

OPERATIONAL PLAN 2022-2024
AGREED BY THE EUROPEAN UNION AGENCY FOR ASYLUM AND
GREECE
Amendment 3

Ghent
29 April 2024

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

The Minister of Migration and Asylum of Greece (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 439/2010¹ (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 Operational Plan 2022-2024 of 9 December 2021 agreed between the European Asylum Support Office and Greece, with an implementation period between 1 January 2022 and 31 December 2024, and subsequent Amendments thereto,

Considering the changes in the operational context, notably as regards: (i) the increased arrivals and persisting pressure on the national asylum and reception system since after the second quarter of 2023; (ii) changes in the organisational structure of the Ministry of Migration and Asylum following the abolition of the Special Secretariat for the Protection of Unaccompanied Minors and its succession by the General Secretariat for Vulnerable Persons and Institutional Protection in July 2023; and, as following the findings of a needs assessment conducted in the course of September 2023-January 2024,

Hereby agree on the present Amendment 3 of the Operational Plan (hereinafter 'the Plan') for the provision of technical and operational assistance by EUAA to Greece which was signed on 9 December 2021.

The present Amendment 3 supersedes the Plan of 16 December 2021, Amendment 1 signed on 01 April 2022 and Amendment 2 signed on 03 March 2023, and is binding in its entirety, including annexes.

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

Ghent
29 April 2024

Executive Director of the
European Union Agency for
Asylum

Minister of Migration and Asylum for Greece

Nina Gregori

Dimitris Kairidis

¹ 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

Asylum

New arrivals in Greece had increased in the second half of 2022 and followed the seasonal trend of lower levels at the beginning of 2023. As of May 2023, and particularly after July, arrivals surged and reached the highest levels observed since 2019. Specifically, over 47 600 arrivals were recorded from January to December 2023, considerably more (nearly 180 %) compared to 2022: sea arrivals more than tripled (40 800, +210 %), while detections at the Greek-Turkish land border were slightly increased from 2022 (6 800, +7 %). The numbers remained significant in January 2024 (3 283), contrary to the trend of lower arrivals at the beginning of the year (almost double compared to January 2023).

After decreasing for two consecutive years, applications for international protection in Greece were on the rise in 2022 and 2023. From January to December 2023, asylum applications reached the highest annual total (64,000) since 2019, and increased by 72 % compared to 2022, ranking Greece in the third place in terms of applications per capita in EU+; another 6 563 applications were submitted only in January 2024. Notably, more than 70 % of all applications lodged in Greece in 2023 took place during the second half of the year (July onwards), reflecting the surge in new arrivals during this period.

While in the first half of 2023 asylum inflows and outflows in Greece were broadly balanced, the situation changed significantly in the third quarter of the year when the volume of asylum applications greatly exceeded the total number of finalised cases. As a result, the pending caseload steadily increased in the last months of 2023 and January 2024, while a growing number of pending registrations accumulated in the reception facilities, placing excessive strain on the asylum system.

Greece continued to receive more incoming Dublin requests than it sent out to other EU+ countries, while both the incoming and outgoing Dublin requests greatly lowered in 2023. Moreover, the implemented transfers from Greece to EU+ countries remained significantly low.

The Voluntary Relocation Programme that started in April 2020 was completed in March 2023, with a total of 5 121 persons (including 1 368 UAC) transferred to EU+ countries. Another 606 persons were relocated under the ongoing Voluntary Solidarity Mechanism (VSM) from its launch in October 2022 until the end of January 2024. Importantly, the European Commission announced its intention to extend the VSM until all pledges are fulfilled.

In 2023 EUAA continued to support all stages of the asylum procedures in Greece, albeit with reduced resources in support to first instance processing and Dublin in line with the exit strategy agreed with the Greek authorities. A new framework agreement was put in place between the MoMA and a service provider for the provision of interpretation across asylum and reception procedures, resulting in EUAA's phase-out from interpretation support. However, following the rise in arrivals and the pressure on the asylum system, EUAA agreed to mobilise additional caseworkers as part of surge support to the processing of new and pending asylum applications.

Reception

The number of residents across reception facilities rose constantly since June 2023 as a result of the increased arrivals, reversing the continuous downward trend from mid-2020 onwards. In September 2023, the total population surpassed 30 000 for the first time since January 2022; at the end of January 2024, 31 367 persons were hosted in all reception facilities in Greece, 112 % more compared to a year ago (with an outstanding increase of 251 % observed in the islands). Moreover, as new arrivals and asylum applications accumulated, reception facilities started reaching and -especially on the islands- exceeding their capacity limits.

