central and local level in the monitoring and management of all reception phases.</p> <p>This area will closely interact with the crosscutting vulnerability and information provision activities, outlined in measure IT6. Furthermore, special efforts will be dedicated to strengthening the planning and strategic decision making of DCLI on reception related matters through a systematization of data analysis capacity.</p> <p>The following actions are planned:</p> <p><b>4.1.1 <u>Strengthened data management, analysis and monitoring capacity of the reception system</u></b></p> <ul style="list-style-type: none"> <li>○ Support in the management of SGA, also in light of the transition to SUA, both at central and local level.</li> </ul> |

- Set-up of a dedicated data analysis team at central level for the improvement of data exchange, analysis and planning related to the reception system (first, second line and UAMs), as well as to meet internal and external reporting needs.
- Support to the collection, compiling and reporting of statistical information to the Head of Department.

**4.1.2 Strengthened operational processing of arrivals and allocation in reception**

- Support in the operational data management and processing of arrivals, transfers and allocation to the reception system of adults and UAMs, both at central and local level.
- Support efficient information and data sharing on transfers and allocation in reception system between central level (DCLI), local level (Prefectures) and Central Service.
- Support in the organization of workshops involving local authorities to promote the adoption of workflows and tools for data and information sharing to be developed in close collaboration to the DCLI.

**4.1.3 Strengthened capacity to process and track vulnerable applicants from arrival to allocation in reception considering possible special reception needs**

- Improvement of the tracking system of persons with special needs, from arrival to allocation phase, within the data management and info systems in use at central (DCLI) and local level (Prefectures).
- Support Prefectures in the coordination of all relevant actors at disembarkation points and mapping of local services complementary to the reception system for a correct take in charge and allocation of identified vulnerable cases, in close collaboration with resources deployed under measure IT6.

**4.2 Management and control of the reception system**

This area of intervention will include support to legal, policy and financial monitoring activities, aimed at an effective and efficient management of the reception system, both at central and local level. Support on the processing of financial, administrative and legal aspects to ensure the correct contractual management of COVID-19 quarantine measures for migrants and asylum applicants at arrival will continue as long as needed.

Emphasis will be given to the support to the design and implementation of procedures concerning humanitarian admissions to enhance an effective coordination among all relevant actors and to strengthen the absorption capacity of the national reception system.

The following actions are envisaged:

**4.2.1 Enhanced capacity to manage and control the reception system at central level**

- Provide technical legal advice and support on reception related matters as well as on the management of supranational, European and national judicial processes in the field of reception (for adults and UAMs).

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>○ Support the Head of Department on international litigations and on the liaison with the legislative office.</li> <li>○ Provide capacity building activities on legal and technical processes to progressively start the handover of the developed tools and workflows.</li> <li>○ Support in the management of financial procedures for the efficient functioning of first- and second-line reception facilities.</li> <li>○ Support in the management of contractual financial and legal requirements for the effective functioning and monitoring of quarantine measures (vessels, facilities and agreements with other involved actors).</li> </ul> <p><b><u>4.2.2 Enhanced capacity to implement humanitarian admissions</u></b></p> <ul style="list-style-type: none"> <li>○ Support in the design, set-up and implementation of ad-hoc operational procedures and workflows for humanitarian admissions.</li> <li>○ Support the coordination and administrative activities related to the arrival and transfer phase of evacuees.</li> </ul> <p><b><u>4.2.3 Enhanced processing capacity of high-level international, European and national policy and programming documents related to the reception of asylum seekers and beneficiaries of international protection</u></b></p> <ul style="list-style-type: none"> <li>○ Support in the analysis of recommendations and drafting reports on reception related matters elaborated by national and supranational actors.</li> </ul> <p><b><u>4.3 Monitoring of reception conditions and services</u></b></p> <p>This sub-area will include support on the set-up and implementation of a standardized and harmonised monitoring system on reception conditions, in line with EU and national standards. The interventions envisage the strengthening of the monitoring framework of reception conditions in first and second line, to enhance an effective monitoring and follow up of gaps and issues, as well as detecting, analysing and sharing best practices, both by central (DCLI and Central Service) and local authorities (Prefectures and municipalities). A specific tailored support on activities related to UAMs will focus on the dissemination of the guidelines developed by the authority with the support of EUAA (OP2021 “Vademecum on the Reception of UAMs”), according to a specific methodology that will be designed and implemented.</p> <p>The following actions are envisaged:</p> <p><b><u>4.3.1 Enhanced capacity of monitoring reception conditions in first line facilities</u></b></p> <ul style="list-style-type: none"> <li>○ Support DCLI Monitoring Office to update the monitoring guidelines, methodology and related tools in line with EUAA guidance on reception conditions, for their integration in the monitoring platform to be developed and finalised by DCLI (<i>Gestione Centrale Controllo Accoglienza - GCCA</i>) and to be used by <i>Nuclei Ispettivi</i> of Prefectures.</li> <li>○ Capacity building support and coaching on the job to <i>Nuclei Ispettivi</i> on the use of the monitoring tool and methodology. This action</li> </ul> |
|--|--|

