

2019 OPERATING PLAN
AGREED BY EASO AND GREECE

Valletta Harbour and Athens
19 December 2018

Having regard to Articles 8, 10 and 13 to 23 of Regulation (EU) No 439/2010 of the European Parliament and of the Council of 19 May 2010 establishing a European Asylum Support Office (hereinafter 'EASO Regulation'),

The Executive Director of the European Asylum Support Office (hereinafter 'EASO')

and

The Minister of Migration Policy of Greece

Hereby agree on the Operating Plan (hereinafter 'the Plan') for the deployment of Asylum Support Teams and the provision of technical and operational assistance to Greece until [date in full, e.g. 4 December 2018].]

Any amendments or adaptations of this Plan shall be agreed in accordance with Article 18(2) of the EASO Regulation.

EASO shall share a copy of the Plan with the Members of the EASO Management Board for information.

The Plan will also be published on the EASO web-site and uploaded in EAIPS (<https://eaips.spapps.easo.europa.eu/>).

Valletta Harbour and Athens

Date:

Date:

Executive Director a.i. of the
European Asylum Support
Office

Minister for Migration Policy

Jamil Addou

Dimitrios Vitsas

1. INTRODUCTION

1.1 Legal Framework

Article 13 of the EASO Regulation states:

1. A Member State (or Member States) subject to particular pressure may request EASO for deployment of an Asylum Support Team. The requesting Member State or Member States shall provide, in particular a description of the situation, indicate the objectives of the request for deployment and specify the estimated deployment requirements.
2. In response to such a request, EASO may coordinate the necessary technical and operational assistance to the requesting Member State(s) and the deployment, for a limited time, of an Asylum Support Team in the territory of that Member State(s) on the basis of an Operating Plan.
3. All EASO activities performed in the context of the support and technical assistance as identified in the Plan herewith fall under the legal framework of the host Member State. This includes, inter-alia, the safety and security of persons and assets participating in those EASO activities.

1.2 Operational Situation and Needs Assessment

2015 was a year of an unprecedented number of arrivals in Greece with 856.723 persons crossing the Greek-Turkey sea borders to the Aegean islands. Since then sea arrivals decreased significantly, from over 173,000 in 2016 to just over 29,700 in 2017. From May to December 2017, the number of persons arriving by sea increased by 33% compared to the same period in 2016 with most arrivals originating from Syria, Iraq, and Afghanistan. Collectively, arrivals from these three countries accounted for 73% of all arrivals by sea to Greece in 2017¹. In 2018, according to the UNHCR database, the number of sea arrivals amounted to 19,951 (last update 02 September 2018)².

Despite the decrease in the number of arrivals by sea to Greece since 2015, the constant flow of new arrivals reaching Greek territory remains high and continues to add pressure on the Greek Asylum (first & second instance) and Reception systems.

Regarding the relevance of the intervention to the country needs, there remains a significant number of pending cases at different stages of the **asylum procedure**, within first and second instance. Since the end of the relocation program in 2017, a constantly-increasing trend in the backlog of pending cases at first-instance is observed in Greece. In August 2018, 50,091 cases awaiting a first-instance decision (up by 69 % compared to the 29 656 unresolved applications in August 2017). 44 % of all current open cases have been pending for more than six months.

Following the significant increase of asylum applications lodged, the examination of asylum applications in due time is a matter of concern. An important number of applications has been pending for a period exceeding 6 months, while in the majority of these cases the personal interview has not taken place yet³. According to the Asylum Service, the average processing time at first instance was 6 months (data end of December 2017). However, the actual duration of the first instance procedure is much longer taking into account that the delay between pre-registration and registration of the application is on average 81 days⁴. The average time for processing applications under the fast-track

¹UNHCR, "Desperate Journeys," 2018. Available at: <https://data2.unhcr.org/en/documents/download/63039>

²UNHCR, [Operational Portal Refugee Situation](#), 6 September 2018, last accessed 6 September 2018

³ Asylum Information Database, Country report: Greece, 2018. Available at:

<https://www.asylumineurope.org/reports/country/greece>

⁴ Idem

border procedure at first instance in December 2017 was 83 days from the pre-registration of the application and 53 days from full registration instead of the 7 days foreseen by law⁵.

According to the European Commission's Migration Crisis Information Sheet (updated 3rd July 2018) between 20th March 2016 until 1st of July 2018, 66,512 people expressed their intention to apply for asylum among which 53,718 have done so. 5,678 applications have been referred to the regular procedure due to the Dublin III regulation and 29,296 applications have been referred to the regular Procedure for vulnerability reasons, making a total of 34,978 (65% of the cases) referrals to the regular procedure which puts an extra pressure on the Greek Asylum System⁶.

The number of arrivals also puts pressure on the Dublin Unit that in 2017 dealt with 9,784 take-charge applications sent to other EU Member States⁷.

