



Reg. No

OPERATIONS DIVISION
Joint Operations Unit
AIR BORDER SECTOR

Handbook to the Operational Plan

Air Border Joint Operations

Approved by

.....
Signature

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INDEX

1. INTRODUCTION	6
1.1. Legal framework of Frontex	6
1.2. Fundamental Rights in Frontex activities	6
1.2.1. Obligations of Frontex	6
1.2.2. Obligations of all persons involved in Frontex activities	6
1.3. Operational Plan	7
2. CODE OF CONDUCT FOR ALL PERSONS PARTICIPATING IN FRONTEX ACTIVITIES	8
3. OPERATIONAL CONCEPT	13
3.1. General description	13
3.2. Definitions	13
3.3. Main activities assigned to expected achievement of objectives (Operational Tasks) 14	14
4. GUIDELINES FOR DEBRIEFING ACTIVITIES	16
4.1. Introduction	16
4.2. Debriefing	16
4.3. Tasks of Debriefing Experts	16
4.3.1. Preparation for debriefing	16
4.3.3. Conducting debriefing sessions	18
4.3.4. Reporting	19
4.4. Use of Interpreters	20
4.5. Status of Experts	20
5. STANDARD PLAN FOR OPERATIONAL BRIEFING AND DEBRIEFING	21
5.1. Operational briefing	21
5.2. Operational debriefing	21
6. COORDINATION STRUCTURE	23
6.1. Partnership	23
6.2. Tasks and roles of participants	23
6.2.1. Member States and Third Countries	23
6.3. Frontex	26
6.3.1. Operational Manager and Operational Team	26
6.3.2. Frontex Coordinating Officer (FCO)	28
6.3.3. Frontex Situation Centre (FSC)	28
6.3.4. International Coordination Centre (ICC)	30
6.3.5. Frontex Liaison Office (Piraeus)	30
6.3.6. Training Unit (TRU)	32
6.3.7. Pooled Resources Unit (PRU)	32
7. COOPERATION WITH THIRD COUNTRIES	32

Commented [A1]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

7.1.	Deployments of Third Countries observers at Member State airports	32
7.2.	Deployments of EU advisors to Third Country airports	32
8.	DEPLOYMENT OF INTERMEDIATE MANAGERS	33
8.1.	Tasks of intermediate managers	33
8.2.	Role of intermediate managers	33
8.3.	Powers of intermediate managers	33
8.4.	Deployment time period	33
8.5.	Main conditions for a deployment	33
9.	COMMAND, CONTROL, COMMUNICATIONS AND REPORTING	35
9.1.	Command and control	35
9.2.	Communication	35
9.3.	Reporting System	35
9.3.1.	Weekly Reports: "Pulsar Reporting System"	35
9.3.2.	Reporting of Incidents via JORA	35
9.3.3.	Documentation and Alerts	36
9.3.4.	Country Report on the Activity	36
9.3.5.	Anonymous Evaluation Questionnaire (for deployed officers, airports)	36
9.3.6.	Serious Incident Reports	37
10.	FRONTEX ONE-STOP-SHOP (FOSS)	38
10.1.	FOSS general information	38
10.2.	FOSS access procedures	38
10.2.1.	FOSS access authorization	38
10.3.	Roles & Responsibilities	39
10.3.1.	FOSS National User Coordinator	39
10.3.2.	Area of Interest Owner	40
10.3.3.	User Administrator's (FSC) - FOSS Service Manager	40
10.4.	Navigation in FOSS	40
11.	JOINT OPERATIONS REPORTING APPLICATION (JORA)	41
11.1.	JORA General Information	41
11.1.1.	JORA PRODUCT & SERVICE MANAGEMENT	41
11.1.2.	JORA ROLES AND RESPONSIBILITIES	41
11.1.3.	STRUCTURE OF THE OPERATION	42
11.1.4.	REPORTING Incident Report Management Process	43
11.2.	JORA access request procedure	43
11.2.1.	Background	43
11.2.2.	Initial Access Request to the JORA system	44
11.2.3.	Access Request to specific operation in the JORA system	46
11.2.4.	Access Request Process	48
11.3.	Contact Details	48
12.	SERIOUS INCIDENT REPORTING	49
12.1.	Introductory information	49
12.2.	Definition	49