|                                   |   |
|-----------------------------------|---|
|                                   | <p>follows the pilot phase initiated in the third quarter of 2021 with a temporary platform.</p> <ul style="list-style-type: none"> <li>○ Technical support to the DCLI Monitoring Office and liaison with Prefectures throughout the pilot and implementation phases initiated in 2021 as well as regular consolidation of data, analysis and reporting to DCLI of monitoring visits results done by <i>Nuclei Ispettivi</i> at national level.</li> <li>○ Support to the monitoring of the tender procedures of Prefectures to provide regular updates on the harmonisation of national reception standards.</li> </ul> <p><b><u>4.3.2 Enhanced capacity for an effective monitoring and control system of reception conditions in second line projects</u></b></p> <ul style="list-style-type: none"> <li>○ Support to the development and implementation of tools to collect, analyse and report data on reception conditions and services in second line projects.</li> <li>○ Support to the promotion of a progressive harmonisation of first- and second-line reception system monitoring tools and methodology, also using standards and indicators included in the EUAA Guidance on reception conditions.</li> <li>○ Support Prefectures to participate to monitoring visits to second line reception projects together with Central Service.</li> </ul> <p><b><u>4.3.3 Enhanced capacity to ensure a harmonised first reception and care for Unaccompanied Minors (UAMs) among relevant stakeholders</u></b></p> <ul style="list-style-type: none"> <li>○ Support in the organization of regional and national workshops to discuss the first reception and care for UAMs across all relevant institutional actors.</li> <li>○ Support in the development and implementation of a methodology to monitor and assess the impact of the Vademecum on the harmonisation of UAMs' first reception and care (2024).</li> </ul> <p>Finally, high level meetings with central authorities and stakeholders will be held on the state of play of the implementation of the Operating Plan. Also, operational meetings will be held at local level to ensure effective coordination on the implementation of activities.</p> |
| <p><b>Inputs<sup>32</sup></b></p> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p><b><u>4.1 Monitoring and analysis of arrivals and allocation of applicants into reception</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 4 Reception Information System (Business Analysis) Experts at DCLI</li> <li>○ Up to 55 Reception Experts at Prefectures who will also support actions under 4.3</li> <li>○ 1 Asylum and/or Reception Statistics Expert (1<sup>st</sup> line)</li> <li>○ 1 Asylum and/or Reception Statistics Expert (2<sup>nd</sup> line)</li> <li>○ 1 Asylum and/or Reception Statistics Expert (UAMs)</li> </ul>   |