As for the second instance, a total of 11,632 appeals were lodged to the independent Appeals Committees in 2017. 4,368 appeals were pending at the end of the year, of which 3,050 had been examined but the issuance of the decision was pending⁸. The number of appeals recorded from the beginning of 2018 amounted to 7,112⁹.

In terms of reception and despite the national efforts undertaken to increase the reception capacity to deal with the number of arrivals, there remains a strong need for supporting the Reception and Identification Service.

Since mid-2015, Greece is facing large-scale arrivals of refugees/migrants. The imposition of border restrictions and the subsequent closure of the Western Balkan route in March 2016, resulted in about 50,000 third-country nationals remaining in Greece. This created an unprecedented burden on the Greek reception system¹⁰.

Based on Article 1 of its founding Regulation, EASO has the mandate to help to improve the implementation of the Common European Asylum System (the CEAS), to strengthen practical cooperation among Member States on asylum and to provide and/or coordinate the provision of operational support to Member States subject to particular pressure on their asylum and reception systems. The draft EUAA Regulation (version of September 2018) focuses on the provisions concerning operational and technical assistance that will enable the Agency to provide support to Member States to the fullest extent possible. This would involve carrying out administrative procedures for international protection or parts of it, by assisting with or carrying out the procedure for determining the Member State responsible to examine an application for international protection and by assisting courts or tribunals with the handling of appeals, fully respecting the competence of Member States to take decisions on individual applications, and the judiciary in each Member State. Moreover, since 2016 the Greek government made a number of amendments in its legislative acquis in order to allow EASO's support in the asylum procedure.

EASO has supported Greece since 2011. The intervention for 2019 onwards is highly relevant for the enhancement of the capacity of the Asylum Service and Appeals Authority to implement the asylum

⁵ Asylum Information Database, Country report: Greece, 2018. Available at: <https://www.asylumineurope.org/reports/country/greece>

⁶D. HOME, *Migration Crisis Information Sheet*, 2018

⁷Asylum Service, *The work of the Asylum Service in 2017*, Athens, 2018. Available at <http://asylo.gov.gr/en/wp-content/uploads/2018/01/Press-Release-25.1.2018.pdf>

⁸ Asylum Information Database, Country report: Greece, 2018. Available at: <https://www.asylumineurope.org/reports/country/greece>

⁹Asylum Service, *The work of the Asylum Service in 2017*, Athens, 2018. Available at <http://asylo.gov.gr/en/wp-content/uploads/2018/01/Press-Release-25.1.2018.pdf>

¹⁰ Idem

procedure efficiently and in a timely manner and for the enhancement of the capacity of the Reception and Identification Service to manage and operate the Reception Centres.

Flexibility Clause

The Plan aims to provide timely, active and flexible support to the identified needs of Greece. The foreseen activities will be implemented in consideration of the changing circumstances of the international protection and reception systems in Greece and other MS, as well as any specific circumstances on the ground, and subject to the availability of financial resources and experts.

The schedule of the measures and tasks in the Plan is a forecast and may change. Any change will be subject to a discussion between EASO and Greece. The Executive Director of EASO, following a prior agreement of the Greek Authorities, is authorized to make changes that may be accommodated within the objectives of a measure without requiring an amendment of the Plan, provided that they do not affect the overall budget.

The Plan may be revised including amendment, suspension or termination of measures at any time in order to reflect new operational developments in accordance with Article 18(2) of the EASO Regulation.

1.3 Lawfulness and Respect for Fundamental Rights

Support related to the participation in EASO activities under this Plan must be carried out in a way that fully respects human dignity. All personnel involved in operational support activities shall maintain the highest standards of ethical conduct, professionalism, respect and promotion of fundamental rights and international protection. This particularly applies vis-à-vis persons who are in need of international protection. Personnel is expected to meet obligations imposed upon them by the provisions of this Plan, in compliance with the requirements of the CEAS.

Whilst taking part in the EASO operational support activities, all personnel shall respect the applicable International law, European Union law and the national law of Greece. They shall maintain the highest standards of integrity and conduct. They are to act responsibly and proportionally to current 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. All persons in EASO operational support activities shall comply and act in accordance with the Code of Conduct.

1.4 Confidentiality and Data Protection

Without prejudice to the public right of access to documents, as laid down in Regulation (EC) 1049/2001¹¹ and the EASO implementing rules on access to documents¹², the signed Plan and any amendments thereof shall be made available to the competent authorities in each EU Member State, as well as the associate countries, Iceland, Liechtenstein, Norway and Switzerland.

¹¹ 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

¹² 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

This Plan shall be made publicly available once it has been signed by EASO and Greece.

Personal data will be processed in accordance with Regulation (EC) 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. EU data protection legislation applicable to EASO that may enter into force during the implementation period of this Plan shall likewise apply as of the date of entry into force. The Plan also takes into account the General Data Protection Regulation as updated in May 2018¹³ 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).