12.2.1. Serious Incident	49
12.2.2. Serious Incident Report (SIR)	49
12.3. Roles and responsibilities	49
12.3.1. Participant of Frontex activities in the field	49
12.3.2. Frontex staff in the operational area (FSO, FOC, etc)	49
12.3.3. Operational Manager (OM)	49
12.3.4. FSC Senior Duty Officer (SDO)	50
12.4. Content of a SIR	50
12.5. SIR procedure - Chronology of reporting serious incidents	50
12.5.1. Initial SIR	50
12.5.2. Formal SIR	51
12.5.3. Updated SIR	51
12.5.4. Final SIR	51
12.6. Reporting of SI with possible violation of fundamental rights	51
12.6.1. Reporting mechanism	51
12.7. Frontex internal follow up procedure / SIR-Coordinator	52
12.8. Serious Incident Catalogue	52
12.8.1. Serious Incident Categories	52
12.9. Serious Incident Reporting Mechanism	54
12.10. Annex 6 List of potential fundamental rights violations within Frontex activities	55
13. ARRANGEMENTS OF DEPLOYED RESOURCES	56
13.1. Operational Resources Management System (OPERA)	56
14. COMMUNICATION WITH PRESS	60
15. FINANCIAL PROVISIONS	62
16. TEMPLATES (EXAMPLES)	63
16.1. Serious Incident Report Template (SIR)	63
16.2. JO Focal Points Air - Intermediate Managers - Final Report	64
16.3. Document Alert Template	68
16.4. Agreement on the deployment of an EU advisor in a Non-EU state within the context of a Frontex Air Border Joint Operation	70
16.5. User Access Request Form - FOSS	71
16.6. Country report on the Activity	73
16.7. Report of National Briefer	74
16.8. JORA End-user Feedback Template	75
17. ACHRONYMS	76

1. INTRODUCTION

1.1. Legal framework of Frontex

Frontex is an essential instrument of the European Union (EU) in the gradual establishment of the Integrated Border Management (IBM) system. It has been established with an aim to improve the IBM system and it facilitates and renders more effective the application of existing and future EU measures relating to it. However, the responsibility for the control and surveillance of external borders lies entirely with the EU Member States¹.

Frontex was established by the Council Regulation (EC) No 2007/2004 of 26 October 2004² on the basis of the provisions of the Treaty on the Functioning of the European Union (TFEU) establishing an area of freedom, security and justice³. In this area the free movement of persons is ensured by abolishing border control at internal borders between the EU Member States. The abolishment of internal border control requires high and uniform levels of control at the EU external borders. Frontex was thus established to improve and facilitate that task. The legal basis, objectives, tasks and responsibilities of Frontex are formulated in the Frontex Regulation and in its operational coordinated activities Frontex is subject to EU law.

1.2. Fundamental Rights in Frontex activities

1.2.1. Obligations of Frontex

Frontex is obliged to fulfil its tasks in full compliance with the relevant EU law, including the Charter of Fundamental Rights, the relevant international law, including the Convention Relating to the Status of Refugees from 1951, the respect for fundamental rights, in particular the access to international protection, and the compliance with the principle of non-refoulement, and taking into account the reports of the Consultative Forum.

The Frontex Regulation requires Frontex to put in place an effective mechanism to monitor the respect for fundamental rights in all its activities. One of the steps to fulfil this task was to develop a Frontex Code of Conduct applicable to all persons participating in Frontex activities. The Frontex Code of Conduct (inserted under chapter 2 of this Handbook) lays down procedures intended to guarantee the principles of the rule of law and the respect for and promotion of fundamental rights with particular focus on unaccompanied minors and other vulnerable persons, as well as on persons seeking international protection, including the obligation of referral to national authorities competent for receiving asylum requests. Pursuant to the provisions of the Frontex Regulation, a Fundamental Rights Officer is appointed to assist the mechanism of monitoring the fundamental rights issues in the Frontex activities.

As regards training activities, Frontex is obliged to take the necessary initiatives to ensure that all border guards and other personnel of the Member States who participate in the European Border Guard Teams, as well as Frontex staff members, have received, prior to their participation in operational activities, a training in relevant EU and international law, including fundamental rights and access to international protection and guidelines for the purpose of identifying persons in need of protection and directing them towards the appropriate authorities and facilities.