<sup>32</sup> The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>○ 1 Asylum and/or Reception Statistics Expert (Central Service)</li> <li>○ 1 Asylum and/or Reception Statistics Expert (Head of Department)</li> <li>○ Up to 4 Reception Experts at DCLI</li> <li>○ Up to 3 workshops to Prefectures on the adoption of workflow and tools</li> </ul> <p><u>4.2 Management and control of the reception system</u></p> <ul style="list-style-type: none"> <li>○ Up to 4 Legal Experts – Asylum and/or Reception (1<sup>st</sup> line)</li> <li>○ 1 Legal Expert – Asylum and/or Reception (UAMs)</li> <li>○ 1 Legal Expert – Asylum and/or Reception (quarantine)</li> <li>○ Up to 2 Asylum and Reception Financial Management Experts (1<sup>st</sup> line)</li> <li>○ Up to 3 Asylum and Reception Financial Management Experts (2<sup>nd</sup> line)</li> <li>○ Up to 2 Asylum and Reception Financial Management Experts (quarantine facilities)</li> <li>○ Up to 2 Reception Information System (Business Analysis) Experts - Humanitarian admissions</li> <li>○ Up to 2 Asylum and Reception Programme and Project Management Experts</li> </ul> <p><u>4.3 Monitoring of reception conditions and services</u></p> <ul style="list-style-type: none"> <li>○ Up to 2 Reception Experts (DCLI – 1<sup>st</sup> line)</li> <li>○ Up to 2 Legal Experts – Asylum and/or Reception (DCLI – 2<sup>nd</sup> line)</li> <li>○ 1 National workshop on UAMs</li> </ul> <p><u>Support to the whole measure</u></p> <ul style="list-style-type: none"> <li>○ 1 Asylum and/or Reception Operations Expert</li> <li>○ 1 Asylum Quality Assurance Expert</li> </ul> <p>Participation of relevant Italian authorities' officials to EUAA Networks and meetings.</p> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in this measure, also with the support of the EUAA's Training and Professional Development Centre and/or the Asylum Knowledge Centre.</p> |
|--|--|

**Measure IT5: Support to the cooperation mechanism/solidarity among EU MSs and to improve timely coordination of the main stakeholders, including in emergency situations such as SAR disembarkation events and voluntary relocations**

|   |   |
|---|---|
| <b>Expected Outcome 5:</b> Improved coordination of the cooperation and solidarity mechanism among EU MSs and of post SAR disembarkation activities for timely implementation of the Voluntary Relocation process as per Standard Operating Procedures (under the 2019 Malta Declaration) |   |
| <b>Responsible Authority(ies)/Main National Partner(s)</b>  | <ul style="list-style-type: none"> <li>○ Department for Public Security (DPS)</li> <li>○ Department for Civil Liberties and Immigration (DCLI)</li> <li>○ Central Directorate for immigration and asylum services – Dublin Unit (DCLI Dublin Unit)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ DCLI Planning of immigration and asylum services Office (Office I)</li> <li>○ Prefectures</li> <li>○ Immigration Offices</li> <li>○ Managing entities of the reception centres</li> </ul>   |
| <b>Operational Preconditions</b>  | <ul style="list-style-type: none"> <li>○ DCLI and DPS put in place a streamlined process and identify reception centres for Voluntary Relocations (VR) candidates to ensure the efficient and swift implementation of the technical non-binding SOPs<sup>33</sup>.</li> <li>○ Where necessary, coordination between EUAA and the relevant international organisation (IOM) is ensured to mainstream the collaboration.</li> <li>○ Availability of reception centres personnel and other local and/or central authorities to attend the capacity building activities and operational meetings organised by EUAA.</li> </ul>  |
| <b>Outputs</b>  | <p><b>5.1</b> VR cases management from disembarkation to the lodging of the application supported.</p> <p><b>5.2</b> Coordination mechanism between actors involved supported.</p> <p><b>5.3</b> Matching exercise supported.</p> <p><b>5.4</b> Implementation of the national resettlement and/or humanitarian admissions programs supported.</p>  |
| <b>Actions</b>  | <p>In the period 2022-2024, EUAA will continue assisting the DPS and the DCLI in the case management and monitoring of VR exercises as well as supporting the internal coordination mechanism among Italian stakeholders at the central and local level. EUAA will also continue to support tailor made capacity building activities of local stakeholders to enhance their ability to ensure information provision on voluntary relocation to applicants throughout the procedure. The following actions will be implemented:</p> <p><b>5.1</b> <u>VR cases management from disembarkation to the lodging of the application supported</u></p> <ul style="list-style-type: none"> <li>○ Direct support to information provision of applicants eligible for voluntary relocation upon disembarkation and throughout the procedure (upon lodging, in preparation of Member States</li> </ul> |