Whenever processing personal data during the activities agreed within the Plan, EASO will act on behalf of the competent authorities of Greece, following the applicable EU and national laws and regulations, as well as the instructions received from Greece as the data controller. EASO will implement the necessary technical and organizational measures to ensure the security and confidentiality of the personal data it processes. This is to prevent any unauthorized disclosure of or access to this information.

2. GENERAL CONDITIONS

This chapter of the Plan describes the various measures to support the authorities of Greece in the field of international protection and reception.

EASO will 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 EASO. All intellectual property rights of the work of the experts performed in the context of the Plan are vested in EASO. Selected deliverables developed under this Plan may be published.

2.1 Main National Partner Organizations

The main organizations of Greece involved in this Plan are the following.

Organization	Responsibilities
Ministry of Migration Policy	Highest authority (ministerial level) in charge of the definition of migration policies of the Greek Government.
Ministry of Labour and Social Solidarity	Highest authority (ministerial level) in charge of the definition of Labour policies of the Greek Government. Law 4554/18 – 7 – 2018 on Guardianship of Unaccompanied Minors defines the following jurisdictions of the Ministry of Labor in relation to the UAMS, which is as follows: 1) the current law applies to all unaccompanied persons under 18 who arrive to Greece. 2) The competent authority for the protection of unaccompanied and separated children is the General Directorate of Social Solidarity (Ministry of Labour, Social Insurance and Social Solidarity). 3) The Supervisory Council for the Guardianship of Unaccompanied Minors is established under the Ministry of Labour having, among others, the following competency: evaluation and identification of child's best interest, upon a justified

¹³Corrigendum, OJ L 127, 23.5.2018, p. 2 ((EU) 2016/679)

Organization	Responsibilities
	recommendation submitted by the guardian, in cases where a serious decision is about to be taken regarding the future of the minor.
Greek Asylum Service	The Asylum Service is an independent body reporting directly to the Minister of Migration Policy in charge of the international protection status determination in Greece.
Appeals Authority	The Appeals Authority is an independent body, which reports directly to the Minister of Migration Policy. It examines at second instance administrative (quasi-judicial) appeals lodged against decisions issued by the Asylum Service (first instance). It is composed of Appeals Committees.
Reception & Identification Service (RIS)	RIS is an independent body under the General Secretariat of Reception of the Ministry of Migration Policy. Its mission is to manage third country nationals who cross the Hellenic borders without legal documents and/or procedures, in an effective manner and under conditions that respect their dignity, by placing them in first reception procedures. It is constituted by the Central Service and the Reception and Identification Regional Services. The Central Service is registered in Athens, has the responsibility of programming, planning and coordinating the activities that are taking place in the Regional Services, ensuring the unrestricted exercise of their function. The Central Service is responsible for the ensuring of the necessary conditions in order to implement the project of the Regional Services. Apart from planning, the Central Service is responsible to supervise/oversee the implementation of actions that are in line with the National Legislation (National Strategy) as well as with the international commitments of the country. The Central Service develops cooperation with European and International Organizations, while participates in actions and programmes financed by the E.U. and other institutions.
Directorate for the Protection of Asylum Seekers (DPAS)	DPAS of the General Secretariat of Migration Policy of the Ministry of Migration Policy, is one of the national reception authorities, and it is responsible to safeguard the implementation of Law 4540, transposing the EU Reception Directive (art. 3). Its scope of activity according to the MoMP's organigram, includes planning, monitoring and implementing reception projects aiming at the protection of asylum seekers, mainly through proper accommodation and cash assistance. Special emphasis is being given to vulnerable groups as these are described in presidential decree 141/2013, with the exception of unaccompanied and separated minors. DPAS develops cooperation with European and International Organizations, UNHCR, relevant Ministries, especially the Ministry of Labour, in order to plan and implement actions that are in line with its responsibility (PD 122/2017, art.23).

2.2 Acceptance of Deliverables

Plans address the operational needs of Member States under particular pressure that have requested support from EASO. Such Plans give directions on the delivery of EASO's technical and operational assistance and the deployment of Asylum Support Teams.

EASO shall ensure quality control of agreed deliverables. Where practical and applicable, steps shall be taken to document the formal acceptance of deliverables by Greece.

2.3 Conditions for Deployment

General rules and conditions for Asylum Support Teams' deployment as well as special instructions for Asylum Support Team members (including databases that they are authorized to consult and the equipment that they may carry in Greece, as well as practical information concerning location of deployment and related workflows) are published on the following platforms:

- EASO Asylum Intervention Pool's National Contact Point platform (EASO AIP NCP);
- EASO Asylum Intervention Pool System (EAIPS)
- EASO country-specific online platforms developed as part of the EASO Information and Documentation System (IDS) (e.g., EASO IDS Greece Operations Platform, EASO IDS Italy Operations Platform, EASO IDS Cyprus Operations Platform). These platforms are made available to members of ASTs upon their engagement, allowing for preparation for deployment (in case of national experts) and daily implementation of their tasks;
- Relevant thematic pages of the EASO IDS concerning the asylum and reception system of the Host Member State, including information on relevant practices, legislation, case law and statistical background. Greece shall contribute to information concerning its asylum and reception system, including information on relevant practices, legislation, case law and statistical background to be available on IDS for AST Teams.

