

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

Valletta Harbour and Athens
1 April 2022

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

Considering the changes in the operational context in light of the invasion of Ukraine launched by Russian armed forces and the ensuing influx which resulted to a significant increase in the applications for international protection; 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 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 1 supersedes the Plan of 16 December 2021 and is binding in its entirety, including annexes. Operational Plan 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.

Valletta Harbour and Athens
1 April 2022

Executive Director of the
European Union Agency for
Asylum

Nina Gregori

Minister of Migration and Asylum for Greece

Notis Mitarachi

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

The number of applications lodged in Greece has followed a downward trend since 2020 after a spiral of increases during the 2015-2019 period. In fact, applications lodged in Greece increased significantly from 2016 onwards mainly due to the unprecedented influx of third country nationals in 2015 and in the beginning of 2016 when the European migration crisis reached its highest point, but also due to the enhanced registration capacity of the Greek Asylum Service. The majority of applicants in Greece over the last 10-year time span originated from Asian countries (Syria, Afghanistan, Pakistan, Iraq) but also from neighbouring countries (Albania, Turkey).

In 2020, while asylum applications continued the previous years' upward trend in the first two months of the year, the COVID-19 outbreak and associated lockdown and movement restriction measures seemed to have impacted significantly on third-country nationals' attempts to reach Greece (-85 % new arrivals compared to 2019). This reduction had a knock-on effect on applications in Greece, resulting in almost the halving of applications lodged. A further drop in the number of applications lodged was perceptible in 2021. Between January and July 2021, some 15 056 applications were lodged in Greece, half of the volume of applications registered over the same period last year. This decrease reflected substantially fewer applications by Afghans and Syrians, who remained the most common applicants and accounted for just one third of all applications in Greece compared to 55 % during the year before.

The constantly increasing level of applications until the beginning of 2020 in conjunction with the broadly stable processing capacity at first instance led to a gradual accumulation of pending cases in Greece. The situation changed drastically from March 2020 onwards. The number of processed cases at first instance greatly exceeded the inflow of applications in all following months resulting in the gradual reduction of the backlog in Greece, dropping to the fourth place among EU+ countries since the beginning of 2021. Apart from the reduced volume of applications, the sharp drop of the backlog came as a result of extremely high levels of first-instance outputs in March and April 2020, when more than 22 000 first instance decisions were issued in these two months. These substantial productivity gains can be attributed to the major legislative changes in asylum law introduced in the beginning of 2020 as well as the optimisation of several procedural aspects and workflows in asylum procedures. The introduction of the embedded model by EASO contributed significantly to the reduction in the backlog. In addition, the establishment of Project North in 2020 and Project South in 2021 facilitated a targeted, localised approach for reducing the backlog. - The positive balance between first instance outputs and applications continued in 2021. At the end of July 2021, first instance backlog dropped further below 44 000, down by two fifths than one year ago or reduced by a quarter compared to the

beginning of 2021. Almost one third of all pending cases pertained to applications from nationals of Afghanistan, followed by Syrian and Turkish applicants.

Decisions on Dublin outgoing requests from Greece had been broadly stable in the past two and a half years. The greatest part of outgoing Dublin requests from Greece concerned “take charge” cases mainly relevant to Article 17.2 of Dublin III regulation (humanitarian grounds). In the first seven months of 2021, some 2 294 decisions were issued by Greece, almost exclusively on take charge outgoing requests. Most decisions were issued in response to outgoing requests to Germany and France, pertaining mostly to applicants from Afghanistan followed by Syria. From January to July 2021, 1 771 persons were transferred to EU+ countries from Greece, all linked to take charge outgoing requests, while 150 applicants were transferred to Greece following mainly accepted take back Dublin requests.