Furthermore and pursuant to the provisions of the Frontex Regulation, Frontex has the obligation to suspend or terminate its operational activity in case of serious or persistent violations of fundamental rights or international protection obligations

1.2.2. Obligations of all persons involved in Frontex activities

All persons involved in Frontex activities are obliged to maintain the highest standards of integrity, ethical conduct, professionalism and respect for fundamental rights. They are expected to meet obligations imposed upon them by the provisions stated in the present Operational Plan and are obliged to comply with the rules of their mandates. While taking part in activities coordinated by Frontex they are obliged to comply with European law, international law, fundamental rights and national law of the host Member State.

¹ For the purposes of the present document, the term "Member State" includes also the States participating in the relevant development of the Schengen acquis in the meaning of the Treaty on the Functioning of the European Union and its Protocol (No 19) on the Schengen acquis integrated into the framework of the European Union.

² Council Regulation (EC) No 2007/2004 of 26 October 2004, published in OJ L 349, 25.11.2004, as last amended by Regulation (EU) No 1168/2011 of 25 October 2011 (published in OJ L 304, 22.11.2011, p. 1).

³ Articles 74 and 77 (2) (b) and (d) of the Treaty on the Functioning of the European Union.

Furthermore, the home Member State of each border guard shall provide for appropriate disciplinary or other measures in accordance with its national law in case of violations of fundamental rights or international protection obligations in the course of an operational activity.

All persons involved in Frontex activities are to act responsibly and proportionately to the current operational objectives. While performing their duties they shall not discriminate against persons on grounds of sex, race or ethnic origin, religion, belief, age or sexual orientation. They are expected to treat every person with courtesy, respect and due consideration for the nature of any legitimate activity in which they are engaged. They are obliged to report all observations regarding violations of fundamental rights via the appropriate reporting channel. They shall, previously to their engagement in the JO, receive appropriate training (including on fundamental rights) provided by national authorities responsible for their deployment or by Frontex.

1.3. Operational Plan

The Operational Plan has to be agreed with the authorities of the host Member State, in consultation with the authorities of the home Member States participating in the joint operation coordinated by Frontex. It covers all necessary elements for a proper and timely organization of the joint operation coordinated by Frontex.

The Operational Plan is composed of the Main part, Annexes and Handbook to the Operational Plan. The Main part, its Annexes and the Handbook are an integral part of the Operational Plan, having the same importance and legal binding character.

The Main part and Annexes of the Operational Plan contain detailed and specific information related to the particular joint operation, while Handbook to the Operational Plan encloses operational information applicable to all air border operations. Annexes and Handbook complement the Main part of the Operational Plan by providing complete and comprehensive description of the implementation of the joint operation.

The Main part and Annexes of Operational Plan are marked as [REDACTED] 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, while the Handbook to the Operational Plan has no classification mark indicated.

Operational Plan shall [REDACTED]

This Operational Plan may be revised at any time in order to correspond with the new operational developments. In accordance with Article 3a (2) of Frontex Regulation, any amendments to or adaptations of the Operational Plan require the agreement of the Frontex Executive Director and the host MS. A copy of the amended Operational Plan shall be immediately distributed by Frontex to the participating MS via FOSS.

2. CODE OF CONDUCT FOR ALL PERSONS PARTICIPATING IN FRONTEX ACTIVITIES

CHAPTER I

GENERAL PROVISIONS

Article 1

Objectives, scope and subject matter

1. 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 behaviour standards that guide all persons participating in Frontex activities.

2. In this regard it sets out principles and rules which guide the conduct of all persons participating in Frontex activities, namely, Frontex staff, officers of border guard services of a Member State and other staff performing any actions in a Frontex activity.