<sup>33</sup> Standard Operating Procedures prepared by COM and adopted as a follow up of the Malta Declaration. Malta Declaration by the members of the European Council on the external aspects of migration: addressing the Central Mediterranean route ([Consilium.europa.eu](https://consilium.europa.eu))

|  |  |
|--|--|
|  | <p>delegations' interviews, in preparation for request for consent to transfer).</p> <ul style="list-style-type: none"> <li>○ Capacity building activities for local stakeholders to enhance their ability to ensure information provision to applicants throughout the procedure.</li> <li>○ Direct support to lodging of applications of applicants eligible for voluntary relocation with deployment of dedicated EUAA asylum support teams (ASTs) operating as per the agreed SOPs. A clear focus will be ensured on the delivery of comprehensive information provision and on the identification of vulnerability indicators as per EUAA IPSN tool and referral to national authorities to apply due procedural safeguards and adequate reception conditions.</li> <li>○ Support to case management, including support to logistic and administrative and monitoring activities (DPS and DCLI), from SGA activities to finalisation of transfers (DPS, DCLI and DCLI Dublin Unit).</li> </ul> <p><b>5.2 <u>Coordination mechanism between actors involved supported</u></b></p> <ul style="list-style-type: none"> <li>○ Support to the development and implementation of a continuous coordination mechanism between stakeholders at the central and local level, including the facilitation of operational and other coordination meetings.</li> <li>○ Support to the concentration of VR activities in locations identified with national stakeholders and in coordination with DCLI as responsible authority in charge of the allocation and transfer of applicants.</li> </ul> <p><b>5.3 <u>Matching exercise supported</u></b></p> <ul style="list-style-type: none"> <li>○ Preparation of matching lists of applicants to be relocated according to available pledges to be proposed to the European Commission.</li> <li>○ Support to Member States delegations' interviews for VR (including preparatory information provision to concerned applicants, logistic support, provision of linguistic support).</li> </ul> <p>Furthermore, in the period 2022-2024, EUAA will support the strengthening of the cooperation and solidarity mechanism among EU MSs. Specifically, EUAA will support the Department of Public Security in the implementation of the resettlement and humanitarian admissions related procedures.</p> <p><b>5.4 <u>Implementation of the national resettlement and/or humanitarian admissions programs supported</u></b></p> <ul style="list-style-type: none"> <li>○ Support the national authorities, if applicable, with the fulfilment of their resettlement and/or humanitarian admissions commitments.</li> <li>○ Support the coordination and administrative activities related to the arrival and transfer phase of evacuees.</li> <li>○ Promote the participation of the national authorities in the activities of the EUAA Resettlement and Humanitarian Admission Network and its dedicated Working Groups.</li> <li>○ Deployment of Resettlement Experts to support the Authorities to review the existing resettlement and/or humanitarian admissions programs, including used methods of delivery as well as the supporting tools.</li> </ul> |
|--|--|

