



EASO/COS/2015/379

EASO SPECIAL SUPPORT PLAN

TO GREECE

Valletta Harbour and Athens, 13 May 2015



Hereby the Executive Director of EASO and the Alternate Minister of Interior and Administrative Reform of Greece agree on the EASO Special Support Plan for the provision of technical and operational assistance to Greece.

Valletta Harbour and Athens, 13 May 2015

**Executive Director
of the European Asylum
Support Office**

SIGNED

Dr Robert K. Visser

**Alternate Minister
of Interior and Administrative
Reform of Greece**

SIGNED

Ms Anastasia Christodouloupoulou



1 INTRODUCTION

1.1. Specific needs of Greece

Upon request of the Greek Government and in view of the particular pressure that Greece was subject to, the M.S.S. judgment and the implementation of new procedures as identified in the Greek Action Plan on Asylum and Migration Management (Greek Action Plan), EASO has provided emergency support to Greece since 1 April 2011 to 31 December 2014, in order to support the establishment of the new Asylum Service, First Reception Service, Appeals Authority, reception of vulnerable persons, reduction of the pending cases of international protection, in particular at second instance (herewith “backlog”) and capacity building in absorption of EU funds. The deployment of experts from the EU Member States and EASO via EASO Asylum Support Teams was a key element in the implementation of this emergency support, as well as the solidarity and cooperation shown by the European Commission (DG HOME and the Task Force for Greece), FRONTEX, UNHCR and other stakeholders.

On 29 July 2014, EASO published an interim assessment on the implementation of the EASO Operating Plan to Greece. This interim assessment report describes the state of implementation of EASO’s support measures, compares the current situation with the situation in March 2011, identifies the changes made until the end of June 2014 and makes recommendations where further efforts are needed.

On 4 December 2014, Greece requested EASO for Special Support to improve and enhance the Greek asylum and reception system. The request for further special support by EASO was inspired by the will to ensure sustainability of the good results achieved by the EASO Operating Plan to Greece so that the current and future challenges can be adequately addressed. Main aim is to further consolidate the results as achieved by the implementation of the measures as defined by the EASO Operating Plan Phases I and II and enhance the inter-institutional cooperation in the different relevant fields.

Internally, the Greek Asylum and Reception Authorities as well as EU Funding Responsible Authorities assessed the situation and identified the need for enhancing and reinforcing parts of their asylum and reception system. They concluded there is a need for supporting additionally the training of staff, setting up an effective guardianship system for unaccompanied minors, in particular within the asylum procedure, enhancing the quality of the asylum and reception procedures, as well as better managing of the funding which complements the national budget. Further actions are needed to preserve the quality of the asylum process and the recognition rate close to EU level (taking into account the composition of the case load), as well as to consolidate the implementation of a quality management and quality control system. Reference is made to the EL Roadmap on Asylum which was presented in the JHA Council on 12 March 2015.

Continued EASO support to Greece would assist in the sustainability of the new procedures and further improve the standards in accordance with Greece’s legal obligations under the EU law. EASO examined the request and the situation in Greece and came to the conclusion that there is a need for tailor-made support. In the light of the above, the Executive Director of EASO decided on 13 May 2015 to render Special Support to Greece by providing expertise from EASO and the Member States up to the end of May 2016.

This Special Support Plan lays down the conditions and objectives of EASO’s specific technical and operational support to Greece and sets out the conditions for participation in these specific EASO activities.

Regulation 439/2010, of 19 May 2010, establishing EASO (hereinafter referred to as the "EASO Regulation"), in particular, Article 2 (1), (3), (4) and (5) thereof, foresees EASO's duty to provide special support to Member States with specific needs, in order to improve their implementation of the instruments of the CEAS.

1.2. Flexibility Clause

Given the nature of EASO's special support measures, which have to be timely, active and flexible, and taking into consideration the availability of resources and experts and changing circumstances of the asylum and



reception system in the Member States, the foreseen calendar of the activities is just a forecast and may change. Any change will be subject to discussion between EASO and Greece.

The Executive Director of EASO is authorised to make changes that may be accommodated within the objectives of a measure without requiring an amendment of the Special Support Plan, provided that they do not affect the overall budget and that Greece is timely informed in writing.

1.3. Lawfulness and Respect of Fundamental Rights

Support related to the participation in EASO activities under the EASO Special Support Plan to Greece must be carried out in a way that fully respects human dignity. All persons involved in 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. They are expected to meet obligations imposed upon them by the provisions of the EASO Special Support to Greece and shall comply with the rules of their mandates. Whilst taking part in the EASO support activities, personnel 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 conduct. They are to act responsibly and proportionally to current objectives. Whilst carrying out support activities, personnel must not discriminate persons on grounds of sex, race, religion, ethnic origin, age or sexual orientation. Personnel 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 the EASO Special Support Plan to Greece, all participants must apply a “zero tolerance” attitude with respect to the infringement of fundamental human rights. All participants in EASO activities shall act in accordance with the Code of Conduct (Annex D).

1.4. Confidentiality and data protection

Without prejudice to the public right of access to documents as laid down in 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 and the EASO implementing rules on access to documents¹, all versions of this document shall be made available to the authorities referred to in each EU Member State, including and where participating Iceland, Liechtenstein, Norway and Switzerland. This document shall be made available to interested parties on a need to know basis, in accordance with national rules for the dissemination of levels of information. This will be done on a case-by-case basis.

Upon signing the EASO Special Support Plan to Greece, it shall be made publicly available.

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.

2 MISSION

2.1 Stakeholders

EASO and Greece will jointly establish a Working Arrangement and will each appoint a Plan Manager, Plan Coordinator and Measure Coordinators in view of the implementation of the EASO Special Support Plan to Greece. This will occur through an exchange of letters following the signing of the Support Plan.

¹ 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.