In coordination with the European Commission, the Greek authorities implement a relocation scheme of unaccompanied minors, vulnerable families and beneficiaries of international protection to participating Member States. The scheme started in March 2020 and following the destruction of the Moria camp, Member States and associated countries pledged to relocate more unaccompanied minors, beneficiaries of international protection and vulnerable asylum seekers from Lesbos and the rest of Greece. By end of June 2021, over 4,000 people were relocated to 13 EU countries and 3 associated countries. This voluntary mechanism aims to prepare and relocate: 5,200 vulnerable asylum seekers and beneficiaries of international protection, including 1,600 unaccompanied migrant children and children with severe medical conditions accompanied by their family members.

The volume of appeals lodged in Greece had been steadily exceeding that of decisions issued until around mid-2019. At that point the Appeals Authority in Greece increased their outputs resulting in a higher number of decisions than appeals in almost all consequent months and particularly from the beginning of 2020, a period when significant amendments to the asylum legislation in the country were made. Subsequently, the number of pending cases in appeal started to drop.

In parallel, with the substantial decrease of the volume of pending appeals, the caseload age also fell. While the drop of new arrivals since March 2020 has eased the pressure on asylum and reception system, a substantial number of applicants whose cases are still pending at different stages of the asylum procedure are still accommodated in the available reception facilities. At the end of July 2021, some 46 380 persons were residing in all official reception facilities in Greece, some 39 000 fewer than one year before (a 46 % drop compared to July 2020). The vast majority of this population, (87 %) reside in facilities in mainland Greece, with the remaining hosted by the first reception centres on the Eastern Aegean islands.

On the mainland, the accommodation scheme is comprised of open reception facilities and apartments. It is run under the auspices of the Ministry of Migration and Asylum with substantial involvement of the International Organisation for Migration, the Arbeiter-Samariter-Bund (ASB), the Danish Refugee Council and other NGOs. By the end of October, 28 reception facilities were operational in the mainland, a decrease in comparison to 33 reception facilities in the beginning of 2021. The total capacity of mainland facilities stands at about 25 000 places, with approximately 19 000 persons residing in the mainland, corresponding to an occupancy rate of 76%. In addition, about 15 477 persons are hosted in apartments under the ESTIA accommodation scheme. As of October 2021, the responsibility for the ESTIA cash assistance scheme has been transferred to the Ministry of Migration and Asylum, following the transition of the ESTIA accommodation scheme to the Greek authorities, since the beginning of the year.

With regards to the reception capacity for unaccompanied minors, with SSPUAM's efforts, since the beginning of 2021, there has been an 61% increase of reception places in long term accommodation facilities, namely shelters and Semi-Independent Living apartments (SILs), with a current capacity of 2188 places (1 712 places in shelters and 476 in SILs).

The low level of new arrivals in conjunction with the coordinated actions of the Greek authorities to decongest the islands resulted in a significant decrease in the overall occupancy rate of the reception

facilities: at the end of August 2021, fewer than 5 500 third country nationals were residing on the Greek islands, one third of the total at the beginning of the year. This corresponds to an occupancy rate of 42 % as the official capacity of the reception facilities in all islands stands at about 13 000 beds. In order to improve the reception conditions on the islands, new Multi-Purpose Reception and Identification Centres are planned with the first one 2021 (located in Samos) becoming operational in September 2021.

The present Operating Plan was premised on the assumption that flows will remain at levels similar to the ones experienced in 2020 and 2021, which have allowed the substantial reduction of backlog in applications for international protection and led to the de-congestion in reception facilities on the islands and to a lesser extent, the mainland.

On 24 February 2022, Russian armed forces launched an invasion of Ukraine. As a result, substantial areas of the Ukrainian territory were areas of armed conflict from which thousands of persons have fled and continued to flee. As of March 23, 2022, 13 388 Ukrainian citizens including 4 275 children have crossed into Greece, with more expected in light of continued hostilities.

Council Implementing Decision (EU) 2022/382 of 4 March 2022, in particular Art.3 par.2 stipulates that the EUAA should provide operational support to Member States that have requested assistance to help them cope with the situation, including for the purposes of applying the aforementioned Decision.