|                                   |  |
|-----------------------------------|--|
| <p><b>Inputs<sup>34</sup></b></p> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p><b><u>5.1 VR cases management from disembarkation to the lodging of the application supported</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 6 Asylum Registration Experts</li> <li>○ Up to 5 FTE Cultural Mediators to support ASTs and Member States delegations</li> <li>○ Up to 2 Asylum and/or Reception Operations Experts</li> <li>○ 1 Asylum and Reception Programme and Project Management Expert at DPS</li> <li>○ Up to 5 capacity building activities for local stakeholders</li> </ul> <p><b><u>5.2 Coordination mechanism between actors involved supported</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 10 operational meetings with relevant stakeholders at the central and/or local level on implementation, monitoring and finalisation of VR exercises</li> </ul> <p><b><u>5.3 Matching exercise supported</u></b></p> <ul style="list-style-type: none"> <li>○ 1 Asylum and/or Reception Operations Expert at DCLI Dublin Unit</li> </ul> <p><b><u>5.4 Implementation of the national resettlement and/or humanitarian admissions programs supported</u></b></p> <ul style="list-style-type: none"> <li>○ Up to 5 Resettlement Experts at the DPS</li> <li>○ Up to 3 capacity building activities, including participation of relevant Italian authorities' officials to EUAA Networks and meetings.</li> </ul> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in this measure, also with the support of the EUAA's Training and Professional Development Centre and/or the Asylum Knowledge Centre.</p> |
|-----------------------------------|--|

**Measure IT6: Support the access to information provision for international protection applicants and the timely identification and referral of vulnerable applicants and persons with special needs**

<sup>34</sup> The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

|   |  |
|---|--|
| <p><b>Expected Outcome 6:</b> Enhanced capacity of the Italian asylum and reception systems to provide information to international protection applicants and to timely identify and refer vulnerable applicants and persons with special needs</p> |  |
| <p><b>Responsible Authority(ies)/Main National Partner(s)</b></p>   | <ul style="list-style-type: none"> <li>○ Department for Civil Liberties and Immigration (DCLI)</li> <li>○ National Asylum Commission (NAC)</li> <li>○ Department of Public Security (DPS)</li> <li>○ Central Directorate for immigration and asylum services – Dublin Unit (DCLI Dublin Unit)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ Territorial Commissions</li> <li>○ Prefectures</li> <li>○ Immigration Offices</li> <li>○ Managing entities of the reception centres</li> </ul>  |
| <p><b>Operational Preconditions</b></p>   | <ul style="list-style-type: none"> <li>○ The Italian stakeholders grant access to EUAA asylum support teams (ASTs) to disembarkation areas, hotspots and reception centres (including quarantine centres).</li> <li>○ The Italian stakeholders share relevant documents related to the implementation of Italian asylum procedures for international protection.</li> <li>○ As necessary, coordination between EUAA and relevant international organizations (UNHCR and IOM) is ensured to mainstream the collaboration.</li> <li>○ Updated individual information on transfers between hotspots, disembarkation areas and reception centres is made available to ASTs to allow tracking of individual cases.</li> <li>○ The Italian stakeholders integrate/implement relevant EUAA tools into their national procedures and/or adapt them with EUAA support.</li> </ul>   |
| <p><b>Outputs</b></p>   | <p><u>6.1 Development of tools/materials related to info provision and vulnerability</u></p> <p><b>6.1.1</b> Tools and materials on asylum procedures and vulnerability developed.</p> <p><u>6.2 Deployment of Vulnerability and Info provision teams</u></p> <p><b>6.2.1</b> Applicants with vulnerabilities and persons with special needs timely identified and referred.</p> <p><b>6.2.2</b> Applicants disembarked in Italy received timely information on asylum procedures.</p> <p><u>6.3 Capacity building</u></p> <p><b>6.3.1</b> Strengthened capacity of the managing entities of first line reception centres to timely identify and refer applicants with special needs/vulnerabilities.</p> <p><b>6.3.2</b> Strengthened capacity of the managing entities of first line reception centres to provide information on the national asylum procedure to applicants for international protection.</p> |