Specific Asylum Support Team deployment details are provided under each measure, where applicable.

2.4 Organizational Pre-Conditions

Greece shall grant appropriate access rights for the Asylum Support Team members to all relevant databases and commits to provide the Asylum Support Teams with the required information and data in the context of this Plan.

Greece shall designate an overall Plan Coordinator, as well as a specific Measure Coordinator for each measure stipulated in the Plan.

As far as operationally feasible, and where relevant, the working files shall be made available by Greece in English (unless otherwise agreed).

Minimum working and security conditions (see section 3) are considered as organizational pre-conditions.

Greece and EASO will provide Member States' experts with information on the general state of play with regard to the procedure for international protection and reception system in Greece and specific information about the state of play of the deliverables as described in the specific measures. Every effort will be made by the different parties to provide a suitable working place for the expert(s) participating in the activities to implement the Plan. EASO will provide the technical equipment required for the work of the Asylum Support Teams and will reimburse costs incurred by persons participating in the activities, according to the applicable EASO rules.

The implementation of the foreseen activities is subject to budget availability. If additional budget becomes available, the deliverables and the number of the foreseen deployed resources could be revised according to the operational needs and priorities.

2.5 Implementation Period

The implementation period of this Plan is from 1 January 2019 until 31 December 2019.

The Plan, including the implementation period, may be revised at any time in order to reflect new operational developments.

2.6 Monitoring, Reporting and Communication

The Executive Director shall designate the Union Contact Point under Article 20 of the EASO Regulation, who acts as an interface between EASO, Greece and the Asylum Support Team members. The Union Contact Point provides assistance, on behalf of EASO, on all issues relating to the conditions of deployment of the Asylum Support Teams, monitors the correct implementation of the Plan, and reports to EASO on all aspects of Asylum Support Teams' deployment.

A monitoring and reporting system will be established in order to assess any further needs or changes and to ensure the overall effective monitoring of the implementation of the Plan. Further, at the end of their deployment, Asylum Support Team members will provide a Final Report to EASO using the template available on Information and Document System (here in after IDS).

During the implementation of this Plan, experts as well as other personnel deployed as part of Asylum Support Teams will be briefed regularly on 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 EASO support tools. Should such need be identified or changed during the plan implementation, it shall be communicated to EASO for further consideration.

Greece and the Union Contact Point will manage the exchange of information concerning the tasks under the Plan.

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

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

2.7 Incident reporting

Participants in EASO activities who have reason to believe that a violation of the Code of Conduct has occurred or is about to occur, are obliged to report the matter to the Executive Director of EASO and to the Plan Coordinator of the Greek Authorities, via the appropriate channels.

Any incidents that may occur during the deployment of an expert in the Asylum Support Teams shall be reported through the same channels. Incident reporting templates can be found on the IDS.

2.8 Evaluation

Periodical or mid-term evaluative reviews shall be carried out as necessary in order to assess the implementation of the Plan, or in case of a need for significant extension or substantial amendment of the current EASO Plan. EASO will institute a formal monitoring framework for the duration of the plan based on a validated methodology and using agreed indicators.

Feedback from the deployed Asylum Support Team members shall be gathered on the completion of their deployment and prior to reimbursement of expenses.

A final evaluation aims to ensure that the EASO support processes are constantly refined by assessing EASO's performance in implementing the Plan, identifying the lessons learned and recording good practice. It may be performed externally through engagement of evaluation specialist(s) or by EASO preferably prior to completion of the implementation of this EASO Plan or immediately upon completion. Greece and other stakeholders shall be involved.

Periodical and mid-term review and final evaluation results, as applicable, shall be shared with the Host Member State and communicated to the EASO governance structure (e.g. Management Board members and National Contact Points).

3. SECURITY

EASO shall apply the security principles of the Commission's security rules. 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 EASO activities under the Plan are under the overall legal framework of Greece and shall be provided by the respective authorities legally responsible and account able for the public order and security on the territory of Greece.

EASO will endeavor to support the identification of required security measures and the implementation of those that are under its remit, both legally and functionally, in close cooperation with the Hellenic Police and the competent authorities for Asylum and Reception.

To that end:

- Standard security requirements, identified herewith, should apply as a general rule;
- Specific security requirements for the specific plan shall be identified jointly by EASO and the competent Authorities.

3.1. Standard security requirements

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

- Both the Hellenic Authorities on one side and EASO on the other shall appoint a security focal point, acting as a single point of contact for security matters for the operation, both at central and local level.
- A pre-deployment briefing program, shall be drafted in close cooperation with the respective national authorities, focusing both on general security rules and awareness, as well as on specific for the deployments security aspects. With regards of the decentralized nature of deployments, using e-learning and other distance based training techniques shall be considered.