By capitalising on results achieved during the previous years, in 2023 EUAA continued to support the Reception and Identification Service (RIS) at central level on the development of harmonised procedures, information and case management systems, the establishment of a self-assessment mechanism (Assessment of Reception Conditions – ARC tool), the provision of training, as well as support for the organisation of transfers to/from reception facilities. In addition, at field level, EUAA personnel were deployed in all first and second-line reception facilities in Greece and contributed substantially to their management and operation. Support was equally provided in registrations with a view to applying a unified registration process in the RICs and CCACs, while also developing relevant workflows, SOPs and tools. Furthermore, in the context of the increased arrivals during the second half of 2023, EUAA agreed to deploy additional personnel as surge support to help reduce the mounting registrations' backlog.

Unaccompanied children and other vulnerable persons

In 2023 there was a gradual drop in the number of unaccompanied children (UAC) present in Greece up to July, followed by an upward trend from August onwards. On 1 February 2024, 2 130 UAC were present in Greece (-15 % compared to a year ago): 1 870 were hosted in specialised facilities², with occupancy rates standing on average at 85%.

In June 2023, a new General Secretariat for Vulnerable Persons and Institutional Protection (GSVP) was established at the MoMA, abolishing the Special Secretariat for the Protection of Unaccompanied Minors (SSPUAM) and succeeding it in all its competencies. On top of UAC protection, the GSVP's mandate was extended also to vulnerable persons. In this respect, the MoMA requested EUAA to support the new Secretariat in fulfilling its recent mandate.

Moreover, a nation-wide programme for the operationalisation of the national guardianship system (established by law in 2022) was launched in November 2023 under the Asylum Migration and Integration Fund (AMIF), following the conclusion of relevant awarding procedures by the MoMA. In parallel, several legislative initiatives took place throughout 2023 reinforcing the UAC protection framework (e.g., in terms of UAC's transition to adulthood, the operation of UAC long-term accommodation facilities and the operation of the National Emergency Response Mechanism (NERM)).

² Long-term accommodation facilities (shelters and Supported Independent Living (SIL) apartments) and temporary care arrangements (Emergency Accommodation Facilities).

EUAA activities in support of UAC continued and were further reinforced over 2023, building on the solid and comprehensive collaboration framework established with the SSPUAM in 2022. These included a flagship mentorship programme, support to the establishment and roll-out of a Best Interest Procedures (BIP) operational framework, support to the National Emergency Response Mechanism (NERM), support to institutional activities, alongside new activities regarding referrals and placements for UAC accommodation.

Temporary Protection

In February 2023, the MoMA extended the validity of the Temporary Protection (TP) status in Greece until 4 March 2024, whereas in September 2023, the Council agreed to further extend TP until March 2025. Although flows of displaced persons from Ukraine continued in 2023, they were significantly reduced compared to the previous years: notably, around 23 850 active registrations for TP were officially reported in January 2024. In this context, EUAA actively supported the Greek national authorities in implementing the Temporary Protection Directive (TPD). In line with the reduced flows, in 2023 EUAA reduced its support, which shifted mainly to information provision targeting newly arriving TP beneficiaries.

Against this backdrop, EUAA carried out an internal needs assessment to identify and prioritise the needs and corresponding interventions for 2024. Considering the findings of the assessment and MoMA's request for support, the present amendment to the Plan reflects the increase in arrivals and the subsequent increased pressure on the national asylum and reception system, as well as the structural changes at MoMA following the establishment of the GSVP. EUAA's support to the Greek authorities is expected to be substantially increased during 2024 to address the newly emerged contextual and operational needs, primarily in the areas of asylum processing, registrations, reception and protection of vulnerable persons. At the same time, continued support will be provided across all areas of intervention to help sustain the progress and results achieved jointly with the Greek authorities in recent years, as well as to consolidate and enhance further the institutional capacity.

The general objective of the Operation is to provide effective operational, technical and emergency support through implementation of the measures of the agreed Operational Plan and in line with the Agency's mandate, to enable Greece to respond to particular pressure on its asylum and reception systems, and to implement its obligations under the CEAS and the TPD.

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:

- **Measure EL AS 1: Asylum Support**
Expected Outcome: *Enhanced capacity of the Greek authorities in processing asylum applications in compliance with the CEAS*
- **Measure EL-REC 2: Reception Support**
Expected Outcome: *Enhanced capacity of the Greek authorities in providing reception conditions in compliance with the CEAS*
- **Measure EL-VULN 3: Vulnerability Support**
Expected Outcome: *Enhanced capacity of the Greek authorities in providing protection to vulnerable persons, including unaccompanied children*
- **Measure EL-UAC 4: Temporary Protection Support**
Expected Outcome: *Enhanced capacity of the Greek authorities to implement effectively 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 Coordinating Officer(s)/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
Ministry of Migration and Asylum (MoMA)	<p>The mission of the Ministry is the planning and implementation of the national migration policy, both regarding the legal entry, residence and social integration of third-country nationals, as well as the identification and reception of third-country nationals entering without legal formalities, the design and the implementation of the national policy on asylum or other forms of international protection and providing protection to applicants and individuals who are in need of international protection, i.e. recognised refugees, beneficiaries of subsidiary protection.</p> <p>The Ministry has the responsibility to implement the EU and international law <i>acquis</i>, as well as international conventions on migration, international protection and the responsibility to coordinate all the co-responsible services of the country in central and regional level.</p>
Asylum Service (GAS)	<p>The Asylum Service (GAS) operates at Directorate General level with local competence throughout Greece, retains the strategic goal of implementing the legislation on asylum and other forms of international protection of Third Country Nationals and stateless individuals. It is the country's competent authority in planning and policy making in the process of granting asylum or other forms of international protection, as well as in monitoring and evaluating its implementation.</p>
Independent Appeals Committees established under the Appeals Authority	<p>The Appeals Authority operates at the level of Directorate and aims to examine requests for international protection at second instance. The Authority consists of the Central Administrative Service and the Independent Appeals Committees, while its territorial jurisdiction covers the whole territory.</p>
Reception and Identification Service (RIS)	<p>The Reception and Identification Service (RIS) provides reception and identification services throughout Greece and its mandate is to provide humane reception and identification procedures for third-country nationals or stateless individuals entering Greece that are seeking international protection and may be vulnerable individuals, families, minors or unaccompanied minors. RIS protects and respects the dignity of all individuals entering the country irrespective of their age, gender, nationality, social or religious status.</p> <p>RIS ensures that throughout the reception and identification procedures, third-country nationals have decent living conditions,</p>

	<p>remain united with their families, have access to medical care and psychosocial support. It also ensures that vulnerable individuals receive care according to their special reception needs. RIS is also responsible for the implementation of the unified registration procedure both on islands and on mainland.</p> <p>RIS consists of the following organisational units:</p> <ul style="list-style-type: none"> • The Directorate of Administration Support (previous Central Administration) • The Independent Department for Emergency Response, which reports directly to the RIS Director • The Directorate of Reception and Identification Centres (RIC) and the Closed Controlled Access Centres (CCAC) • The Directorate of Northern Greece Facilities • The Directorate of Southern Greece Facilities
General Secretariat for Vulnerable Persons and Institutional Protection (GSVP)	The General Secretariat for Vulnerable Persons and Institutional Protection (GSVP) was established in June 2023. It succeeded the Special Secretariat for the Protection of Unaccompanied Minors (SSPUAM) in all its services and competencies, and falls under the responsibility of the Deputy Minister of Migration and Asylum.
EKKA (National Centre for Social Solidarity)	By virtue of Joint Ministerial Decision no. 30840 (O.G. 3003/20-9-2016), EKKA is assigned with the set-up, operation and management of the National Reporting Mechanism for the Identification and Referral of Victims of Human Trafficking (NRM), whose supervision and coordination was entrusted to the Office of the National Rapporteur on Trafficking in Human Beings (NRO). Pursuant to its powers, EKKA receives reports by organisations that locate and identify victims of human trafficking, and the NRM's support team monitors the victims' protection within Greece's social safety net, in order to ensure the timely provision of holistic protection to them.

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) evaluations³ 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.

³ Article 16(4) and Article 18(2)(k) EUAA Regulation.

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 2018/1725⁴ and Regulation (EC) No 1049/2001⁵.

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.

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 respect 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

⁴ 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).

⁵ 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).

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 activities⁶ 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: duty.officer@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 EUAA⁷.

Under the complaints mechanism set up by the Agency⁸, 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 1049/2001⁹ and the EUAA implementing rules on access to documents¹⁰, 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

⁶ 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.

⁷ As soon as it is established in the EUAA.

⁸ As soon as it is established in the EUAA.

⁹ 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

¹⁰ 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

Regulation as updated in May 2018¹¹ 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 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 which are not intended for the exclusive use of the national authorities of the host Member State 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.

¹¹ Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

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')¹² 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 the host Member State, 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.
- facilitate the provision of appropriate working space. 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.
- 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).

¹² <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12012E/PRO/07>

- 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.
- facilitate the implementation of the EUAA survey data collection systems (including but not limited to Surveys with Asylum Related Migrants (SAM), Surveys of Arriving Migrants from Ukraine (SAM-UKR)).

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.
- 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.
- support the development and implementation of agreed tools and procedures, taking into account the EUAA tools and guidance.

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 System (ODS)
- 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:

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

- 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 Union¹³;
- Member States experts, including Member State experts made available through the Asylum Reserve Pool;
- 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;
- 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 Agency¹⁴ for the provision of support to its operational activities;
- 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 Regulation¹⁵.

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

¹³ As laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68, OJ L 56, 4.3.1968, p.1.

¹⁴ 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).

¹⁵ 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.

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;

(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 experts 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;

(d) The working hours of temporary agency workers shall comply with the national legislation applicable to them (i.e. no possibility for work on Sunday or during 22.00-07.00).