Article 2

Definitions

For the purpose of the present Code, the following definitions apply:

- a) The term "participant" refers to any person participating in a Frontex activity.
- b) The term "Frontex activity" means any activity coordinated or led by Frontex within the framework of its tasks as described in the Frontex Regulation, including Joint Operations, Pilot Projects, Joint Return Operations, and Trainings.
- c) The term "Frontex staff" refers to the staff to whom Staff Regulations and the Conditions of Employment of Other Servants apply and includes also seconded national experts.
- d) The term "law enforcement officers" includes border guards and/or other public officials deployed from a Member State, who enjoy the prerogatives of public authority.
- e) The term "Member State" also includes the Schengen Associated Countries. As regards Joint Return Operations, the terms "home and host Member States" are understood as referring to "participating and organising Member States" respectively.
- 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 any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.
- g) The term "harassment" means any improper and unwelcome conduct that might reasonably be expected or 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.

CHAPTER II

PRINCIPLES

Article 3

Lawfulness

1. Participants in Frontex 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.

2. They shall also meet the obligations imposed upon them by the provisions stated in the Operational/Implementation Plan, or other similar agreed rules.

Article 4

Fundamental rights

Participants in Frontex activities shall:

- a) 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

International protection

Participants in Frontex activities shall:

- a) promote, in full compliance with the principle of non refoulment, 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 national authorities responsible for receiving their asylum requests;
- b) provide persons in their custody with proper access to health care;
- c) give special consideration to particularly vulnerable groups of people, including women, unaccompanied minors, disabled people, persons susceptible to exploitation and victims of exploitation or trafficking in human beings.

Article 6

Performance of duties

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

Article 7

Responsibility

Participants in Frontex activities are primarily and individually responsible for their actions in their work.

Article 8

Conflict of interests

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

Article 9

Confidentiality

1. Confidential or sensitive information in the possession of a participant in Frontex 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.
2. Participants shall not express themselves regarding Frontex activities in the media unless explicit authorisation is given, in accordance with the Operational Plan or other similar agreed rules.
3. Participants are bound by the obligation to behave with discretion regarding current, past, and planned or potential Frontex activities.

Article 10

Behavioural Standards

Participants in Frontex 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 invested or to bring discredit upon their organisation or Frontex;
- b) act with fairness and impartiality in their dealings with the public and other participants in Frontex activities, treating all with courtesy and respect, avoiding all forms of victimisation or discrimination, bearing in mind the diverse nature of all people, including backgrounds, origin and/or rank;
- 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 Frontex activities or the public.

CHAPTER III PROHIBITED CONDUCTS

Article 11

Abuse of authority

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

Article 12

Discrimination

All discriminatory behaviours as defined in Article 2 towards the public or other participants in Frontex activities are forbidden.

Article 13

Harassment

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

Article 14

Corruption

1. The use of public position for illegitimate private gains as well as the acceptance of unjustified rewards for actions taken in Frontex activities is forbidden.
2. Consent to any form of corrupt activity is forbidden.

Article 15

Use of narcotics and drugs

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

Article 16

Consumption of alcohol

1. The consumption of alcohol while on duty is forbidden.
2. The consumption of alcohol off duty shall be moderate, unless the Operational Plan or other similar agreed rules prohibit it.
3. A participant unexpectedly called out for duty is obliged, at no risk of discredit, to say that he/she has consumed alcohol and may not be fit for duty.
4. A participant shall not report for duty or appear in public in a state of intoxication.

Article 17

Sexual services

Using or soliciting any sexual services from any premises, whether public or private, is forbidden.

CHAPTER IV SPECIAL RULES AND PRINCIPLES APPLICABLE TO LAW ENFORCEMENT OFFICERS

Article 18

Personal and professional behaviour

Given the prerogatives of authority, law enforcement officers have a particular responsibility to act with fairness and impartiality in their dealings with the public or other participants in Frontex activities, treating all with courtesy and respect.

Article 19

Use of force

1. Pursuant to Article 10 of the Frontex Regulation, while performing their tasks law enforcement officers may only use force with the consent of the home Member State and the host Member State, in the presence of border guards of the host Member State and in accordance with the national law of the host Member State.
2. The use of force shall not exceed the minimum degree necessitated by the circumstances, for the performance of duties or in legitimate self-defence or in legitimate defence of other persons.

Article 20

Use of weapons

1. Pursuant to Article 10 of the Frontex Regulation, while performing their tasks law enforcement officers enjoying guest officer status may only use weapons with the consent of the home Member State and the host Member State, in the presence of border guards of the host Member State and in accordance with the national law of the host Member State.
2. The use of weapons is an exceptional measure and it shall not exceed the minimum degree necessitated by the circumstances, for the performance of duties or in legitimate self-defence or in legitimate defence of other persons.