The Greek stakeholders involved in the process and their respective roles are the following:

Stakeholders	Responsibility
Asylum Service, Ministry of Interior and Administrative Reform	The Greek Asylum Service was established by law 3907/2011 and it is the first specialised Civil Service in the country, competent to adjudicate on applications for international protection (refugee status-subsidary protection) through its regional offices on first instance. In addition, the Asylum Service provides administrative support to the new Appeals Authority (administrative appeal procedure).
Appeals Authority, Ministry of Interior and Administrative Reform	<p>The Appeals Authority was established by law 3907/2011 and examines appeals of applicants requesting international protection against first instance decisions which either reject an application for international protection or withdraw the status already granted.</p> <p>10 three-member Appeals Committees operate under the Appeals Authority, which are the main decision-making body examining asylum applications on second instance and 14 expert-rapporteurs preparing the appeals files for the Committees which then examine the files and issue a decision.</p>
First Reception Service, Ministry of Interior and Administrative Reform	The First Reception Service was established by Law 3907/2011 and its task is the efficient management of the third-country nationals who enter the country irregularly. Thus, all third-country nationals found to have entered the country without legal formalities go through first reception procedures, including: the verification of their identity and nationality; their registration; their health screening and the provision of any necessary health care and psychosocial support; the provision of information about their rights and obligations, in particular the conditions under which they can apply for international protection and the provision of special care for those belonging to vulnerable groups. The First Reception Service is also mandated by Law 4172/2013 to establish and operate Open Accommodation Centres for applicants for international protection and UAMs.
European and Development Programs Division (YDEAP), Ministry of Interior and Administrative Reform	YDEAP is the Responsible Authority for AMIF and ISF. Additionally, as a recipient of ERDF and other funds, along with the delegated authorities it might chose to designate, the Ministry of Interior and Administrative Reform will be responsible to monitor and report on the use of ERDF, FEAD and EEA.
Ministry of Labour and Social Solidarity, Directorate of Social Solidarity, Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of European Refugee Fund	The Directorate of Social Solidarity, Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers is, according to Presidential Decree 220/2007 (which transposed Directive 2003/9/EC into national law), responsible to provide for the reception and accommodation of applicants for



	international protection. Furthermore, it is responsible for the implementation of the 573/2007/EC Decision of the European Parliament and the Council of 23 May 2007, establishing the European Refugee Fund (ERF) for the period 2008 to 2013 as part of the General program “Solidarity and Management of Migration Flows”.
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If necessary and in accordance with the foreseen responsibilities under the Greek legislation, additional Greek stakeholders could be invited and involved in the implementation of some of the activities under this Plan. EASO and Greece will agree in advance, on a case by case basis, on the role and the conditions of their participation in the implementation of this Support Plan.

2.2 Ongoing activities

The following legislative instruments are currently in place:

Presidential Decree no. 114/2010 - establishing a single procedure for granting and withdrawing refugee status – regulated the transitional period until the new Asylum Service became operational.

Law no. 3907/2011 amended by Law no. 4249/2014, establishing the Asylum Service, First Reception Service and Appeals Authority and transposing into Greek legislation the provisions of Directive 2008/115/EC.

Presidential Decree no. 389/1989 amended by Law no. 4075/2012 and Law no. 4052/2012 (transposing into Greek legislation the provisions of Directive 2009/52/EC), Presidential Decree no. 220/2007 (transposing into Greek legislation the provisions of Directive 2003/9/EC) and Presidential Decree no. 141/2013 (transposing into Greek legislation the provisions of Directive 2011/95/EC) - establishing the competencies of the Department for the Protection of Refugees and Asylum Seekers and the Directorate of Social Welfare and Solidarity, within the Ministry of Labour and Social Welfare.

Presidential Decree no. 113/2013 (transposing into Greek legislation the provisions of Directive 2005/85/EC) - establishing a single procedure for granting the status of refugee or of subsidiary protection beneficiary to aliens or to stateless individuals.

Law no. 4251/2014 - Immigration and Social Inclusion Code.

Presidential Decree 24/2015 – establishing the Ministry of Interior and Administrative Reform which incorporates the competencies of the former Ministry of Interior, the Ministry of Administrative Reform and E-Government and the Ministry of Public Order and Citizen Protection.

Prime Minister Decision Y166/8-4-2015 laying down the competencies of the Alternative Minister of Interior and Administrative Reform.

International Protection (procedure on first and second instance):

The Greek Asylum Service is functioning independently and is staffed with civil servants, mainly trained in the EASO Training Curriculum; the Asylum Service has 176 staff out of 235, as law 3907/2011 provides; the five regional asylum offices and the four mobile asylum units are equipped and interpretation services are in place.

The Appeals Authority is close to full staff, the offices are equipped and interpretation services are all in place. The Appeals Authority is functioning independently from the decision making process on first instance and is staffed with civil servants, trained by EASO through workshops and the EASO Training Curriculum. The Greek Asylum Service is providing up-to-date and relevant country of origin information to the staff secretariat of the Appeals Authority and its Appeals Committees.



Greece has substantially reformed, while under austerity measures, the procedure for granting and withdrawing the international protection status on first instance and second instance. The vast majority of the staff of both services has been trained via EASO workshops, as well as the EASO Training Curriculum. A Unit on Quality Assurance, Training and Documentation is operational in the Asylum Service and EASO supported the capacity of providing up-to-date and relevant country of origin information. The Asylum Service, in general, through its Unit on Quality Assurance, Training and Documentation, is currently implementing the recommendations and suggestions of the EASO Asylum Support Team on the quality management system (i.e. Standard Operating Procedures, feedback on quality of decisions and interviews with applicants of international protection and guidance on the management of workload).

Following EASO's proposal for a system of recording and transcription of interviews for international protection, the Asylum Service has started recording all interviews at first and second instance and is currently looking for funding for the transcription of the interviews (in the format of a 3 months pilot project).

The information (definitions, quality and processing time) is generated automatically by the templates in a sophisticated way; the quality is good, the used definitions are correct and the processing time is fast.

“Backlog” cases:

In line with EASO recommendations, the Hellenic Police has implemented a number of statistical tools which allow the monitoring of Hellenic Police Backlog Committees' weekly activities, which is a key instrument for the coordinator of the Backlog Committees to manage the reduction of the backlog in an effective manner.