On 4 March, 2022 through the Ministerial Decision 131035/04.03.2022 the Minister of Migration and Asylum activated the Presidential Decree 80/2006 on the provision of temporary protection in case of mass influx of displaced third country nationals. The Ministry of Migration and Asylum provides Information to displaced persons from Ukraine through its site as well as in dedicated locations, while short-term and long-term reception services are being made available in various accommodation sites. Against this backdrop, on 15 March 2022 the Greek authorities requested support from EUAA with experts and support for processing and providing support to beneficiaries for temporary protection, via a letter addressed to the Executive Director of the EUAA.

The general objective of the operation is to *provide effective operational, technical and emergency support effectively through implementation of the annual measures in 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.*

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:

1. Measure EL AS 1: Asylum Support

Expected Outcome: *Enhanced capacity of the Greek authorities in processing asylum applications in compliance with the CEAS*

2. Measure EL-REC 2: Reception Support

Expected Outcome: *Enhanced capacity of the Greek authorities in providing reception conditions in compliance with the CEAS*

3. Measure EL-UAC 3: UAC Support

Expected Outcome: *Enhanced capacity of the Greek authorities in providing protection to unaccompanied children*

4. 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 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	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 on 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 and beneficiaries of humanitarian status. 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.
Asylum Service	The Asylum Service 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.
Independent Appeals Committees established under the Appeals Authority	The Appeals Authority operates at the level of Directorate and aims to examine international requests 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.
Special Secretariat for the Protection of Unaccompanied Minors	The Special Secretariat has as its strategic objective the planning, implementation and supervision of the national strategy for the protection of unaccompanied minors, as well as other policies and interventions to ensure the protection of unaccompanied and separated families, minor third-country nationals or stateless persons located in Greece. It consists of the following Units under the Special Secretary: a. Monitoring and Evaluation of Accommodation Centres Unit. b. Housing and Relocation Requests Management Unit. c. Unit for the Integration and Support of Unaccompanied Minors. d. Institutional Protection Unit.
Reception and Identification Service	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

	<p>international protection and may be vulnerable individuals, families, minors or unaccompanied minors.</p> <p>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, 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.</p> <p>The Reception and Identification Service consists of the following organisational units:</p> <ol style="list-style-type: none"> 1. The Directorate of Support (previous Central Administration) 2. The Independent Emergency Response Department, which reports directly to the Director of Reception and Identification Centre (RIC) 3. The Directorate of Reception and Identification Centres (RIC) Controlled Temporary Accommodation Structures and Closed Controlled Structures 4. The Directorate of Northern Greece Structures. 5. The Directorate of Southern Greece Structures.
EKKA (National Centre for Social Solidarity)	<p>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.</p>
EODY - Medical Examination and Psychosocial Support Unit	<p>EODY staff conducts the initial / preliminary medical examination and identifies those in need of immediate medical assistance. The 'triage' system is used to assess and address the medical needs of the population of undocumented third-country nationals and to identify cases that may require special assistance.</p>

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) evaluations² 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

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

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 2018/1725³ and Regulation (EC) No 1049/2001⁴.

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

³ 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).

⁴ 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).

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 activities⁵ 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. 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 EUAA⁶.

Under the complaints mechanism set up by the Agency⁷, 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 1049/2001⁸ and the EUAA implementing rules on access to documents⁹, 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.

⁵ 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.

⁶ As soon as it is established in the EUAA.

⁷ As soon as it is established in the EUAA.

⁸ 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

⁹ 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

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 2018¹⁰ 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 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

¹⁰ Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

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')¹¹ 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.

¹¹ [EUR-Lex - 12012E/PRO/07 - EN - EUR-Lex \(europa.eu\)](#)

- 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.
- 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.

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 Union¹²;
- ii. Member States experts, including Member State experts made available through the Asylum Reserve Pool;
- 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 Agency¹³ 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 Regulation¹⁴ and Article 19 of EUAA Regulation.

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:

¹² As laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68, OJ L 56, 4.3.1968, p.1.

¹³ 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).

¹⁴ 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.

(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 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.

(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 Framework¹⁵ 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.