CHAPTER V FINAL PROVISIONS

Article 21

Training

Participants in Frontex activities shall, previous to their engagement in Frontex activities, get acquainted with the content of the present Code through appropriate training provided by national authorities responsible for the deployment of the participants or by Frontex.

Article 22

Reporting

Participants in Frontex activities who have reason to believe that a violation of the present Code has occurred or is about to occur, are obliged to report the matter to Frontex via the appropriate channels.

Article 23

Sanctions

1. In the case of violation of the present Code by a Frontex staff member, the Executive Director will take adequate measures which may include the immediate removal of the Frontex staff member from the activity.

2. If the violation was committed by a person deployed by a Member State, the Executive Director may request the Member State to immediately remove the person concerned from the Frontex activity and expects that the relevant authority of the Member State will use its powers regarding the necessary disciplinary measures and, if applicable, to remove the person concerned from the respective pool for a defined period.
3. Without prejudice to paragraphs 1 and 2, in a case of serious violation of the present Code, the competent authority will adopt immediate measures that may result in the removal of a participant from Frontex activity.

3. OPERATIONAL CONCEPT

3.1. General description

The responsibility for the control of the external borders remains with the Host MS. Frontex facilitates and renders more effective the application of existing EU measures related to the management of external borders, by ensuring the coordination of MS actions in the implementation of those measures, thereby contributing to an efficient, high and uniform level of control on persons and surveillance of the external borders of the MS.

All the activities shall be executed based on EU law, the relevant national legislation and existing provisions of international law, both customary and conventional and in close cooperation with the involved authorities of the MS, in particular the host MS.

All the activities are coordinated by the ICC4, without prejudice to the privileges of the national operational chain of command and control specific to each participating MS. It is highly important to ensure the proper communication among the deployed officers, national authorities and International Coordination Centre (ICC).

Description of the tasks and roles all the participants in joint operational activities are defined in the Chapter 6 (Coordination Structure)

3.2. Definitions

Deployed officers refer to all five kinds of officers that can participate in the operation (Guest officers, Special Advisors, Observers, EU Advisors and Seconded Guest Officers)

Guest officers are the officers of Border Guard Services of the Member States deployed in other Member States at air borders during Frontex coordinated activities.

Special advisors are the officers of Border Guard Services of The United Kingdom and Ireland deployed to other Member States at air border during Frontex coordinated activities.

Observers are the officers of Border Guard Services of Third Countries deployed in Member States at air borders.

EU advisors are officers of Border Guard Services of the Member States deployed in Third Countries at air borders during Frontex coordinated activities

Seconded guest officers (SGO) are border guards from the Member States, with the tasks and powers of the guest officers as defined in Article 10 of the Frontex Regulation and are seconded to Frontex in accordance with Articles 3b and 17 of the Frontex Regulation. Therefore the tasks, powers and roles described in the respective chapters of this Handbook are also applicable for the seconded guest officers.

The SGO are selected by Frontex and will be considered as a Frontex contribution to the European Border Guard Teams. The secondment of an SGO must not exceed six months within a period of 12 consecutive months. Equally, the secondment period may not be shorter than one month.

International Organisations means representatives working for UNHCR⁵, IOM⁶ and UNODC⁷

EU Agencies mean representatives of Europol, EASO⁸ and FRA⁹

Hosting airports are airports of the Member States or Third Countries participating in Frontex operational activities hosting officers of Border Guard Services of other Member States or Third Countries.

Briefings: deployed officers and participating airport representatives will attend a briefing (see Chapter 5.1) before the start of the joint operation at a location indicated in advance (indicative schedule 09.00-15.00). During the briefing relevant operational details will be discussed and commented under the

⁴ Please see the Chapter 6.3.4

⁵ United Nations High Commissioner for Refugees - The UN Refugee Agency

⁶ International Organization for Migration

⁷ United Nations Office on Drugs and Crime

⁸ The European Asylum Support Office

⁹ European Union Agency for Fundamental Rights

4. GUIDELINES FOR DEBRIEFING ACTIVITIES

4.1. Introduction

[REDACTED]

At [REDACTED]

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4.2. Debriefing

[REDACTED]

4.3. Tasks of Debriefing Experts

[REDACTED]

4.3.1. Preparation for debriefing

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The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

4.4. Use of Interpreters

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The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

4.5. Status of Experts

Debriefing Experts enjoy Guest Officer Status and therefore, the rights and obligations set forth in the Frontex Regulation, in particular Article 10, 10(a), 10(b) and 10(c), apply to them. All participants in debriefing activities conducted within the framework of an operation coordinated by Frontex should act according to the Frontex Code of Conduct.