The Greek Authorities are working on the improvement of the current legal and organisational framework of the Backlog Committees with the aim to enhance their productivity. Together with UNHCR, the Greek authorities have identified solutions for enhanced processing of the remaining backlog and are jointly running a support project. Based on current assignment of tasks of the Backlog Committees, the time required for the clearing of backlog cases is May 2016. An agreement between the European Commission and Greece on a technical level was reached, which allowed, inter alia, for the categorisation of the cases. UNHCR also agreed on the content.

Reception system:

There are first reception procedures in Greece since March 2013 implemented by the First Reception Service of the Ministry of Interior and Administrative Reform.

Two FRS mobile units are deployed on the islands; depending on the current influx, more units are needed to enable an effective response. The preparation, launch and operational experience of the First Reception Centre in the North of Greece have provided crucial input to the FRS for the establishment and operation of new first reception centres. Furthermore, the FRS is mandated to establish and operate Open Accommodation Facilities for applicants for international protection, UAMs and TCNs who participate in Assisted Voluntary Return Programs together with the Ministry of Labour and Social Solidarity. The vast majority of the staff of the FRS has been trained, inter alia, by EASO.

In order for Greece to fulfil its legal obligations under the EU law and in accordance with the political agreement reached in December 2013 with the European Commission, FRS aims to establish at least 1,500 places in open accommodation for applicants for international protection. According to its mandate, the FRS has developed a strategic planning in order to further enhance the capacity to the existing 1,000 places operated by the Ministry of Labour and Social Solidarity, with the aim to reach eventually 2,500 places in open accommodation. Finally, in accordance with this agreement Greece might need to re-evaluate its current needs as soon as possible.



3 MEASURES

Chapter 3 of the EASO Special Support Plan to Greece describes the various measures to support the Greek authorities in the field of international protection and reception as well as EU funding.

Greece and EASO will provide the Member States experts with information on the general state of play with regard to the procedure for international protection and the reception system in Greece and specific information about the state of play of the deliverables as described in the specific measures. The responsible Greek authorities shall provide a working place to the expert(s) participating in the activities to implement the Special Support Plan. EASO will reimburse costs incurred by persons participating in the activities, according to the EASO rules specific for Special Support Plans.

EASO will provide technical support to experts participating in the EASO Special Support Plan to Greece with the aim of ensuring that the products developed 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 Special Support Plan vest in EASO. Selected products developed under the EASO Special Support Plan to Greece may be published.

By end-2015, EASO will conduct in cooperation with the Greek authorities a mid-term review to assess the state of play of the Special Support Plan to inform the continued implementation of the Plan. The final evaluation will aim to assess EASO's performance, identify key lessons learned and good practices of the Special Support Plan to Greece.

EASO will maintain close cooperation and communication with all relevant stakeholders.



EASO Measure EL 1: Support in setting up an effective guardianship system	
Responsible authorities	Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity
Current situation	MoLSS is responsible for the protection of unaccompanied minors (UAMs). An effective system of guardianship, as an integral part of child protection, does not currently exist in Greece. Establishing such a system, with the involvement of all relevant stakeholders, in accordance with the national legislation and the relevant EU acquis is thus an urgent task. The new system of guardianship should also provide for the protection and representation of minors crossing the borders irregularly or applying for international protection, ensure their safety, as well as support and enable the integration of minors that have been granted international protection.
Objective(s)	Enhanced system of guardianship using best practices applied in other Member States.
Pre-condition(s)	– EL will appoint a Measure Coordinator.
EASO support	2 activities/ 4 experts / 12 calendar days each, 1 travel day Preparatory meetings in Malta: participation of EL delegates as category A.
Implementation	2015: Q2
Deliverables	<ol style="list-style-type: none"> 1. MoLSS staff acquainted with successful guardianship schemes applied in other Member States. Support provided to explore the possibility of introducing new practices, or parts of them, into the national legislation and practice. 2. Necessary resources including responsible institutions identified and Standard Operational Procedures drafted, in view of implementing an effective guardianship system in Greece in accordance with the EU law.

EASO Measure EL 2: Support in the field of country of origin information	
Responsible authorities	Asylum Service
Current situation	<p>Within the framework of the EASO Operating Plan to Greece Phase I, measures 4.5.1 and 4.5.2, 8 fact sheets on country of origin information on Afghanistan, Bangladesh, Georgia, Iran, Nigeria, Eritrea and Pakistan have been developed, which support the caseworkers of the Asylum Service, the expert-rapporteurs of the Appeals Authority, the members of the Appeals Committees of the Appeals Authority and the Members of the Backlog Committees of the Hellenic Police in the decision making process.</p> <p>Fact sheets need to be updated and expanded with more detailed information.</p> <p>Focused thematic reports on frequently emerging issues are also needed.</p> <p>In addition, the Greek Asylum Service is considering setting up a list of safe countries of origin.</p>
Objective(s)	Enhanced knowledge of EL stakeholders on specific countries of origin through the update and expansion of COI fact sheets and the drafting of other focused thematic reports.



Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator. – EL will provide an update on top countries of origin and themes of particular relevance, given the influx of 2014 and the existing caseload.
EASO support	<p>1 activity / 5 experts/ 5 calendar days, 1 travel day</p> <p>4 activities / 8 experts/ 3 calendar days each, 1 travel day</p> <p>Preparatory meetings in Malta: participation of EL delegates as category A in EASO COI-related activities.</p>
Implementation	2015: Q2-Q4
Deliverable(s)	<ol style="list-style-type: none"> 1. Selected COI factsheets updated and expanded in cooperation with EL COI Unit. COI factsheets and other focused thematic reports produced based on emerging needs, taking into account existing COI produced by EU+ and EASO. 2. Up to 3 workshops organised in which COI is being presented and discussed. Workshops to be attended by participants from relevant services who are engaged in the procedure for international protection. 3. Methodology drafted for incorporating advice from the COI Unit in the establishment of a list of safe countries of origin.