¹⁵ Decision of the Executive Director No 61 of 12 April 2021 on the Security Governance Framework.

- 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.
- 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 framework¹⁶. 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 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.
- 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 participant¹⁷ 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

¹⁶ Including, *inter alia*, the security principles contained in Commission Decision (EU, Euratom) 2015/444.

¹⁷ 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.

channel: security_incidents_operations@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 expert 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. 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 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 Regulation¹⁸, 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.

¹⁸ 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 policy and Asylum (MoMA) • General Secretariat for Migration Policy • Greek Asylum Service (GAS) • Appeals Authority (AA) • Special Secretariat for the protection of Unaccompanied Minors (SSPUAM) • 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 are established, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient collaboration at 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 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 impact of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed. • The Greek authorities finalise the timeline and modalities of the transition of registration from GAS to RIS, including as regards EUAA training.
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>EL-AS 1.4 Support to asylum processing at second instance</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 Ministry of Migration and Asylum as well as Asylum Service HQ on strategic planning and coordination • Support to Asylum Service HQ 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 between HQ and the field on quality issues, implementing quality assessment tools and organising explanatory sessions and workshops • Support in strengthening the Asylum Service HQ 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 facilitating the participation of national authorities' staff in EUAA Train-the-Trainer sessions, supporting and facilitating of national trainings and coaching sessions, translating EUAA modules • Support in strengthening the Legal Directorate of MoMA on processing legal matters regarding the procedures of granting international protection • Support in enhancing the Ministry of Migration and Asylum, as well as Asylum Service HQ on data management, analysis and reporting capabilities, including through support to DG IT 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 remote) • Support with the provision of interpreters for registrations, interviews, information provision and other activities of the Greek Asylum Service (face-to-face and remote) • Support in setting up asylum processing centres that will host EUAA/GAS joint operations <p>Provided that the trend of low number of arrivals continues at similar levels throughout 2022, the Agency will reduce operational support, and will gradually handover to GAS. Surge support will be provided when necessary.</p>
<p>EL-AS 1.2 Support to Relocation</p>	<ul style="list-style-type: none"> • Support in coordination and harmonisation of relocation activities, including the design of tools, workflows and templates

<p>EL-AS 1.3 Support to the processing of Dublin requests</p> <p>EL-AS 1.4 Support to asylum processing at second instance</p>	<ul style="list-style-type: none"> • Delivery of relevant, including tailor-made, trainings and guidance • Support in conducting relocation interviews and drafting assessments • Provision of interpretation services for interviews • Conducting quality reviews of relocation interviews • Matching of relocation requests with Member State pledges • Support to Member State missions, including conducting additional interviews and providing interpretation, if requested • Other support, in accordance with SOPs <p>The ongoing relocation schemes are expected to draw to a close in the course of 2022. In case of additional relocation needs or any resettlement needs, appropriate support will be provided.</p> <ul style="list-style-type: none"> • Support in processing outgoing requests and information requests • Support in processing incoming requests only after agreement on SOPs, training, tools and reporting • Support in enhancing processing capacity for transfers • Provision of interpretation services for information provision and other activities of the Dublin Unit (face face-to- face and remote) <ul style="list-style-type: none"> • Support in the preparation of essays for the Appeals Committees, including COI research • 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 • Support in the preparation of files for the Appeals Committees • Support in enhancing the Appeals Authority data management, analysis and reporting • Ad-hoc support with the provision of interpreters for hearings and other activities of the Appeals Authority
<p>Inputs</p> <p>EL-AS 1.0 Support to governance, strategic planning, quality and procedures</p>	<p>Indicative resources:</p> <p>Deployment of asylum support teams:</p> <ul style="list-style-type: none"> • Field Support Officer: 3 • Finance Assistants: 1 • Operations Assistant-ICT: 1 • Quality Officers: 9