- Certain operational areas, such as hotspots, require that staff shall have a clear guidance and training how to evacuate quickly in case of emergencies. The competent Hellenic Authorities shall develop and communicate to EASO the evacuation plans and the updates. The security focal point shall maintain updated information on the availability of evacuation plans and routes.
- Communication tools-As considered relevant by EASO, staff shall have access to independent radio equipment and frequency. If possible, such the equipment should 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.

3.2. Specific security requirements

- Specific security requirements for the implementation of the Operating Plan, in particular security sensitive areas such as hotspots, shall be defined, where required, on the basis of a security assessment visit.

4. SPECIFIC PROVISIONS

4.1. Cooperation with the European Commission [and EURTF]

All activities under this Plan will be closely coordinated with the Host Member State and with the steady support of the European Commission[as well as with the other Agencies where appropriate]. When relevant, EASO will participate in EURTF coordination meetings throughout the duration of the Plan.

4.2. Cooperation with UNHCR

In accordance with Article 50 of the EASO Regulation, EASO aims at a coherent and complementary continuation of the fruitful cooperation with UNHCR. The Union Contact Point will liaise with the UNHCR office in Greece for a continuous cooperation and coordination of practical activities agreed with the Greece under the Plan. Regarding reception-related operations, EASO works together with UNHCR for the implementation of the Technical Assistance Project.

5. MEASURES

The Plan aims at contributing to the enhanced implementation of the EU Asylum Acquis and EU reception standards for persons in need of protection in Greece. This is the overall objective -result at impact level - of EASO's operational support from a multi-annual perspective.

<p>Measure EL AS 1: Enhanced capacity of the Asylum Service and Appeals Authority to implement the asylum procedure efficiently and in a timely manner, ensuring the protection of fundamental rights of applicants for international protection and guaranteeing the full implementation of the EU Asylum Acquis</p>	
<p>Responsible Authorities</p>	<ul style="list-style-type: none"> • Greek Asylum Service • Appeals Authority
<p>Beneficiaries</p>	<ul style="list-style-type: none"> • Main direct beneficiary are the Greek Asylum Service and Appeals Authority staff • Main indirect beneficiaries are the applicants for international protection arriving to Greece
<p>Description and Assessment of the Situation</p>	<p>Current situation. Despite the decrease in the number of arrivals by sea to Greece since 2015, the constant flow of new arrivals reaching Greek territory remains high and continues to add pressure on the Greek Asylum (first & second instance) and Reception systems.</p> <p>A significant number of cases remain pending at different stages of the asylum procedure, both at first and second instance. Since the end of the relocation program in 2017, a constantly increasing trend in the backlog of pending cases at first-instance is observed in Greece. In August 2018, 50 091 cases awaiting a first-instance decision (up by 69 % compared to the 29 656 unresolved applications in August 2017). 44 % of all current open cases have been pending for more than six months. As of 31 October 2018, 13,001 appeals were submitted this year (compared to 11689 in all of 2017), resulting in a continued need for support in second-instance asylum processing.</p> <p>In 2018, Greece addressed 4,366 outgoing requests to other Member States under the Dublin Regulation (until 31 October).</p> <p>Currently, a challenge in increasing asylum-processing capacity is the lack of sufficient, secure and proper infrastructure/working space on the islands and mainland. The design and creation of appropriate offices and interview spaces would be necessary to allow for increased deployment of EASO teams, and to increase productivity and quality of the procedure.</p> <p>Member State(s) support request: The following needs have been identified with the stakeholders as part of the comprehensive needs assessment:</p> <ul style="list-style-type: none"> • Support for processing of applications for international protection under the border procedure • Support for processing of applications for international protection in the regular procedure • Support for timely and proper processing of outgoing Dublin applications • Support with info provision to applicants