EASO Measure EL 3: Support in enhancing the capacity of the Dublin Unit	
Responsible authorities	Asylum Service
Current situation	<p>The Greek Asylum Service established a Dublin Unit in June 2013 within the Coordination Department. The Unit is comprised of 9 staff members. The Dublin Unit took over the responsibility for the DubliNet system from the Aliens Division / Hellenic Police Headquarters at the Ministry of Public Order and Citizens Protection. In practice, the Dublin Unit has the responsibility for:</p> <ul style="list-style-type: none"> - Examining incoming requests (take back/take charge); - Examining outgoing requests to all Member States; the decision on outgoing requests is taken by the regional asylum office or mobile unit, where the applicant for international protection has submitted his/her request; - Replying to incoming information requests; - Carrying out a case analysis in both cases; - Carrying out the modalities of the transfers for incoming and outgoing procedures. <p>The above apply to both the “new caseload” of the new Asylum Service and the “old caseload” of the Hellenic Police; in other words, the Dublin Unit serves both the Asylum Service and the Hellenic Police.</p> <p>The ICT related issues are currently the responsibility of the ICT Department. DubliNet is a secure communication tool related to the procedure of establishing the responsible Member State in accordance with the provisions of the Council Regulation no. 604/2013 (Dublin III procedure).</p>



	<p>In the framework of the EASO Operating Plan to Greece, EASO supported and facilitated the transition of the DubliNet and Eurodac system from the Hellenic Police to the Asylum Service, including training on the Dublin III Regulation. Furthermore, EASO experts made a number of technical proposals.</p> <p>The new Eurodac Regulation will come into force in July 2015. According to art. 10, Member States need to provide new sets of data to the Eurodac Central System, including transmission of data on applicants for international protection, who have left/been returned from the territory of the EU. EASO will start a data collection on Dublin and an indicator on return based on the changes to the Eurodac Regulation. These indicators will be collected in stage III of the EPS from July 2015. EASO will also develop a Quality Tool on Dublin III procedures.</p>
Objective(s)	Enhanced knowledge and capacity of the Dublin Unit on the implementation of the Dublin III procedures.
Pre-condition(s)	– EL will appoint a Measure Coordinator.
EASO support	1 activity/ 3 experts /12 calendar days, 1 travel day 2 activities/ 6 experts/ 30 calendar days, 1 travel day
Implementation	2015: Q3-Q4
Deliverable(s)	<ol style="list-style-type: none"> 1. A technical report drafted on the situation of the functioning of the Greek Dublin Unit and requirements in terms of Eurodac and DubliNet stations. Furthermore, Terms of Reference developed for a joint processing pilot. 2. A joint processing pilot implemented for a limited period of time, establishing joint team of experts working together with the staff of the Dublin Unit to process the incoming and outgoing Dublin requests according to the Dublin III Regulation, as established in the agreed Terms of Reference.

EASO Measure EL 4: Supporting the pilot project on the transcription of the interviews	
Responsible authorities	Asylum Service
Current situation	<p>During the implementation of the EASO Operating Plan to Greece, a blueprint on implementing a system for recording and transcription of interviews in the decision making process, was developed by an EASO expert team and an assessment of the templates (i.e. definitions, quality, processing time) used by the Asylum Service was provided. Based on EASO's proposal, the Asylum Service has started launched the recording of all interviews at first and second instance and is currently looking for funding for the transcription of the interviews.</p> <p>The start of the pilot project following EASO's proposal on the transcription of the interviews in all regional offices is pending due to lack of national funding.</p>
Objective(s)	System for the transcription of the interviews in the decision making process put in place and tested for three months in all regional offices of the Asylum Service.
Pre-conditions(s)	– EL will appoint a Measure Coordinator.



EASO support	2 activities/ 4 experts/ 12 calendar days each, 1 travel day each Financial support for the transcription of interviews for a pilot period of 3 months.
Implementation	2015: Q2-Q3
Deliverable(s)	<ol style="list-style-type: none"> 1. After a needs assessment, support delivered in drafting the Terms of Reference on the transcription procedure. Appropriate tender procedure identified. 2. Approximately 2000 interviews transcribed. 3. Test and evaluation of the pilot project in all regional offices of the Asylum Service. 4. Proposals made to ensure the systematic transcription of the interviews, in close cooperation with the Greek Asylum Service.

EASO Measure EL 5: Training in the field of reception and open accommodation	
Responsible authorities	First Reception Service Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity
Current situation	<p>The First Reception Service is planning to operate open accommodation facilities for applicants for international protection and vulnerable groups, as well as to supervise non-governmental organizations which are awarded funding for operating such accommodation and providing services.</p> <p>MoLSS is responsible for the existing open accommodation facilities of applicants for international protection and vulnerable groups and supervises non-governmental organisations which are awarded funding for operating such accommodation and providing services.</p>
Objective(s)	Enhanced skills and knowledge of the staff working in the First Reception Service and the Department for the Protection of Refugees and Asylum Seekers in supervising and managing reception and open accommodation facilities.
Pre-condition(s)	– EL will appoint a Measure Coordinator.
EASO support	2 activities/ 6 experts/ 4 calendar days, 1 travel day
Implementation	2015: Q2
Deliverable(s)	Tailor-made training provided on basic and intermediate level for staff working in open accommodation facilities (using the training developed under measure 3.2.3 of the EASO Operating Plan to Greece Phase II).

EASO Measure EL 6: Support in monitoring the provision of services and enhancing the quality of the reception procedure for applicants for international protection	
Responsible authorities	First Reception Service Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of European Refugee Fund, Ministry of Labour and Social