<p>EL-AS 1.1 Support to asylum processing at first instance</p>	<ul style="list-style-type: none"> • COI Researchers: 2 • Statistics Assistant: 1 • Operations Assistant: 2 • Case Analysts: 5 <p><i>Support to the Legal Directorate of MoMA</i></p> <ul style="list-style-type: none"> • Legal Officers: 2 <p><i>Support to DG IT:</i></p> <ul style="list-style-type: none"> • Statistics Assistants: 6 • ICT Assistants: 10 <p>Deployment of asylum support teams:</p> <ul style="list-style-type: none"> • Caseworkers: 70 • Team Leaders: 14 (a Team Leader may have up to maximum 5 Caseworkers in his/her team) <p><i>Depending on operational needs/caseload, the deployment of CWs and TLs to be reduced and replaced when needed with surge capacity.</i></p> <ul style="list-style-type: none"> • Registration/Administrative/Information Provision Assistants: maximum of 80, based on needs and consistent with the transition of the task from GAS to RIS • Coordination personnel (Field Support Officer/ICT): 2 • A total of 100 interpreters to cover the needs of sub-measure 1.1 and 4.1 <p><i>EUAA support to interpretation will be gradually phased out during the programming period with a view to allowing the hand-over to Greek authorities.</i></p>
<p>EL-AS 1.2 Support to Relocation</p>	<p>Ad hoc deployment of caseworkers and team leaders via the EUAA surge team.</p> <p>Ad hoc provision of interpretation services, according to needs.</p>
<p>EL-AS 1.3 Support to the processing of Dublin requests</p>	<p>Deployment of asylum support teams:</p> <ul style="list-style-type: none"> • Dublin Experts: 12 • Dublin Operations Assistants: 9 • Statistics Assistant: 1 <p>Provision of interpretation services: 5 interpreters</p>
<p>EL-AS 1.4 Support to asylum processing at second instance</p>	<p>Deployment of asylum support teams:</p> <ul style="list-style-type: none"> • Rapporteurs: 9 • Statisticians: 2 • Planning Officer: 1 • Operations/Administrative Assistants: 6

Horizontal	Conditional on an agreement between EUAA and Greek authorities and subject to budget availability for the present Operational Plan material and operational support by the Agency could include inter alia provision of equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and others where required for the joint EUAA and national authorities' activities
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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 • 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 are established, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient collaboration at 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 OP. • A two-way 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 impact of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed. • The Greek authorities finalise the timeline and modalities of the transition of registration from GAS to RIS, including EUAA training. • The national authorities have transposed the Temporary Protection Directive into national law.

<p>Outputs</p>	<p>EL-REC 2.0 Support to Reception governance, strategic planning, quality and procedures</p> <p>EL-REC 2.1 Support to First-Line Reception</p> <p>EL-REC 2.2 Support to Second-Line Reception</p> <p>EL-REC 2.3 Support to community engagement in reception</p>
<p>Actions</p> <p>EL-REC 2.0 Support to Reception governance, strategic planning, quality and procedures</p>	<ul style="list-style-type: none"> • Support to the Ministry of Migration and Asylum and RIS on strategic planning and coordination, including through: <ul style="list-style-type: none"> • the development and implementation of a national reception strategy and contingency plan • joint coordination mechanism between HQ and field on thematic areas of EUAA support (technical working groups) • the development and implementation of tools for enhanced coordination, planning and monitoring of funding and procurement • Support to RIS HQ on procedures and training, including through: <ul style="list-style-type: none"> • development and roll-out of SOPs, guidance and operational tools, including through the operation of the queries desk • facilitating the participation of national authorities in EUAA Train-the-Trainer sessions; supporting and facilitating national trainings; strengthening the training roster; supporting training development; translating EUAA modules. • Support at central level on reception centre/site management, including: <ul style="list-style-type: none"> • site planning and design of reception centres, according to EUAA Guidance • development and roll-out of a self-monitoring mechanism for reception, including training and capacity-building • consolidation and roll-out of a comprehensive Information Management (IM) mechanism regarding the population of residents in reception centres • development and roll-out of operational framework on communication and information provision to residents in reception centres • development and roll-out of site management tools, including for shelter allocation and logistics • support to referrals, transfers, ESTIA accommodation and cash assistance schemes • Support in strengthening the capacity of RIS on case management, including through: <ul style="list-style-type: none"> • develop of the operational framework for case managers in reception centres and coordination in the roll-out of the scheme