	<ul style="list-style-type: none"> • Support for processing of cases at second instance, with the seconded legal assistants rapporteurs (drafting essays and preparing files).
Pre-condition(s)	<ul style="list-style-type: none"> • Availability of sufficient, secure and proper infrastructure/working space to deploy EASO teams. The design and creation of offices outside the RIC in Lesvos (Pagani) has proven that productivity and quality of the procedure increases when proper and safe working space is available • Asylum Service and Appeals Authority appoint focal points to liaise with EASO and ensure effective operational coordination, implementation and monitoring. • Joint standard operating procedures are established and regular coordination meetings are held between concerned representatives of the Greek Asylum, Appeals Authority and EASO to mainstream the collaboration at national and island level • Working documents about the Greek procedures for international protection and other background documents are provided to EASO and regularly updated
Outputs	<p>EL-AS 1.0 EASO support to the Asylum Service to strategically plan and manage the Asylum Service</p> <p>EL-AS 1.1 EASO support to the Asylum Service for processing applications for international protection at first instance falling under the border procedure (EU-Turkey statement implementation)</p> <p>EL-AS 1.2 EASO support to the Asylum Service for processing applications for international protection at first instance falling under the regular procedure</p> <p>EL-AS 1.3 EASO support to the Dublin Unit to process outgoing requests according to the Dublin Regulation criteria</p> <p>EL-AS 1.4 EASO support to the Appeals Authority for timely issuance of 2nd instance decisions</p>
Action deliverable(s)	<p>EL-AS 1.0 EASO support to the Asylum Service to strategically plan and manage the Asylum Service</p> <ul style="list-style-type: none"> • Training activities: 4 EASO Train-the –Trainers held in Greece targeting Asylum Service staff/ 6 Tailor-made trainings and workshops to be held in Greece targeting Asylum Service staff based on their agreed priorities • Support with the facilitation of meetings for coordination and communication within the Asylum service and with other relevant stakeholders • Equipment, material and operational support, including works, services, translation of EASO guidance documents, communication/promotional materials and infrastructure

	<p>items, provided where required for the joint EASO and Asylum Service activities</p> <ul style="list-style-type: none"> • Technical support in the identification, implementation, management and funding of pilot projects to improve procedures, in particular to increase asylum processing capacity and improve workflow (including design and implementation of relevant workspaces and workflows), such as: • Design and implementation of physical working space arrangements and workflows for a separate administrative section of the RIC Moria, to facilitate the holistic, smooth and efficient A-Z administrative processing of new arrivals from the moment of entry to until the final departure from the RIC • Design and implementation of guidelines/ best practices for flow management and info provision in the Hotspots in view of a handover from MS experts to seconded interim staff • Technical design and implementation of workspace for asylum processing, for example, in Samos or Athens, to improve efficiency and quality of the procedure and allow for a significant increase in asylum processing capacity in the chosen location <p>EL-AS 1.1 EASO support to the Asylum Service for processing applications for international protection at first instance falling under the border procedure (EU-Turkey statement implementation)</p> <ul style="list-style-type: none"> • Support provided in registering applicants for international protection • Interviews conducted and opinions drafted • Vulnerability assessments and best interest assessment of separated children conducted to support GAS to identify and refer vulnerable applicants to the appropriate procedure • Monitoring the quality of EASO interviews and opinions and guidance on standards, as well as Country of Origin Information (COI) and other relevant tools and information provided to caseworkers, including through the operation of a Help Desk • Support provided for information provision and flow management • Support provided with interpreters for registration, interviews, information provision, notifications and other activities of the Regional Asylum Offices and Asylum Units. • Training activities:6 Operational trainings/ 4 Trainings for Team Leaders & Vulnerability experts/ 2 trainings targeting EASO staff and 2 Trainings for interpreters • Equipment, material and operational support, including works, services and infrastructure items <p>EL-AS 1.2 EASO support to the Asylum Service for processing applications for international protection at first instance falling under the regular procedure</p>
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	<ul style="list-style-type: none"> • Support provided in registering applicants for international protection. • interviews conducted and opinions drafted • Monitoring the quality of EASO interviews and opinions and guidance on standards, as well as Country of Origin Information (COI) and other relevant tools and information provided to caseworkers, including through the operation of a Help Desk • Information provision to applicants for international protection regarding the asylum procedures and the progress of their case through mobile information teams and a dedicated hotline • Support provided with interpreters for registration, interviews, information provision, notifications and other activities of the Greek Asylum Service • Training activities:2 Operational trainings/4 Trainings for team Leaders/ 6 Trainings targeting EASO staff and 2 Trainings for interpreters • Equipment, material and operational support, including works, services and infrastructure items <p>EL-AS 1.3 EASO support to the Dublin Unit to process outgoing request according to the Dublin Regulation criteria</p> <ul style="list-style-type: none"> • Support for Dublin processing of outgoing requests provided to the Dublin Unit in Athens as well as to relevant field locations to improve clear identification of cases and improve the completeness and quality of the file as early as possible • Support provided to enhance the transfers processing capacity • Training activities: 1 EASO Train–the-Trainers on Dublin Regulation <p>EL-AS 1.4 EASO support to the Appeals Authority for timely issuance of 2nd instance decisions</p> <ul style="list-style-type: none"> • Support with the preparation of files to support the Independent Appeals Committees • Training activities: 1 Professional development session /workshop targeting judges and/or legal rapporteurs (20 Appeals Committees) Equipment, material, translation of EASO guidance documents, and operational support
<p>Inputs</p>	<p>An average of the following inputs:</p> <p>EL-AS 1.0 EASO support to the Asylum Service to strategically plan and manage the Asylum Service</p> <p>Human resources:1 Expert</p> <p>Lump sum targeted financial support for agreed pilot(s)</p> <p>Equipment, material and operational support, including works, services, communication/promotional materials and infrastructure</p>