	Solidarity, Directorate of Social Solidarity
Current situation	<p>The First Reception Service is the authority responsible for the operation of First Reception Centres, as well as First Reception Mobile Units, while the Ministry of Labour and Social Solidarity is responsible for the existing open accommodation for applicants for international protection and vulnerable groups. It is important to ensure that these groups are protected, including all forms of reception conditions, such as accommodation, provision of psycho-social support, rent subsidies etc.</p> <p>Thus, it is important to set up an effective monitoring system to assess and ensure that qualitative services are provided, in accordance with the Directive laying down standards for the reception of applicants for international protection (2013/33/EU).</p> <p>In particular, article 6 requires all Member States to register the 'making' of an application for international protection, which is due to be transposed into the national legislation by July 2015. In this context, EASO shall proceed with a data collection on registration of applications in all Member States.</p>
Objective(s)	Enhanced capacity of the First Reception Service and the Department for the Protection of Refugees and Asylum Seekers in monitoring reception and open accommodation facilities.
Pre-condition(s)	EL will appoint a Measure Coordinator.
EASO support	<p>3 activities /6 experts / 12 calendar days each, 1 travel day</p> <p>Due consideration will be given to the Standard Operating Procedures regulating the operation of Open Accommodation Centres under the responsibility of FRS.</p>
Implementation	2015: Q2-Q3
Deliverable(s)	<p>Support delivered in setting up a valid and effective monitoring system and methodology, including:</p> <ol style="list-style-type: none"> 1. Practical manuals and guidelines for monitoring and assessing the provision of required services in all Open Accommodation Centres, which could be applied as tools of assessment in the national framework of reception. This includes the development of indicators monitoring reception over time, by type of reception and location and on reception capacity. 2. Procedures for selecting, training and certifying a body which will be responsible for implementing the monitoring system, conducting the monitoring visits, suggesting improvements to the relevant authorities. 3. Training on the monitoring scheme of the members of the above mentioned authorities.

EASO Measure EL 7: Support in training EL personnel in the framework of the EASO Training Curriculum	
Responsible Authorities	<p>Asylum Service, Appeals Authority, First Reception Service</p> <p>Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of the European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity</p>
Current situation	The responsible authorities are in the process of further strengthening their expertise in



	the field of international protection.
Objective(s)	Strengthened capacity of the staff from the Asylum Service, the Appeals Authority, the First Reception Service and the Department for the Protection of Vulnerable Groups, Refugees and Asylum Seekers through the support of the EASO Training Curriculum. Improved skills of trainers in delivering training to their colleagues.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator by each responsible authority. – EL will notify EASO 20 working days in advance before the commencement of each training session. – The Measure Coordinator/EASO Training NCP should register the trainees, using the registration template provided by EASO.
EASO support	<p>Training sessions will be provided online and followed by mandatory face-to-face sessions, either in Malta for the train-the-trainer session or in Greece in case of national trainings. Selected modules include: <i>Inclusion, Interviewing Techniques, Evidence Assessment, Fundamental Rights and International Protection in the EU, Reception, Module for Managers in the area of asylum</i> and others upon request.</p> <p>Train-the-trainer sessions for the Asylum Service and the Appeals Authority: 5 activities/ 10 trainees/ 4 calendar days</p> <p>Train-the-trainer sessions for the First Reception Service: 4 activities/ 8 trainees/ 4 calendar days</p> <p>Train-the-trainer sessions for the Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ MoLSS: 1 activity/ 3 trainees/ 4 calendar days</p> <p>National trainings: 6 activities / 8 experts (trainers/coaches)/ 3 calendar days</p> <p>Participants in the Train-the-trainer sessions organised by EASO fall under Category A (Decision EASO/ED/2014/306)</p> <p>Remark: The EASO Training Module Evidence Assessment is currently being updated. Training sessions organised by EASO are provisionally planned for Nov/Dec 2015.</p>
Implementation	2015: Q2-Q4, 2016: Q1-Q2
Deliverable(s)	<ol style="list-style-type: none"> 1. National training plan further developed based on the needs, priorities and available resources of the relevant Greek authorities. 2. Train-the-trainer trainings delivered in the EASO Training Curriculum for up to 10 employees of the Asylum Service and the Appeals Authority. 3. Train-the-trainer trainings delivered in the EASO Training Curriculum for up to 6 employees of the First Reception Service. 4. Train-the-trainer trainings delivered in the EASO Training Curriculum for up to 3 employees of the Department for the Protection of Vulnerable Groups, Refugees and Asylum Seekers / MoLSS. 5. National trainings delivered in the EASO Training Curriculum, in particular the core modules Inclusion, Interview Techniques and Evidence Assessment (with the support of Member State coaches for national EL trainers).



EASO Measure EL 8: Tailor-made ad-hoc workshops in Athens	
Responsible Authorities	Asylum Service, Appeals Authority, First Reception Service, Managing Authority (YDEAP)
Current situation	The responsible authorities are in the process of further strengthening their capacity in the field of asylum, reception and management of EU funding.
Objective(s)	Improved expertise of stakeholders involved in international protection and reception-related matters at 1 st and 2 nd instance as well as the management of financial programs (Program Stakeholder Management).
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator by each responsible authority. – Training location(s) and further facilities provided by stakeholders' national institutions.
EASO support	<p>6 workshops / ad-hoc thematic seminars are delivered, duration of each workshop in total, including preparation, up to 6 days each. Workshop topics to be indicated by the responsible authorities.</p> <p>Participation of EL delegates as category A in EASO-related activities.</p>
Implementation	2015: Q2-Q4, 2016: Q1-Q2
Deliverable(s)	<p>4 tailor made workshops delivered, covering for instance the following areas: credibility assessment, examination of identity documents, data collection - quality and comparability of statistical data etc.</p> <p>2 tailor made workshops delivered, covering for instance the following areas: Project Management Plan in the context of AMIF and ISF.</p>

EASO Measure EL 9: Study visits of EL officials to EU Member States	
Responsible Authorities	<p>First Reception Service</p> <p>Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity</p>
Objective(s)	On-going exchange and cooperation between the EL authorities and other Member States in the area of reception, expanding their institutional network and further strengthening of their bilateral relations.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator per authority. – Establishing an inter-ministerial coordination group, in case the beneficiaries opt for a common study visit.
EASO support	<p>EASO will facilitate the contacts between Greece and the Member State to be visited for improved exchange of best practices, positioning and visibility of the beneficiaries with their partners in the EU.</p> <p>EASO will provide logistical support, including advising on best-practice cases and Member States to be visited –taking into consideration the needs of EL.</p>



	4 study visits/ approx. 6 participants per study visit of max. 3 calendar days. Participation of EL delegates as category A.
Implementation	2015: Q2-Q4, 2016: Q1-Q2
Deliverable(s)	4 study visits/2 per institution organised to allow the personnel of the above-mentioned institutions to benefit from the experiences in other Member States.