7.0 SECURITY AND SAFETY

The principles of EUAA's Security Governance Framework¹⁶ 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:

- i. Both the host Member State on one side and EUAA on the other shall appoint a single point of contact responsible for security matters and a point of contact responsible for occupational safety and health matters under the Plan both at central and local level (hereafter 'security responsible' and 'safety responsible').

¹⁶ Decision of the Executive Director No 61 of 12 April 2021 on the Security Governance Framework.

- ii. 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.
- iii. 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.
- iv. 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 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.
- v. Communication tools. As considered relevant and necessary 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.
- vi. Security of information. Sensitive non-classified and classified information shall be protected adequately, in accordance with the applicable legal framework¹⁷. EUAA's security responsible shall be involved in supporting the proper classification of relevant information.
- vii. Security of IT and communication equipment. EUAA's IT equipment is adequately prepared to protect the information level it has been foreseen to process.
- viii. Personal security behavior 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.
- ix. Timely notification and 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.

¹⁷ Including, *inter alia*, the security principles contained in Commission Decision (EU, Euratom) 2015/444.

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

7.4. Security incident reporting

Any participant¹⁸ 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: duty.officer@euaa.europa.eu. Such an incident is to be reported using the **Security Incident Report Form (Annex III)**.

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, 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 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.

¹⁸ 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.

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. When relevant, 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 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 Regulation¹⁹, 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.

¹⁹ Reference to Article 52 of the EASO Regulation shall be construed as reference to Article 38 of the EUAA Regulation.

ANNEX I – Operational Measures

Measure EL-AS 1: Asylum Support	
Expected Outcome: <i>Enhanced capacity of the Greek authorities in processing asylum applications in line with the CEAS</i>	
Responsible Authority(ies)/Main National Partner(s)	<ul style="list-style-type: none"> • Services of the Ministry of Migration and Asylum (MoMA) • General Secretariat for Migration Policy • Greek Asylum Service (GAS) • Appeals Authority (AA)
Operational Preconditions	<ul style="list-style-type: none"> • In addition to the Plan Coordinator and the Measure Coordinators mentioned under 6.1, the Greek authorities appoint focal points for each sub-measure to liaise with EUAA and ensure effective operational coordination, implementation and monitoring. • Joint standard operating procedures and working arrangements are established and implemented, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient collaboration at local as well as national level, including mainland and islands. • Quarterly Measure Steering Committee meetings are held between EUAA and the beneficiary national authorities, to ensure effective operational coordination, implementation and monitoring of the Plan. • A bi-directional data sharing agreement covering the outputs of EUAA-deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicators is in place between EUAA and the Greek authorities to allow measuring the results of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities including for surge support where necessary, unless otherwise agreed.
Outputs	<p>EL-AS 1.0: Support to governance, strategic planning, quality and procedures</p> <p>EL-AS 1.1: Support to asylum processing at first instance</p> <p>EL-AS 1.2: Support to Relocation</p> <p>EL-AS 1.3: Support to the processing of Dublin requests</p>

<p>Actions</p> <p>EL-AS 1.0: Support to governance, strategic planning, quality and procedures</p>	<ul style="list-style-type: none"> • Support to the Ministry of Migration and Asylum as well as to the Asylum Service at central level on strategic planning and coordination. • Support to Asylum Service at central level in the set-up and roll-out of processes, SOPs and workflows, in view of establishing an integrated, harmonised approach to asylum processing. • Support in strengthening the Asylum Service in enhancing the quality of its procedures, including through maintaining close communication mechanisms between central level and the field on quality issues, in particular liaising with Quality Focal Points, implementing quality assessment tools and organising explanatory sessions and workshops. • Support in strengthening the Asylum Service at central level on COI and Country Guidance, including through the delivery of information sessions and workshops. • Support in strengthening the Asylum Service on training and coaching, including through the facilitation of participation by personnel of national authorities in EUAA training modules (including Train-the-Trainer sessions), support and facilitation of national trainings and coaching sessions, translation of EUAA modules. • Support in strengthening the Appeals Authority through professional development activities targeting judges and staff (rapporteurs, statisticians and operational staff), as well as COI country briefings. • Institutional and operational support to the Appeals Committees, including data management. • Support in enhancing the Ministry of Migration and Asylum, as well as the Asylum Service at central level on data management, analysis and reporting capabilities, including through support to Directorate General of Information and Communications Technology of MoMA.
<p>EL-AS 1.1: Support to asylum processing at first instance</p>	<ul style="list-style-type: none"> • Support in registering applicants for international protection, as well as in providing information and facilitating administrative procedures. • Support in conducting interviews and drafting opinions (face-to-face and/or remote). <p><i>In light of the launch of Resettlement activities in Greece, appropriate support under EL-AS 1.1 could be provided, subject to prior agreement and availability of budget and human resources.</i></p>
<p>EL-AS 1.2: Support to Relocation</p>	<ul style="list-style-type: none"> • Support in the coordination and harmonisation of relocation activities, including the design of tools, workflows and templates. • Delivery of relevant, including tailor-made, trainings and guidance. • Support in conducting relocation interviews and drafting assessments. • Provision of interpretation services. • Conducting quality reviews of relocation interviews, as needed. • Support in matching of relocation requests with Member State pledges.