|                       |  |
|-----------------------|--|
| <p><b>Actions</b></p> | <p>In the period 2022-2024, EUAA aims at expanding the support previously provided to the Italian authorities by ensuring that proper information provision on asylum and reception procedures as well as timely identification of applicants with vulnerabilities and persons with special needs are implemented throughout the entire asylum and reception procedures. This action will be implemented in coordination with other relevant actors to ensure complementarity of interventions.</p> <p>To increase its outreach and with the aim of enhancing Italian authorities' capacities, EUAA will implement a threefold strategy based on: i) the development and/or update of information provision and vulnerability tools/materials, ii) the deployment of ASTs, and iii) the design and implementation of capacity building activities for relevant reception authorities and actors.</p> <p>EUAA envisages to structure its support by deploying ASTs at both disembarkation and reception facilities. This intervention integrates and supports the outputs embedded in measures IT1, IT4 and IT5.</p> <p><u>6.1 Development of tools/materials related to info provision and vulnerability</u></p> <p><u>6.1.1 Tools and materials on asylum procedures and vulnerability developed</u></p> <ul style="list-style-type: none"> <li>○ Development and/or update of info provision materials on Dublin Regulation and Voluntary Relocation, such as guidance and key messages for oral info provision for ASTs and multilingual user-friendly leaflets for applicant, upon endorsement by the relevant national authorities.</li> <li>○ Development/update and dissemination of tools and materials related to the timely identification of applicants with special procedural and or reception needs (e.g. Vulnerability toolkit).</li> </ul> <p>Additionally, and in the framework of the DCLI Vulnerability Working Group, EUAA will support the Italian authorities in the development and update of SOPs for disembarkation events.</p> <p><u>6.2 Deployment of Vulnerability and Info provision teams</u></p> <p><u>6.2.1 Applicants with vulnerabilities and persons with special needs timely identified and referred</u></p> <p>With the aim to support the Italian authorities on timely identification of applicants with vulnerabilities/special procedural and/or reception needs, EUAA will deploy Vulnerability teams at both disembarkation and reception sites. EUAA Vulnerability teams will support the pre-identification of vulnerability indicators as per EUAA IPSN Tool and will liaise with the relevant authorities and organisations to ensure an adequate referral and follow up. Vulnerability Experts/ASTs will carry out the following actions:</p> <ul style="list-style-type: none"> <li>○ Support Immigration Offices and Prefectures in the pre-identification of vulnerability indicators in main disembarkation points, hotspots and land borders under particular pressure, also including disembarkation from quarantine vessels.</li> <li>○ Support relevant authorities (reception managing entities, Prefectures, and other actors) in the pre-identification of applicants</li> </ul> |
|-----------------------|--|

with vulnerabilities and persons with special needs within reception facilities, including quarantine centres.

#### **6.2.2 Applicants disembarked in Italy received timely information on asylum procedures**

EUAA will deploy ASTs to carry out the following actions:

- Provision of information to newly arrived migrants in Italy at main landing points and hotspots on: access to international protection procedures (including duties and rights of applicants), Dublin Regulation (including the family unity criteria under Dublin Regulation) and Voluntary Relocation when applicable, together with information on quarantine procedures if applicable. Information will be provided with the support of a cultural mediator in a language that the person concerned understands or is reasonably supposed to understand.
- Support dedicated information provision for UAMs and potential THB survivors at main disembarkation points and reception facilities upon requests by local Prefectures, in case child protection and anti-trafficking organisations are not present.
- Provision of information to international protection applicants within the reception system (including main quarantine facilities particularly under pressure) and related to international protection procedures and Dublin Regulation, provided with the help of cultural mediators and in a language that the person concerned understands or is reasonably supposed to understand.
- Provision of operational support for emergency situations like evacuations, humanitarian corridors etc., when required by the national authorities.