<p>EL-REC 2.1 Support to First-Line Reception</p>	<ul style="list-style-type: none"> • Support EKKA in delivering training on trafficking in human beings • Support in site management • Support in the roll-out of a comprehensive Information Management (IM) system for the population of residents in reception centres • Support in communication and information provision (CIP) • Support in vulnerability identification, assessment and referrals, including in child protection and UAC administrative procedures and reception • Support in the set-up and roll-out of a case management system in the first-line reception system, which aims to ensure identification of needs, referral and follow up for residents • After the transfer of the task from GAS to RIS is concluded in each relevant location, support in the registration of applicants • Support for the identification, referral and follow up of Dublin cases • Support for continuous coordination with SSPUAM regarding UACs in RICs, including rapid referral of cases requiring urgent action • Provision of interpretation services
<p>REC 2.2 Support to Second-Line Reception</p>	<ul style="list-style-type: none"> • Support in site management • Support in the roll-out of a comprehensive Information Management (IM) system for the population of residents in reception centres • Support in communication and information provision (CIP) • Support in the set-up and roll-out of a case management system in the second-line reception system, which aims to ensure identification of needs, referral and follow up for residents • After the transfer of the task from GAS to RIS is concluded in each relevant location, support in the registration of applicants • Support for continuous coordination with SSPUAM regarding UACs in LTACs, including rapid referral of cases requiring urgent action • Support with the operation of Asylum Processing Clusters/Interview Rooms for remote asylum interviews • Provision of interpretation services to RIS
<p>EL-REC 2.3 Support to community engagement in reception</p>	<ul style="list-style-type: none"> • Support to MoMA on the development and 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>Inputs</p> <p>EL-REC 2.0 Support to Reception governance, strategic planning, quality and procedures</p>	<p>Indicative resources:</p> <p>Deployment of asylum support teams:</p> <p><i>Strategic planning and coordination:</i></p> <ul style="list-style-type: none"> • Reception Officers: 2 • Business Analysts: 2 • Reception Assistants: 24 • Statistics Assistants: 1 • Administrative Assistants: 12 • Procurement Assistants: 2 <p><i>Procedures and training:</i></p> <ul style="list-style-type: none"> • Legal Officers: 7 • Training Support Officers: 2 <p><i>Reception centre/site management:</i></p> <ul style="list-style-type: none"> • Reception Assistants - Monitoring: 8 • Civil/Construction Engineers: 6 • Logistics Assistants: 4 • Reception Assistants - Transfers: 2 • Reception Assistants - Accommodation: 1 • Information Management Assistants: 5 <p><i>Case management:</i></p> <ul style="list-style-type: none"> • Reception Assistants - Vulnerability: 3 <p><i>Support to the Legal Department of MoMA</i></p> <ul style="list-style-type: none"> • Legal Officers: 3 <p><i>Support to EKKA</i></p> <ul style="list-style-type: none"> • Training Support Officers: 2 <p><i>Support to the Special Service for Coordination and Management of Migration and Internal Affairs Programmes</i></p> <ul style="list-style-type: none"> • Funding Experts: 6
<p>EL-REC 2.1 Support to First-Line Reception</p>	<p>Deployment of asylum support teams:</p> <ul style="list-style-type: none"> • Reception Assistants - Site Management: 17 • Reception Assistants - Transfers: 5 • Legal Officers: 11 • Logistics Assistants: 4 • Information Management Assistants: 8 • Reception Assistants -Communication and Information provision: 5 • Registration Assistants: <i>agreed number to be transferred from GAS to RIS when the transfer of the task is concluded in each relevant location</i> • Reception Assistants - Vulnerability: 11 • Case Management Assistants: 10 <i>(to be deployed upon development of operational framework, including necessary training, SOPs, workflows as well as IT and other tools)</i>