	<p>items, provided where required for the joint EASO and Asylum Service activities</p> <p>EL-AS 1.1 EASO support to the Asylum Service for processing applications for international protection at first instance falling under the border procedure (EU-Turkey statement implementation)</p> <p>Human resources: 105caseworkers/ 13 info providers – flow managers/ 30seconded registration-admin staff/ 82-90interpreters</p> <p>Venue & catering cost for trainings</p> <p>Equipment, material and operational support, including works, services and infrastructure items, provided where required for the joint EASO and Asylum Service activities</p> <p>EL-AS 1.2 EASO support to the Asylum Service for processing applications for international protection at first instance falling under the regular procedure</p> <p style="padding-left: 40px;">a. Human resources: 10 info providers/40-80 caseworkers / 38-48seconded registration-admin staff / 24-30interpreters</p> <p>Venue & catering cost for trainings</p> <p>Equipment, material and operational support, including works, services and infrastructure items, provided where required for the joint EASO and Asylum Service activities</p> <p>EL-AS 1.3 EASO support to the Dublin Unit to process outgoing request according to the Dublin Regulation criteria</p> <p>Human resources:2 seconded Legal Officers/8seconded Dublin experts/4 seconded Dublin assistants/ 1 seconded Dublin Analyst/ 6 seconded Dublin assistants located in the field</p> <p>Venue & catering cost for trainings</p> <p>Equipment, material and operational support, including works, services and infrastructure items, provided where required for the joint EASO and Asylum Service activities</p> <p>EL-AS 1.4 EASO support to the Appeals Authority to issue 2nd instance decisions timely</p> <p>Human resources:11 seconded legal rapporteurs/ 1 seconded statistician. Subject to budget availability and needs, the secondment of additional staff might be considered.</p> <p>Venue & catering cost for trainings</p>
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Measure EL REC 2: Enhanced capacity of the National Reception Authorities to manage and operate the National Reception System, ensuring the implementation of the minimum EU reception standards	
Responsible Authorities	<ul style="list-style-type: none"> • Ministry of Migration Policy (Reception and Identification Service, Directorate for the Protection of Asylum Seekers) • Ministry of Labour and Social Solidarity •
Beneficiaries	<ul style="list-style-type: none"> • Main direct beneficiaries are the Ministry of Migration Policy and Ministry of Labour and Social Solidarity • Main indirect beneficiaries are the applicants for international protection arriving to Greece
Description and Assessment of the Situation	<p>Current situation. Despite national efforts to increase the reception capacity, there remains a strong need for supporting reception authorities in Greece.</p> <p>Since mid-2015, when Greece was facing large-scale arrivals of refugees, these shortcomings have become increasingly apparent. The imposition of border restrictions and the subsequent closure of the Western Balkan route in March 2016, resulted in holding about 50,000 third-country nationals in Greece. This situation as well the increase in arrivals in 2018 (as compared with 2017) as well as the end of the relocation programme since then has created a significant burden on the Greek reception system. In 2018, approximately 18,000 additional reception places have been created mainly through open reception sites in the mainland and the private accommodation scheme. In 2018, asylum-seekers arriving by sea to Greece continue to face extended stays in overcrowded conditions on the Greek islands.</p> <p>RIS has designated KEELPNO (Hellenic Centre for Disease Control and Prevention) to operate its medical and psychosocial units in the RICs and carry out the initial vulnerability assessment of new arrivals on the islands. Major challenges in this first-line vulnerability assessment persist related to the capacity of KEELPNO and RIS as well as the coordination between all actors involved to allow for a smooth and effective vulnerability identification and referral mechanism.</p> <p>The situation of children, especially unaccompanied and separated minors in the RICs is of particular interest. There is an urgent need to improve this situation and support in developing solutions that allow for rapid and smooth transfer to proper facilities outside the hotspots.</p> <p>As of August 2018, due to changes in the legal framework (N. 4540/2018), the Ministry of Labour also has increased responsibilities for the protection of unaccompanied children.</p> <p>Currently, the Reception and Identification Service manages five RICs on the islands as well as one RIC and 3 open accommodation centres</p>