	<ul style="list-style-type: none"> • Support to Member State missions, including conducting additional interviews and providing interpretation, if requested. • Other support, in accordance with SOPs agreed with the Greek authorities, including information provision to relocation candidates. <p><i>In light of the launch of new voluntary relocation initiatives, appropriate support will be provided on an ad hoc basis, subject to availability of budget and human resources.</i></p>
EL-AS 1.3: Support to the processing of Dublin requests	<ul style="list-style-type: none"> • Support in processing outgoing requests • Support in processing information requests
Inputs EL-AS 1.0: Support to governance, strategic planning, quality and procedures	<p>Indicative resources:</p> <p><u>Deployment of Asylum Support Teams (ASTs)</u></p> <p>50 experts, as follows:</p> <ul style="list-style-type: none"> • Field Support Officers: 2 • Operations Assistants: 2 • Finance Assistants: 1 • Statistics Assistants: 1 <p><i>Support to the Asylum Processes and Training Unit</i></p> <ul style="list-style-type: none"> • Quality Officers: 9 • Operations Assistants: 1 • Statistics Assistants: 1 <p><i>Support to the Appeals Authority</i></p> <ul style="list-style-type: none"> • Administrative Officers: 1 • Operations/Administrative Assistants: 7 <p><i>Support to DG IT</i></p> <ul style="list-style-type: none"> • Statistics Assistants: 5 • ICT Assistants: 20
EL-AS 1.1: Support to asylum processing at first instance	<p>Indicative resources:</p> <p><u>Deployment of ASTs</u></p> <p>119 experts, as follows:</p> <ul style="list-style-type: none"> • Caseworkers: 46 • Team Leaders: 9 (a Team Leader may have up to maximum 5 Caseworkers in his/her team) • Registration/Administrative/Information Provision Assistants: 64 <p><i>Depending on operational needs/caseload, EUAA will reallocate personnel from sub-Measure 1.1 to relocation initiatives (sub-Measure 1.2), and/or Temporary Protection activities (sub-Measure 4.0).</i></p>

	<i>Interpretation support may only be provided on an ad hoc basis and only in case of extraordinary needs.</i>
EL-AS 1.2: Support to Relocation	<p>Indicative resources: <i>Ad hoc reallocation of resources based on an assessment of operational needs.</i> <i>Interpretation support may only be provided on an ad hoc basis and only in case of extraordinary needs.</i></p>
EL-AS 1.3: Support to the processing of Dublin requests	<p>Indicative resources:</p> <p><u>Deployment of ASTs</u></p> <p>14 experts, as follows:</p> <ul style="list-style-type: none"> • Dublin Experts: 10 • Operations Assistants Dublin: 4 <p><i>Interpretation support may only be provided on an ad hoc basis and only in case of extraordinary needs.</i></p>
Horizontal	<p>Conditional upon EUAA assessment and approval of any request and subject to budget availability for the present Operational Plan, support could include <i>inter alia</i> 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>

Measure EL-REC 2: Reception Support	
Expected Outcome: <i>Enhanced capacity of the Greek authorities in providing reception conditions in line with the CEAS</i>	
Responsible Authority(ies)/Main National Partner(s)	<ul style="list-style-type: none"> • Services of Ministry of Migration and Asylum (MoMA) • General Secretariat for the Reception of Asylum Seekers • Reception and Identification Service (RIS) • Department of Asylum and Reception Legal Assistance
Operational Preconditions	<ul style="list-style-type: none"> • In addition to the Plan Coordinator and the Measure Coordinators mentioned under 6.1, the Greek authorities appoint focal points for each sub-measure to liaise with EUAA and ensure effective operational coordination, implementation and monitoring. • Joint standard operating procedures and working arrangements are established and implemented, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient collaboration at national and local level, including mainland and islands. • Quarterly Measure Steering Committee meetings are held between EUAA and the beneficiary national authorities to ensure effective operational coordination, implementation and monitoring of the Plan.