EASO Measure EL 10: Support with the absorption of EU funds and other financial resources	
Responsible Authorities	<p>European and Development Programs Division (YDEAP)</p> <p>Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of the European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity</p> <p>*The Responsible Authorities will depend on the management structure for AMIF and ISF. Nevertheless, at this point in time, it is expected they will all play a role in the migration system in one capacity or another.</p>
Current situation	<p>In order to finance its migration system, from reception to returns, Greece relies on AMIF, ISF, ERDF, FEAD and EEA funds. YDEAP is the Responsible Authority for AMIF and ISF. Currently, elements of the migration system – more specifically the responsibility for the operation of the existing Open Accommodation Centres – are divided between the MoLSS and MoI. Greece also relies on international and non-governmental organisations to implement parts of its programs and projects.</p> <p>YDEAP has yet to designate its management structure but regardless of the model it adopts, the use of multiple sources of funding will require effective coordination and communication and the development of tools and systems to ensure the optimal absorption of funding, ensure “complementarity” between funds and minimize risks of mismanagement that could lead to financial corrections, or even the collapse of the programs/projects.</p> <p>So far, Greece has had varying success in absorbing funds under ERF, EBF, RF and EIF. Financial corrections remain a threat for every year of programming (2007/8 – 2013). It also faces high level of migratory influx, as well as several financial constraints.</p>
Objective(s)	Enhanced capacity and knowledge of Greek officials in designing and implementing the necessary tools and systems to facilitate the management and maximise the use of EU funds and other financial resources and to set up a consistent and stable program with the funds available.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator. – Greece will designate staff duly mandated to achieve the objectives and with the relevant knowledge and expertise, to work with EASO’s experts.



EASO support	<p>6 activities/ 6 experts/ 700 calendar days, 1 travel day each per mission</p> <p>Support will be delivered through hands on practical expertise provided by long-term and short-term EASO experts, and substantiated as needed with training.</p> <p>Experts will be deployed to all relevant Ministries/Departments, depending on the specific needs of the Greek counterparts and the expertise of the deployed experts. The experts will have a coordinating mandate to centralise information, ensure “complementarity”, avoid duplication and support effective communication.</p>
Implementation	2015: Q2-Q4, 2016: Q1-Q2
Deliverable(s)	<ol style="list-style-type: none"> 1. Communication and consultation procedure designed and implemented in order to facilitate coordination between stakeholders. 2. Management and Control System finalised, including: <ul style="list-style-type: none"> - Design of management structure (if not in place already). - Drafting of processes (calls for proposals, procurements, payments, reporting). - Monitoring system (addressing requirements of all funding sources). 3. Monitoring system implemented through on-the-job coaching/training: <ul style="list-style-type: none"> - All projects to be monitored on site as per agreed schedule under the Management and Control System. 4. Internal auditing of the Management and Control System effectively performed: <ul style="list-style-type: none"> - Test audits introduced by EASO experts to check the system. 5. Calls for proposals implemented: <ul style="list-style-type: none"> - Preparation of relevant documents in accordance with European standards.

EASO Measure EL 11: Support of the First Reception Service in planning and implementing projects	
Responsible Authorities	First Reception Service
Current situation	The First Reception Service is facing shortage of staff, which inter alia results in challenges to administer and manage multiple tasks related to first reception and reception of applicants for international protection. In order to finance its various activities, relevant funding sources (national budget, EEA Grants, EBF and ISF) need to be combined and streamlined.
Objective(s)	Enhanced capacity and knowledge of FRS staff to plan, implement and monitor projects with different funding sources.
Pre-condition(s)	– EL will appoint a Measure Coordinator.
EASO support	<p>3 activities/ 6 experts/ 100 calendar days, 1 travel day each per mission</p> <p>Support will be delivered through hands on practical expertise provided mainly by long-term and if needed by short-term EASO experts, and substantiated as needed with training.</p>



Implementation	2015: Q2-Q4, 2016: Q1-Q2
Deliverable(s)	<ol style="list-style-type: none"> 1. Support provided on planning and implementing projects including methods to monitor projects of different funding sources (national budget, EEA Grants, EBF, ISF) on an consolidated basis and draft project reports (monthly, quarterly, intermediate, final) and other statistics through the design and effective management of a database system and the use of a data analytics software (proper documentation included). 2. Assistance given in preparing and drafting concept papers and project proposals for submission to EU and other funding mechanisms. 3. Workshops/seminars organised for the staff of the First Reception Service and other external employees of the Service or related counterparts concerning the progress and proposals of its assignment. 4. On-the-job coaching/training provided for staff working on externally funded projects.

EASO Measure EL 12: Mid-term review and final evaluation of the implementation of the EASO Special Support Plan to Greece	
Responsible Authority	EASO
Objective(s)	Evaluation of the implementation of the EASO Special Support Plan to Greece.
Pre-condition(s)	<ul style="list-style-type: none"> – Appointment of staff responsible for subject-related topics. – Aggregate and summarise the views of the Greek responsible services. – Ensure that the evaluation team has access to and has consulted all relevant information sources and documents related to the special support plan.
EASO support	1 activity / 2 experts/ 5 calendar days each, 1 travel day each 1 activity / 2 experts/ 12 calendar days each, 1 travel day each
Implementation	2015: Q3; 2016: Q2
Deliverable(s)	<ol style="list-style-type: none"> 1. Completed mid-term evaluation, which will assess the state of play of the EASO Special Support Plan to Greece to inform the continued implementation of the Plan. 2. Completed final evaluation, which will assess the performance of the EASO Special Support Plan to Greece, as well as identify key lessons and proposing practical recommendations for follow-up actions.

4 COOPERATION WITH UNHCR

In accordance with Article 50 of the EASO Regulation, EASO aims at continuing in a coherent and complementary way the fruitful cooperation with UNHCR. In this framework, in particular in line with its mandate and role in Greece, as well as on-going UNHCR activities, UNHCR will support all measures in the EASO Special Support Plan (SSP) to Greece.



The regular exchange of information on the implementation of the Special Support Plan and UNHCR's operations in Greece will ensure the complementarity and synergies of the support offered to Greece.

5 FINAL PROVISIONS

5.1 General reporting provisions

A reporting system will be established for monitoring the implementation of the Special Support Plan and to define improvements within the Greek procedure for international protection so as to assess any further needs or changes. In particular, the Support Teams will provide a Final Report to EASO via a corresponding template to be found in Annex A.