	<p>in mainland Greece. It is foreseen for RIS to take over the management of at least an additional 24 reception sites on the mainland in 2019. Technical advice and support is needed in this regard.</p> <p>To address the capacity building needs described above, EASO cooperates closely with UNHCR to respond to the request of the Ministry of Migration Policy in this regard in the framework of the Technical Assistance Project. EASO support is provided within the framework of the Technical Assistance Project.</p> <p>Member State(s) support request. The following needs have been identified with the stakeholders as part of the comprehensive needs assessment:</p> <ul style="list-style-type: none"> • Support with technical advice to the national reception authorities to strategically design, plan and manage the National Reception System, including the development and implementation of a national monitoring framework; professional development and capacity building of staff; and support related to absorption of EU funds and procurement procedures • Support related to the management and operation of first-line reception centres, including the development of relevant SOPs, including for the identification and referral of vulnerable applicants • Support related to the management and operation of second line reception facilities, including SOPs and tools for management, coordination and monitoring
<p>Pre-condition(s)</p>	<ul style="list-style-type: none"> • The reception authorities appoint focal points to liaise with EASO and ensure effective operational coordination, implementation and monitoring • In the framework of the Technical Assistance Project, joint standard operating procedures are established and regular coordination meetings and technical working group meetings are held between concerned representatives of the Reception authorities, UNHCR and EASO to mainstream the collaboration at national and Island level
<p>Outputs</p>	<p>EL-REC 2.0 EASO support to the national reception authorities to strategically plan and manage the National Reception System (EASO's support as described in TAP A.2, 4 & 7)</p> <p>EL-REC 2.1 EASO support to the National Reception Authorities to manage first-line reception (corresponds to TAP A.1 & 5)</p> <p>EL-REC 2.2 EASO support to the National Reception Authorities to manage second line reception (EASO's support as described in TAP A.5, B.1, B.3 and C.1)</p>

<p>Action deliverable(s)</p>	<p>EL-REC 2.0 EASO support to the national reception authorities to strategically plan and manage the Reception system</p> <ul style="list-style-type: none"> • Support in the design and implementation of the National Reception Monitoring Framework • Support with the development of a multi-annual funding and procurement strategy and related capacity building • Support with the development of a contingency plan • Training activities: Annual training plan, 1 TtT on EASO Reception module/ 2 Workshops on didactics/ 6 National reception module trainings/ 10 tailor-made workshops based on SOPs • Support with the facilitation of meetings for communication and coordination within the reception authorities and other actors • The establishment and operation of a Helpdesk for first and second line reception field staff to improve harmonized procedures and coordination • Technical advice and support in the identification, implementation, management and funding of pilot projects, such as (indicative): <ul style="list-style-type: none"> - The plan/design of a potential new RIC (ie Samos) - Transit facility for UAMs or other solutions for rapid transfers out of RICs <p style="margin-left: 40px;">Technical advice and support in the management and daily operation of UAM sections in RICs</p> <p>EL-REC 2.1 EASO support to the Reception Authorities to manage first-line reception</p> <p>In coordination with the TAP:</p> <ul style="list-style-type: none"> • Support with developing and implementing Standard Operating Procedures for first-line reception management • Provide support for enhanced processing of cases of vulnerable persons, such as the development and regular update of SOPs as well as the deployment of focal points and vulnerability teams to each RIC to strengthen the capacity of RIS to conduct first-line vulnerability assessment <p>EL-REC 2.2 EASO support to the Reception Authorities to manage second-line reception</p> <p>In coordination with the TAP:</p> <ul style="list-style-type: none"> • Support with developing and implementing Standard Operating Procedures for second-line reception management • Provide support for enhancing the daily operation and management of second-line reception sites, including referral mechanisms of residents to relevant procedures and services through the development and regular update of SOPs and the deployment of RIS Focal Points
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<p>Inputs</p>	<p>An average of the following inputs:</p> <p>EL-REC 2.0 EASO support to the national reception authorities to strategically plan and manage the Reception system</p> <p>Human resources:8 Experts(ie HQ project planning and/or RICs) / 1 seconded staff on legal protection assistant/2 seconded staff to other Ministries/Services related to UAMs/ 7seconded reception assistants (HQ reception monitoring) /4 seconded procurement assistants/ 1 seconded admin assistant/ 2 seconded training assistants/ 5 seconded social workers-educators (ie UAM pilot in Samos)/12-20 interpreters/ expertise for supporting the training unit (basic induction training-curriculum development)</p> <p>Lump sum targeted Financial assistance for agreed pilot(s)</p> <p>Venue & catering cost for trainings</p> <p>Equipment, material and operational support, including works, services and infrastructure items, provided where required for the joint EASO and reception authorities activities</p> <p>EL-REC 2.1 EASO support to the Reception Authorities to manage first-line reception</p> <p>Human resources: 3 seconded Reception Assistant (HQ based)/ 6 seconded legal protection assistants (RICs)/ 6 seconded social workers (RICs)/ 6 seconded reception assistants (RICs)/ 12interpreters</p> <p>Venue & catering cost for trainings</p> <p>Equipment, material and operational support, including works, services and infrastructure items, provided where required for the joint EASO and reception authorities activities</p> <p>EL-REC 2.2EASO support to the Reception Authorities to manage second line reception</p> <p>Human resources: 30 seconded-reception assistants for open sites /4 seconded-reception assistants(including 1 engineer) (North coordination)</p> <p>/2 seconded-reception assistants (South coordination)</p> <p>/ 15 Interpreters</p> <p>Venue & catering cost for trainings</p> <p>Equipment, material and operational support, including works, services and infrastructure items, provided where required for the joint EASO and reception authorities activities</p>