	<ul style="list-style-type: none"> • A bi-directional data sharing agreement covering the outputs of EUAA-deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicators is in place between EUAA and the Greek authorities to allow measuring the results of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed.
Outputs	<p>EL-REC 2.0: Support to Reception governance, strategic planning, quality and procedures</p> <p>EL-REC 2.1: Support to First- and Second-Line Reception</p>
<p>Actions</p> <p>EL-REC 2.0: Support to Reception governance, strategic planning, quality and procedures</p>	<p><i>Support to the Ministry of Migration and Asylum and RIS on strategic planning and coordination, including through:</i></p> <ul style="list-style-type: none"> • the development and implementation of a national reception strategy and contribution to contingency planning. • the establishment and functioning of joint coordination mechanisms at central level and/or between central level and field on thematic areas of EUAA support (technical working groups). • the development and implementation of tools and provision of other support for enhanced coordination, planning and monitoring of funding and procurement. <p><i>Support to the Office of the Deputy Minister:</i></p> <ul style="list-style-type: none"> • Support to MoMA on the implementation of a national pre-integration strategy, including coordination of projects and communication activities related to early community engagement, and skills development of applicants residing in reception centres. <p><i>Support at central level on procedures and training, including through:</i></p> <ul style="list-style-type: none"> • development and roll-out of SOPs, guidance, workflows, operational and administrative tools, as well as regulatory frameworks, aiming at enhancing quality and harmonisation of reception procedures, in line with CEAS and EUAA standards. • facilitation of the participation by personnel of national authorities in EUAA training modules (including Train-the-Trainer sessions); supporting and facilitating national trainings; strengthening the training roster; supporting training development; translating EUAA modules. <p><i>Support at central level on reception centre/site management, including through:</i></p> <ul style="list-style-type: none"> • development and roll-out of a self-assessment mechanism for reception, with the use of the EUAA Assessment of Reception Conditions (ARC) tool, including training and capacity-building on its use. • consolidation and roll-out of a comprehensive Information Management (IM) mechanism regarding the population of residents in reception centres

	<ul style="list-style-type: none"> • development and roll-out of operational framework on communication and information provision to residents in reception centres, including development of information material. • development and roll-out of site management tools and support in coordination of site management activities, including for site planning and logistics. • support to the referrals, matching and placement process to reception centres; planning and coordination of transfers of applicants for international protection to/from reception centres and/or public services; and cash assistance scheme. <p><i>Support in strengthening the capacity of RIS on case management, including through:</i></p> <ul style="list-style-type: none"> • development of the operational framework for case management in reception centres and coordination in the roll-out of the scheme.
<p>EL-REC 2.1: Support to First- and Second-Line Reception</p>	<ul style="list-style-type: none"> • Support in site management, including through the coordination and implementation of site management activities and services, and logistics. • Support the implementation of a comprehensive Information Management (IM) system for the population of residents in reception centres (data collection, recording, verification and reporting). • Support in communication and information provision (CIP), including through individual/group information sessions, information campaigns and Focus Group Discussions. • Support in case management, including vulnerability identification, assessment and referrals, including for persons with vulnerabilities and/or special reception needs, as well as UAC. • Support in the registration of applicants for international protection. • Support for the identification, referral and follow-up of potential Dublin cases. • Support for continuous coordination with the GSVP, including rapid referral of cases requiring urgent action.
<p>Inputs</p> <p>EL-REC 2.0: Support to Reception governance, strategic planning, quality and procedures</p>	<p>Indicative resources:</p> <p><u>Deployment of ASTs</u></p> <p>63 experts, as follows:</p> <p><i>Strategic planning and coordination</i></p> <p><u>Support to the General Secretariat for the Reception of Asylum Seekers</u></p> <ul style="list-style-type: none"> • Business Analysts: 1 • Reception Assistants: 4 • Reception Officer - Quality and Procedures: 1 <p><u>Support to RIS</u></p> <ul style="list-style-type: none"> • Reception Officers: 1 • Reception Assistants: 9 • Statistics Assistants: 1

	<ul style="list-style-type: none"> • Administrative Assistants: 1 • Procurement Assistants: 2 <p>Support to the office of the Deputy Minister</p> <ul style="list-style-type: none"> • Planning Officers: 1 • Pre-integration Officers - Quality and Procedures: 2 • Reception Assistants: 3 • Logistics Assistants: 2 <p>Quality, procedures and training</p> <ul style="list-style-type: none"> • Reception Officers - Quality and Procedures: 3 • Reception Officers: 1 • Training Support Officers: 2 <p>Reception centre/site management</p> <ul style="list-style-type: none"> • Reception Assistants - Monitoring: 5 • Information Management Officer - National Coordinator: 1 • Information Management Assistants - Area Coordinators: 6 • Reception Assistants - CIP: 3 • Logistics Assistants: 4 • Reception Assistants - Transfers: 1 • Reception Assistants - Accommodation: 1 • Reception Assistant - Site Management: 1 <p>Case management</p> <ul style="list-style-type: none"> • Reception Assistants - Case Management: 3 <p>Support to the Legal Department of MoMA</p> <ul style="list-style-type: none"> • Reception Officer - Quality and Procedures: 3 <p>Support to the Technical Department of MoMA</p> <ul style="list-style-type: none"> • Civil/Construction Engineers: 1
<p>EL-REC 2.1: Support to First- and Second-Line Reception</p>	<p><u>Indicative resources</u></p> <p><u>Deployment of ASTs</u></p> <p>236 experts, as follows:</p> <ul style="list-style-type: none"> • Reception Assistants - Site Management: 53 • Reception Officers - Quality and Procedures: 5 • Logistics Assistants: 7 • Administrative assistants: 4 • Information Management Assistants: 38 • Reception Assistants - Communication and Information Provision: 23 • Reception Assistants - Case Management: 61 • Registration Assistants: 45 <p><i>Interpretation support may only be provided on an ad hoc basis, and only in case of extraordinary needs.</i></p>
<p>Horizontal</p>	<p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include <i>inter alia</i> equipment, works, services, communication/</p>