Greece will report to EASO on progress made. The reporting may comprise of statistics, management information and reports about improvements to the procedure for international protection and reception system, but shall not include any personal data.

5.2 Incident reporting

Participants in EASO activities who have reason to believe that a violation of the present Code of Conduct has occurred or is about to occur, are obliged to report the matter to the Executive Director of the EASO and to the host Member State coordination point for the Special Support Plan via the appropriate channels.

Any accidents that may occur throughout the participation of experts in the Support Teams shall be reported through the same channels. Incident reporting templates can be found at Annex B.

ANNEXES

Annex A: Format for the Final Report

Annex B: Incident reporting template

Annex C: Generic template for products developed in the context of the EASO Special Support Plan to Greece

Annex D: EASO Code of Conduct for persons participating in EASO operational support activities



Annex A: Format for the Final Report

EASO Special Support Plan to Greece

Measure no [X]	<i>[please insert title]</i>		
EASO Measure Coordinator	<i>[name and surname]</i>	EL Measure Coordinator	<i>[name and surname]</i>
Expert(s)	<i>[name and surname]</i>	Date of submission	<i>[submission of the report]</i>
Expertise area	<i>[profile]</i>	Time-frame	<i>[date of participation]</i>
Member State(s)	<i>[X]</i>		

Background and introduction *(please provide an overview of the current situation, synergies with other measures and how this measure has contributed to the enhancement of the specific area)*

Specific objectives and deliverables agreed to prior to the participation

-
-
-

Description of activities *(please identify stakeholders and deliverables for each activity)*

-
-
-

Concrete products delivered *(please list the products for each activity)*

-
-
-



Coordination with EL, EASO and other relevant stakeholders (*e.g. briefings, follow up meetings, debriefings etc.*)

-
-
-

Recommendation(s) and advice(s) for possible next steps (*SMART formulated*)

-
-
-

Observations and challenges (*please refer to any challenges encountered during the mission as well as any challenges foreseen at the implementation phase*)

-
-
-

Suggestions/Roadmap for implementation (*including timeframe, potential follow-up missions with suggested dates and deliverables, and availability for post-participation consultation*)

-
-
-

Annex:

-
- Technical reports/deliverables



Annex B: Incident reporting template

INCIDENT REPORT FORM

Article 19 of the EASO Code of Conduct for persons participating in EASO operational support activities states that:

"Participants in EASO operational support activities who have reason to believe that a violation of the present Code of Conduct has occurred or is about to occur, are obliged to report the matter to the Executive Director of EASO through the responsible officer in EASO and to the host Member State via the appropriate channels.

The list of contact persons in EASO and the host Member State is provided in the working arrangement accompanying each EASO Operating Plan, Special Support Plan and Joint Processing activity. Main email address in EASO is operations@easo.europa.eu"

Should such an incident should occur, or if other incidents need to be reported, please fill the present form.

Name of expert:
Type of incident:
Full description of the incident:
Area deployed:
Date of incident/accident:
Time of incident/accident:
Describe what activity was taking place, e.g. training, working, etc.
Were any of the following contacted? <ul style="list-style-type: none">• Police: Yes <input type="checkbox"/> No <input type="checkbox"/>• Ambulance: Yes <input type="checkbox"/> No <input type="checkbox"/>• Parent/carer: Yes <input type="checkbox"/> No <input type="checkbox"/>
What happened following the incident?



All of the above facts are a true and accurate record of the incident/accident.

SIGNED:

DATE:

NAME:



Annex C: Generic template for products developed in the context of the EASO Special Support Plan to Greece

Table of Contents

Introduction

- Background and current situation.
- Context – EASO Special Support Plan measure; brief outline of objectives; previous/on-going assistance provided in the field and synergies with other activities under the EASO Special Support Plan.
- Statistical overview.
- Intended stakeholders – Direct, and indirect users/stakeholders of the report.
- Purpose of the product – How the product can support the establishment of the Greek asylum system/ reception system.
- Methodology – Including consultation with xx staff and other relevant stakeholders.

Legal framework

- International law and principles
- Relevant EU legislation
- National legislation

Technical recommendations/guidance

Implementation plan

- Identification and cooperation with relevant stake-holders (other Services, EASO, civil society)
- Identification of potential funding opportunities (when applicable)
- Detailed implementation plan (including specific timeframes)
- Reference to necessary training
- Reference to the adoption of operational guidelines, forms and procedures
- Review and quality mechanisms

Appendix

- Reference materials



Annex D: EASO Code of Conduct for persons participating in EASO operational support activities

CHAPTER I

GENERAL PROVISIONS

Article 1

Objectives, scope and subject matter

The present Code of Conduct aims to promote professional values based on the principles of the rule of law and the respect of fundamental rights and to establish the ethical behavioural standards that guide all persons participating in EASO operational support activities.

In this regard it sets out principles and rules which guide the conduct of persons participating in EASO operational support activities, namely members of the asylum support teams from participating Member States deployed under Article 16 of the EASO regulation ⁽²⁾, experts from Member States participating in the implementation of the Special Support Plans and persons participating in EASO Joint Processing activities.

Article 2

Definitions

For the purpose of the present code, the following definitions apply.

- (a) The term 'participant' refers to any person contributing to EASO operational support activities and taking part in the implementation of EASO Operating Plans, Special Support Plans and Joint Processing activities.
- (b) The term 'EASO operational support activities' means any activity coordinated or led by EASO within the framework of its tasks as described in the EASO regulation and accompanying the Operating Plans, the Special Support Plans and the terms of reference for the Joint Processing activities.
- (c) The term 'Member State' refers to those countries that have concluded agreements with the European Union by virtue of which they have adopted and apply the law of the Union in the field covered by the EASO regulation. It includes the associated countries that have concluded working arrangements for their participation in the work of EASO.
- (d) The term 'home Member State' refers to the Member State where participants are currently working, before being deployed or invited under EASO Operating Plans, Special Support Plans or Joint Processing activities.
- (e) The term 'host Member State' refers to the Member State where participants are deployed or invited under EASO Operating Plans, Special Support Plans or Joint Processing activities.
- (f) The term 'discrimination' means any unfair treatment or arbitrary action or distinction based on a person's sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or and other opinion, membership of a minority, property, birth, disability, age or sexual orientation.
- (g) The term 'harassment' means any improper or unwelcome conduct that might reasonably be expected to be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures or actions which annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment.
- (h) The term 'responsible officer in EASO' refers to the EASO staff member nominated for coordinating the implementation of each EASO Operating Plan, Special Support Plan or Joint Processing activity.