#### **6.3 Capacity building**

##### **6.3.1 Strengthened capacity of the managing entities of first line reception centres to timely identify and refer applicants with special needs/vulnerabilities**

Building up on the experience acquired over the past years through the design and implementation of capacity building activities for Italian authorities in the area of access to international protection procedure, EUAA aims to strengthen reception authorities' capacity to promptly identify persons with vulnerabilities and persons with special needs through the organisation of Train the Trainers activities thus ensuring the multiplier effect of the EUAA Training Curriculum.

EUAA foresees to support central reception authorities and managing entities of first line reception centres through the development and implementation of the following actions:

- Carry out Train the Trainers activities on vulnerability topics for relevant reception authorities (e.g. Prefectures' social workers and personnel, Ministerial officers) and organisations, in view of the potential roll out of national training sessions. This action will be carried out in close coordination with EUAA Training and Professional Development Centre.
- EUAA will identify and address training needs of reception facilities' managing entities related to the identification and referral of persons with vulnerabilities/special needs including thematic

|                                   |   |
|-----------------------------------|---|
|                                   | <p>workshops. To this end, EUAA ASTs will carry out coaching on the job missions in selected first line reception facilities.</p> <p><b>6.3.2 <u>Strengthened capacity of the managing entities of first line reception centres to provide information on the national asylum procedure to applicants for international protection</u></b></p> <ul style="list-style-type: none"> <li>○ Support the managing entities of first line reception facilities through <i>ad hoc</i> capacity building activities to enhance their capacity to ensure information provision to applicants with the use of developed and/or updated information materials.</li> </ul>  |
| <p><b>Inputs<sup>35</sup></b></p> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p><u>Info provision:</u></p> <ul style="list-style-type: none"> <li>○ Up to 7 Asylum Information Provision Experts</li> <li>○ Up to 5 FTE Cultural Mediators for EUAA ASTs</li> <li>○ 1 Asylum and/or Reception Operations Expert</li> <li>○ Up to 10 Capacity building activities to managing entities of first line reception facilities</li> </ul> <p><u>Vulnerability:</u></p> <ul style="list-style-type: none"> <li>○ Up to 9 Vulnerability Experts/Social Workers assigned to key locations</li> <li>○ Up to 5 FTE Cultural Mediators for EUAA ASTs</li> <li>○ 1 Train the Trainers session on vulnerability topics for relevant reception authorities</li> <li>○ Up to 10 Capacity development activities for managing entities of first line reception facilities</li> </ul> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in this measure, also with the support of the EUAA's Training and Professional Development Centre and/or the Asylum Knowledge Centre.</p> |

<sup>35</sup> The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

**Measure IT7: Support the effective implementation of the Temporary Protection Directive (TPD)**

**Expected Outcome 7:** Enhanced capacity of the Italian asylum and reception systems to effectively implement the Temporary Protection Directive