	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.
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Measure EL-VULN 3: Vulnerability Support	
Expected Outcome: <i>Enhanced capacity of the Greek authorities in providing protection to vulnerable persons, including unaccompanied children</i>	
Responsible Authority(ies)/Main National Partner(s)	<ul style="list-style-type: none"> • General Secretariat for Vulnerable Persons and Institutional Protection (GSVP) • National Centre for Social Solidarity (EKKA): National Referral Mechanism (NRM) for the identification and referral of victims of trafficking in human beings (THB)
Operational Preconditions	<ul style="list-style-type: none"> • In addition to the Plan Coordinator and the Measure Coordinators mentioned under 6.1, the Greek authorities appoint focal points for each sub-measure to liaise with EUAA and ensure effective operational coordination, implementation and monitoring. • Joint standard operating procedures and working arrangements are established and implemented, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient the collaboration at national and local level, including mainland and islands. • Quarterly Measure Steering Committee meetings are held between EUAA and the beneficiary national authorities in order to ensure effective operational coordination, implementation and monitoring of the OP. • A bi-directional data sharing agreement covering the outputs of EUAA-deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicators is in place between EUAA and the Greek authorities to allow measuring the results of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed. • The legislative framework defining the GSVP's role and responsibilities is formally adopted and enters into force during the implementation period of the Plan, and clarity on the different responsibilities and cooperation is in place among relevant services.
Outputs	<p>EL-VULN 3.0: Structural Support to the GSVP</p> <p>EL-VULN 3.1: Frontline Support to vulnerable persons</p>
Actions	<p>EL-VULN 3.0: Structural Support to the GSVP</p> <p>Horizontal support</p> <ul style="list-style-type: none"> • Facilitation of the participation by personnel of national authorities in EUAA training modules (including Train-the-Trainer sessions); supporting and facilitating national trainings; strengthening the training roster; supporting training development; translating EUAA modules. • Support in overall programming, including planning, funding, monitoring and reporting.

- Support in the coordination and operation of the National Emergency Response Mechanism (NERM) including through the management of referrals and operation of a helpline.
- Support in external coordination and cooperation with key authorities and actors.

Support for UAC

Institutional Protection

- Support in the development and/or implementation of policy, legal and management frameworks, workflows and/or SOPs, guidance and tools.
- Support in the implementation and monitoring of the National Guardianship scheme, including coordination and administrative support.
- Support in the development and monitoring of an operational framework for the application of Best Interest Procedures.
- Establishment of a framework for the prevention of violence, exploitation and abuse of unaccompanied and/or separated children (UASC), as well as referral and response mechanisms for children who are victims of violence, exploitation and abuse.

Management of Accommodation Requests and Placements

- Support in the management and operation of the referral and placement system for UAC accommodation, including screening, matching and referral of UAC to appropriate accommodation facilities, such as accommodation centres for UAC and Supported Independent Living (SIL).
- Support in the implementation of family tracing procedures and guidelines.
- Support in the coordination of relocation schemes for UAC.

Mentorship

- Support in the implementation and expansion of the Mentorship Programme.

Monitoring and Evaluation of Accommodation Centres

- Support in the assessment and monitoring of reception and accommodation conditions for UAC, including through the provision of technical guidance on the regulatory framework.
- Support in the operational framework and implementation of the Supported Independent Living (SIL) scheme.
- Support in activities related to the mental health of UAC.

Pre-integration and Support

- Support in the design of pre-integration activities for UAC.