<p>EL-REC 2.2 Support to Second-Line Reception</p>	<p>Provision of interpretation services: 25 Interpreters</p> <p><i>EUAA support to interpretation will be gradually phased out during the programming period with a view to allowing the hand-over to Greek authorities.</i></p> <p>Deployment of asylum support teams</p> <ul style="list-style-type: none"> • Reception Assistants - Site Management: 69 • Administrative Assistants: 6 • Information Management Assistants: 37 • Registration Assistants: <i>agreed number to be transferred from GAS to RIS when the transfer of the task is concluded in each relevant location</i> • Reception Assistants (vulnerability): 28 • Case Management Assistants: 50 <i>(to be deployed upon development of operational framework, including necessary training, SOPs, workflows as well as IT and other tools)</i> <p>Provision of interpretation services: 62 Interpreters</p> <p><i>EUAA support to interpretation will be gradually phased out during the programming period with a view to allowing the hand-over to Greek authorities.</i></p>
<p>EL-REC 2.3 Support to community engagement in reception</p>	<p>Deployment of asylum support teams:</p> <ul style="list-style-type: none"> • Legal Officers: 2 • Project Officers: 3 • Reception Assistants: 5 • Business Analysts: 2 • Logistics Assistants: 2 • Communication Officers: 2
<p>Horizontal</p>	<p>Conditional on an agreement between EUAA and Greek authorities and subject to budget availability for the present Operational Plan material and operational support by the Agency could include inter alia provision of equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and others where required for the joint EUAA and national authorities' activities</p>

Measure EL-UAC 3: UAC Support

Expected Outcome: *Enhanced capacity of the Greek authorities in providing protection to unaccompanied children*

Responsible Authority(ies)/Main National Partner(s)	<ul style="list-style-type: none"> • Special Secretariat for the Protection of Unaccompanied Minors
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 are established, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient the collaboration at national 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 impact of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed.
Outputs	EL-UAC 3.0 UAC Support
Actions EL-UAC 3.0 UAC Support	<p><i>Department of Institutional Protection</i></p> <ul style="list-style-type: none"> - Support in external coordination and cooperation with key authorities, including the establishment of coordination networks - Enhancement of data collection and data management mechanisms on UAC & UAC accommodation facilities and modalities - Support in the development of, and communication on, the guardianship scheme, including SOPs for professional guardians, and in the implementation of the interim scheme of authorised representation for unaccompanied children - Support in the development and mainstreaming of an operational framework for best interest assessment and best interest determination - Establishment of a framework for the prevention of violence, exploitation and abuse of unaccompanied minors, as well as referral and response mechanisms for minors who are victims of violence, exploitation and abuse <p><i>Department of Management of Accommodation Requests and Placements</i></p> <ul style="list-style-type: none"> - Support in planning and funding, including the development of planning and needs tracking tools and mechanisms