⁽²⁾ Regulation (EU) No 439/2010 of 19 May 2010 establishing a European Asylum Support Office.



CHAPTER II

PRINCIPLES

Article 3

Lawfulness

Participants in EASO operational support activities serve the public interest and shall comply with international law, European Union law, the national law of both home and host Member States and the present Code of Conduct.

They shall also meet the obligations imposed on them by the provisions stated in the EASO regulation, the accompanying Operating Plans, Special Support Plans and Terms of Reference for the Joint Processing activities or other similar agreed rules.

Article 4

Fundamental Rights

Participants in EASO activities shall:

- (a) at all times, promote and respect human dignity and the fundamental rights of every individual, regardless of their sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;
- (b) promote compliance with the relevant international and European instruments regarding fundamental rights protection.

Article 5

Close cooperation

All participants in EASO operational support activities shall work in host Member States in compliance with the Operating Plan, the Special Support Plan and the Terms of Reference for the Joint Processing activities.

While performing their duties, participants in EASO operational support activities will cooperate with the UN High Commissioner for Refugees (UNHCR), the European Commission, other EU bodies such as the European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union (Frontex) and the European Union Agency for Fundamental Rights (FRA), and the Member States. Such cooperation shall be in agreement with the responsible officer in EASO.

Article 6

International protection

Participants in EASO operational support activities shall:

- (a) promote, in full compliance with the principle of *non-refoulement*, that persons seeking international protection are recognised, receive adequate assistance, are informed, in an appropriate way, about their rights and relevant procedures and are referred to the national authorities responsible for receiving their applications for international protection;
- (b) give special consideration to particularly vulnerable groups of people, including women, unaccompanied minors, disabled persons susceptible to exploitation and victims of exploitation or trafficking in human beings;
- (c) ensure that where necessary persons in the asylum and reception procedure that require healthcare are referred to the national authorities and are given access to healthcare in accordance with the provisions and laws of the host Member State.



Article 7

Performance of duties

Participants in EASO operational support activities shall ensure that instructions, directives and required duties are carried out promptly and diligently.

Article 8

Responsibility

Participants in EASO operational support activities are individually responsible for the way in which they perform their work.

Article 9

Conflict of interests

To perform their duties properly, participants in EASO operational support activities shall refrain from any activities which would undermine or compromise their independence and the appropriate performance of their duties.

Article 10

Confidentiality

Confidential or sensitive information in the possession of a participant in EASO operational support activities shall not be publicly disclosed, including in social media or environment, unless the performance of duty or the needs of justice strictly require disclosure or disclosure has been appropriately authorised by EASO.

Participants shall not relay information or express personal opinions or facts regarding EASO operational support activities in the media unless explicit authorisation is given by the Executive Director of EASO.

Participants are bound by the obligation to behave with discretion regarding past, current, planned or potential EASO operational support activities.

Article 11

Behavioural standards

Participants in EASO operational support activities whether on or off duty shall:

- (a) abstain from all behaviour likely to compromise the prestige and the nature of the public mission in which they are deployed or to bring discredit upon their organisation, the host Member State or EASO;
- (b) act with fairness and impartiality in their dealings with the public and other participants in EASO operational support activities, treating all with courtesy and respect, avoiding all forms of victimisation or discrimination, bearing in mind the diverse nature of people, including backgrounds, and/or origin;
- (c) abstain from actions contrary to the public order;
- (d) refrain from using vulgar, obscene or otherwise offensive speech or gestures that could be considered abusive towards other participants in EASO operational support activities or the public.



CHAPTER III

PROHIBITED CONDUCTS

Article 12

Abuse of authority

All improper use of a position of influence, power or authority is forbidden.

Article 13

Discrimination

All discriminatory behaviours as defined in Article 2(f) towards the public or other participants in EASO operational support activities are forbidden.

Article 14

Harassment

All forms of harassment as defined in Article 2(g) are forbidden.

Article 15

Corruption

The use of public position for illegitimate private gains as well as the acceptance of unjustified rewards for actions taken in EASO operational support activities is forbidden.

Consent to any form of corrupt activity is forbidden.

Article 16

Use of narcotics and drugs

The use or possession of narcotics or drugs, unless prescribed for medical purposes, is forbidden.

Article 17

Consumption of alcohol

The consumption of alcohol while on duty is forbidden.

Article 18

Civil and criminal liability

In accordance with Articles 21 and 22 of the EASO regulation, participants from Member States plus Norway and Switzerland shall be subject to the provisions contained therein on civil and criminal liability.

CHAPTER IV

FINAL PROVISIONS

Article 19

Reporting

Participants in EASO operational support activities who have reason to believe that a violation of the present Code of Conduct has occurred, or is about to occur, are obliged to report the matter to the Executive Director of EASO through the responsible officer in EASO and to the host Member State via the appropriate channels.



The list of contact persons in EASO and the host Member State is provided in the working arrangement accompanying each EASO Operating Plan, Special Support Plan and Joint Processing activity. The main e-mail address for EASO is operations@easo.europa.eu

Article 20

Sanctions

In the case of violation of the present Code of Conduct by a participating member of EASO staff, the Executive Director of EASO will take adequate measures which may include the immediate removal of the responsible officer in EASO from the current activities under the EASO Operating Plans, Special Support Plans and Joint Processing activities.

If the violation was committed by a participant from a Member State, the Executive Director will inform the Member State and can immediately remove the person concerned from the EASO operational support activity. It is expected that the relevant authority of the Member State will use its own powers regarding the necessary disciplinary measures and, if applicable, will remove the person concerned from the respective EASO asylum intervention pool for a defined period.