Support for Vulnerable Persons

	<ul style="list-style-type: none"> • Support in the development and/or implementation of policy, legal and management frameworks, workflows and/or SOPs, guidance and tools. • Support for enhanced accommodation for vulnerable persons. • Support for enhanced pathways for victims of violence, including trafficking in human beings. <p>Support to EKKA in strengthening the capacity of the National Referral Mechanism (NRM) for the Protection of Victims of Trafficking in Human Beings.</p>
<p>EL-VULN 3.1: Frontline Support to vulnerable persons</p>	<ul style="list-style-type: none"> • Support in establishing cooperation and coordination mechanisms at field level in the areas of vulnerability and UAC. • Support in mapping and following up vulnerability-related procedures, workflows and services at field level.
<p>Inputs</p> <p>EL-VULN 3.0: Structural Support to the GSVF</p>	<p>Indicative resources:</p> <p><u>Deployment of ASTs</u></p> <p>81 experts, as follows:</p> <ul style="list-style-type: none"> • Reception Officer: 1 <p><u>Support to the NERM</u></p> <ul style="list-style-type: none"> • Reception Officer: 1 • Operations Assistants – UAC: 12 <p><u>Support to programming</u></p> <ul style="list-style-type: none"> • Reception Officer: 1 • Operations Assistants: 8 <p>Support for UAC</p> <p><u>Institutional Support</u></p> <ul style="list-style-type: none"> • Reception Officers: 2 • Operations Assistants 7 <p><u>Management of Accommodation Requests and Placements:</u></p> <ul style="list-style-type: none"> • Reception Officers: 1 • Operations Assistants: 6 <p><u>Mentorship</u></p> <ul style="list-style-type: none"> • Reception Assistants – UAC Mentors: 8 <p><u>Monitoring and Evaluation of Accommodation Centres:</u></p> <ul style="list-style-type: none"> • Reception Officer: 1 • Operations Assistants: 8 <p><u>Pre-integration and Support:</u></p> <ul style="list-style-type: none"> • Operations Assistants – UAC: 3 <p>Support for Vulnerable Persons</p> <ul style="list-style-type: none"> • Reception Officer: 3 • Operations Assistants: 17

	<p>The aforementioned teams will be deployed gradually, also taking into account the recruitment of the the Ministry and support from other actors.</p> <p>Support to EKKA Training Support Officers: 2</p> <p><u>Interpretation support:</u></p> <ul style="list-style-type: none"> • Interpreters: 10 <p><i>Interpretation support may only be provided on an ad hoc basis, and only in case of extraordinary needs.</i></p>
EL-VULN 3.1: Frontline Support to vulnerable persons	<p><u>Indicative resources:</u></p> <p><u>Deployment of ASTs</u></p> <ul style="list-style-type: none"> • Vulnerability Liaison Officers: 15
Horizontal	<p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include <i>inter alia</i> 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>

Measure EL-TP 4: Temporary Protection Support	
Expected Outcome: <i>Enhanced capacity of the Greek authorities to effectively implement the Temporary Protection Directive</i>	
Responsible Authority(ies)/Main National Partner(s)	<ul style="list-style-type: none"> • Services of the Ministry of Migration and Asylum (MoMA) • General Secretariat for Migration Policy • Greek Asylum Service (GAS) • General Secretariat for the Reception of Asylum Seekers • Reception and Identification Service (RIS) • General Secretariat for Vulnerable Persons and Institutional Protection (GSVP)
Operational Preconditions	<ul style="list-style-type: none"> • The national authorities have transposed the Temporary Protection Directive into national law. • Support under this measure will be continued for as long as needs triggered by the flow of Temporary Protection beneficiaries from Ukraine persist, taking into account the Council Decisions regarding the implementation of the Temporary Protection Directive. • Joint standard operating procedures and working arrangements are established and implemented, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient the collaboration at national and local level, including mainland and islands.

	<ul style="list-style-type: none"> • A bi-directional data sharing agreement covering the outputs of EUAA-deployed personnel under the performed operational activities and detailed overall national data on the respective statistical indicators is in place between EUAA and the Greek authorities to allow measuring the results of EUAA’s intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed.
Outputs	EL-TP 4.0: Temporary Protection Support
Actions EL-TP 4.0: TP Support	<ul style="list-style-type: none"> • Support in registering beneficiaries of Temporary Protection, including vulnerable persons, as well as facilitating administrative procedures. • Support in communication and information provision (CIP) to Temporary Protection beneficiaries on the process, rights and obligations linked to Temporary Protection. • Support in identification of needs, referral and follow up for beneficiaries of Temporary Protection, in particular persons with vulnerabilities and/or special reception needs, including UAC. • Support for continuous coordination with the GSVP, including rapid referral of cases requiring urgent action. <p><i>Support to Temporary Protection will be maintained based on an assessment of operational needs.</i></p>
Inputs EL-TP 4.0: TP Support	<p><u>Indicative resources:</u></p> <p><u>Deployment of ASTs</u></p> <p>5 experts, as follows:</p> <ul style="list-style-type: none"> • Reception Assistants - Site Management: 1 • Reception Assistants: 4 <p><i>In terms of registrations, relevant support will be activated based on an assessment of operational needs: the required resources will be re-allocated from other Measures, as appropriate.</i></p> <p><i>The resources will be allocated to this Measure for the timeframe that this support is needed.</i></p> <p><i>Interpretation support may only be provided on an ad hoc basis, and only in case of extraordinary needs.</i></p> <p>Conditional upon EUAA assessment and approval of any request, and subject to budget availability for the present Operational Plan, support could include <i>inter alia</i> 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>