	<ul style="list-style-type: none"> - Management of the National Emergency Response Mechanism, including the operation of a Tracing and Referral mechanism and the operation of emergency accommodation facilities - Support in the management of a referral and placement system for UAC accommodation - Support in the implementation of family tracing procedures and guidelines - Support in the coordination of relocation schemes for UAC - Support in the implementation and expansion of the Mentorship Programme - Support in professional development through the development of training plans, the creation of a trainers' roster, the design of delivery of trainings, coaching and joint thematic workshops, including with other authorities, organisation of exchange visits with other MS States <p>Department of Monitoring and Evaluation of Accommodation Centres</p> <ul style="list-style-type: none"> - Support in assessment/ monitoring of reception and accommodation conditions for UAC - Support in the operational framework and implementation of the Supported Independent Living (SIL) scheme.
<p>Inputs EL-UAC 3.0 UAC Support</p>	<p>Indicative resources: Deployment of asylum support teams: <i>Under the Department of Institutional Protection of UAMs:</i></p> <ul style="list-style-type: none"> • Reception Officers: 3 • Operations Assistants – Legal Support: 5 • Operations Assistants – UAC: 4 • Operations Assistants – ICT: 1 <p><i>Under the Department of Management of Accommodation Requests and Placements:</i></p> <ul style="list-style-type: none"> • UAM Mentors: 6 • Reception Officers: 3 • Operations Assistants – ICT: 2 • Operations Assistants – UAC: 8 • Operations Assistant: 1 <p><i>Under the Department of Monitoring and Evaluation of Accommodation Centres:</i></p> <ul style="list-style-type: none"> • Operation Assistants – ICT: 1 <p><i>Aforementioned teams will be deployed taking into account support from other actors in view of avoiding duplication.</i></p> <p>Ad hoc provision of interpretation services</p> <p>Conditional on an agreement between EUAA and Greek authorities and subject to budget availability for the present Operational Plan material and operational support by the Agency could include inter alia provision of equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and others 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 policy 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) • Special Secretariat for the protection of Unaccompanied Minors (SSPUAM)
Operational Preconditions	<ul style="list-style-type: none"> • The national authorities have transposed the Temporary Protection Directive into national law. • 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 are established, and regular coordination meetings are held among concerned representatives of national authorities and with EUAA to ensure efficient the collaboration at national 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 impact of EUAA's intervention. • The Greek authorities make available necessary office space and equipment for implementation of activities, unless otherwise agreed.
Outputs	<p>EL-TP 4.1: Support to the Asylum Service in implementing the procedures regarding temporary protection</p> <p>EL-TP 4.2 Support to the Reception and Identification Service in implementing activities regarding temporary protection</p>

<p>Actions</p> <p>EL-TP 4.1: Support to the Asylum Service in implementing the procedures regarding temporary protection</p> <p>EL-TP 4.2 Support to the Reception and Identification Service in implementing activities regarding temporary protection</p>	<ul style="list-style-type: none"> • Support in registering beneficiaries of temporary protection, including vulnerable persons, as well as in providing information and facilitating administrative procedures • Support with the provision of interpretation services • Support in communication and information provision (CIP) • Support in identification of needs, referral and follow up for beneficiaries of temporary protection, in particular vulnerable persons • Support for continuous coordination with SSPUAM regarding UACs, including rapid referral of cases requiring urgent action • Provision of interpretation services to RIS
<p>Inputs</p> <p>EL-TP 4.1: Support to the Asylum Service in implementing the procedures regarding temporary protection</p> <p>EL-TP 4.2 Support to the Reception and Identification Service in implementing activities regarding temporary protection</p> <p>Horizontal</p>	<ul style="list-style-type: none"> • Caseworkers: 12 <p>The caseworkers of the EUAA surge team will be allocated to this task for the period of time that this is needed.</p> <ul style="list-style-type: none"> • Registration/Administrative Assistants: 12 • A total of 100 interpreters to cover the needs of sub-measure 1.1 and 4.1 <p>Deployment of asylum support teams</p> <ul style="list-style-type: none"> ○ Reception Assistants: 18 ○ Reception Assistants (vulnerability): 4 ○ Interpreters: 18 <p><i>The resources will be allocated to this measure for the timeframe that this support is needed. If the need subsides, the resources will be reallocated to other measures.</i></p> <p>Conditional on an agreement between EUAA and Greek authorities and subject to budget availability for the present Operational Plan material and operational support by the Agency could include inter alia provision of equipment, works, services, communication/promotional materials, costs for trainings/meetings/workshops, infrastructure costs, IT equipment, office supplies and others where required for the joint EUAA and national authorities' activities</p>

ANNEX II - Incident Report Form

[CONFIDENTIAL] Incident Report

Location:	
Date:	
Name of EUAA staff:	
Name of responsible National Authority Authorised Representative:	

Date of incident:

Information on the incident:

ANNEX III – Security Incident Report Form

Security Incident Report

Location:	
Date:	
Name of EUAA staff:	
Name of responsible National Authority Authorised Representative:	

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