|   |  |
|---|--|
| <p><b>Responsible Authority(ies)/Main National Partner(s)</b></p> | <ul style="list-style-type: none"> <li>○ Department for Civil Liberties and Immigration (DCLI)</li> <li>○ National Asylum Commission (NAC)</li> <li>○ Department of Public Security (DPS)</li> <li>○ Central Directorate for immigration and asylum services – Dublin Unit (DCLI Dublin Unit)</li> </ul> <p><i>Stakeholders involved:</i></p> <ul style="list-style-type: none"> <li>○ Territorial Commissions</li> <li>○ Prefectures</li> <li>○ Immigration Offices</li> <li>○ Managing entities of the reception centres</li> <li>○ Other relevant stakeholders when necessary</li> </ul>  |
| <p><b>Operational Preconditions</b></p>                           | <ul style="list-style-type: none"> <li>○ The Temporary Protection Directive is transposed into the Italian national law, regulations, <i>Circolari</i>, operational guidelines and protocols.</li> <li>○ Italian stakeholders grant access to EUAA asylum support teams (ASTs) to reception facilities.</li> <li>○ Italian stakeholders integrate/implement relevant EUAA tools into their national procedures and/or adapt them with EUAA support.</li> <li>○ Access to relevant national platforms and tools is granted to EUAA ASTs.</li> <li>○ A bi-directional data sharing on the outputs of EUAA deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicator.</li> </ul>                                 |
| <p><b>Outputs</b></p>   | <p><b>7.1</b> Information provision on Temporary Protection Directive supported.</p> <p><i>Based on the evolving situation and its impact on the national context, and conditional upon agreement between EUAA and the Italian authorities, the Agency may provide further support to enhance the capacity of the Italian asylum and reception system to implement the Temporary Protection Directive.</i></p>   |
| <p><b>Actions</b></p>   | <p><b>7.1</b> <u>Information provision on Temporary Protection Directive supported</u></p> <ul style="list-style-type: none"> <li>○ Development, adaptation and dissemination of information tools and guidelines, including leaflets, posters and/or digital content.</li> <li>○ Deployment of ASTs, including Cultural Mediators, to Immigration Offices, helpdesks and reception facilities.</li> <li>○ Conducting on-the-job coaching, workshops and/or thematic sessions on the Temporary Protection Directive for Italian national authorities.</li> </ul> <p><i><u>Based on the evolving situation and its impact on the national context, and conditional upon agreement between EUAA and the Italian authorities, the Agency may provide further support to enhance the</u></i></p> |

|                                   |  |
|-----------------------------------|--|
|                                   | <p><u>capacity of the Italian asylum and reception system to implement the Temporary Protection Directive, inter alia:</u></p> <ul style="list-style-type: none"> <li>○ Deployment of ASTs to support Immigration Offices under disproportionate pressure in the registration procedures of persons falling under the scope of the Temporary Protection Directive.</li> <li>○ Support national authorities in timely identifying and referring persons with special needs and UAMs at dedicated hubs, Immigration Offices, reception facilities and other relevant locations.</li> <li>○ Additional support for the implementation of Temporary Protection Directive activities.</li> </ul>  |
| <p><b>Inputs<sup>36</sup></b></p> | <p><i>Indicative resources (including deployment of asylum support teams and provision of interpretation services) and capacity building activities planned for 2022</i></p> <p>As an initial response, redeployment of the ASTs will be envisaged, in agreement with the relevant stakeholders, in order to allow for timely response to the emergency situation.</p> <p>Additional resources might be deployed in the second half of the year, following a needs assessment related to the implementation of the Temporary Protection Directive.</p> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include inter alia additional deployments, equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and other material and operational support where required for the joint EUAA and national authorities' activities.</p> <p>To enhance the quality of EUAA's intervention, capacity building activities will be organised for EUAA operational resources involved in this measure, also with the support of the EUAA's Training and Professional Development Centre and/or the Asylum Knowledge Centre.</p> |

<sup>36</sup> The agreed inputs are the resources to be deployed during the first year of the Plan implementation. These will be subject to at least annual revision or more regular revision and may be revised as necessary for the forthcoming implementation period.

## ANNEX II - Incident Report Form

### [CONFIDENTIAL] Incident Report

|  |  |
|--|--|
| <b>Location:</b>   |  |
| <b>Date:</b>   |  |
| <b>Name of EUAA staff:</b>   |  |
| <b>Name of responsible National Authority Authorised Representative:</b> |  |

Date of incident:

Information on the incident:

## ANNEX III – Security Incident Report Form

### Security Incident Report

|  |  |
|--|--|
| <b>Location:</b>   |  |
| <b>Date:</b>   |  |
| <b>Name of EUAA staff:</b>   |  |
| <b>Name of responsible National Authority Authorised Representative:</b> |  |

1. Time of the incident:
2. Date and time of the report:
3. Type of incident:
4. Persons involved:
5. Incident description:
6. Consequences:
7. Actions taken:
8. Annexes:
9. Recipients of Security Incident Report