5. STANDARD PLAN FOR OPERATIONAL BRIEFING AND DEBRIEFING

5.1. Operational briefing

During the first 1-2 days of the deployment (depending on the scope of the joint operation) all participants taking part in joint operation will receive an Operational Briefing in accordance with the respective chapter of the Operational Plan. This briefing integrates core elements of the former EBGT Induction training core elements in the same quality as the former EBGT Induction training in order to guarantee best preparation in the right time to all deployed staff.

The Operational Briefing is composed of 2 parts:

- General briefing - delivered by Frontex
- National briefing - provided by National Briefers (airport representatives) assigned by the host MS

During the **General Briefing** all participants should be introduced to the main aspects of the Operational Plan, in particular:

- Legal framework of Frontex (including role, tasks and current structure of Frontex)
- Fundamental rights in Frontex activities
- Code of Conduct
- Description and assessment of the situation in the area (if applicable, also specific cross-border crimes like THB, etc.)
- Operational aim and objectives
- Information on implementation (period, briefing/debriefing, operational areas, participation) of the relevant operational activity
- Operational concept
- Cooperation with Third countries other EU bodies and international organisations in the operational area (if applicable)
- The tasks of participants
- Command, control, communications, contact details of Frontex staff
- JORA, FOSS
- Reporting (incidents, SIR, reports of participants and Frontex, etc)
- Information flow including the information to be exchanged with other EU bodies and international organisations
- Organizational arrangements and logistics
- Evaluation (reports)
- Press communication rules

During the **National part** of Operational Briefing all participants and observers should be introduced to the following topics in accordance with the Common Briefing Pack, in particular:

- a) Instructions on the composition of the teams, including shift schedules
- b) Introduction of the basic structure of the airport, the department and the chain of command
- c) Introduction of the key persons (e.g. Commanding Officers etc.)
- d) Introduction to Airport activities (information flow; task related instructions; profiling of risk travellers, modus operandi used for facilitating illegal migration, instructions on relevant provisions of the national legislation of the host Member State, conditions for use of force and legitimate self - defense, etc.)

5.2. Operational debriefing



Commented [A10]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

[REDACTED]

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6. COORDINATION STRUCTURE

6.1. Partnership

Frontex is a European Union coordinator, initiating, promoting and facilitating the synchronized efforts to control the external borders.

Each participating Member State is an operational multiplier, initiator, developer and task executor. All participating airport authorities are responsible for all border-related operational activities in regards to the applicable joint operation.

Frontex will ensure the coordination between the participants in the framework of the Joint Operation implementation. The participating authorities will support the objectives of the joint operation by deploying and hosting border guards in the operational area.

6.2. Tasks and roles of participants

6.2.1. Member States and Third Countries

6.2.1.1. Local staff of hosting countries

According to their mandate, guest officers perform tasks and exercise powers under instructions from and, as a general rule, in the presence of border guards of the host Member States.

The basic tasks of local staff will be according to the relevant national law and internal regulations of the national Border Guard Services with the additional tasks to:

- Cooperate with deployed officers, knowing their role and mandate.
- Know generally the operational plan and more accurately the tasks assigned to the local level.
- Support the participants to carry out their tasks with practical contribution.
- Actively contribute to the full integration of deployed officers in shifts/teams and work with them in mutual trust.
- Fill in with the assistance of deployed officers JORA report forms, reports and alerts according to the operational plan.

The operational tasks described in Chapter 3.3 are the usual main responsibilities, tasks and roles of the participating airports and should be carried out according to the needs.

For the names and ranks of Member State's border guards responsible for cooperating with the deployed officers and Frontex see the Airport Contact list in the Annex of the Operational Plan.

The hosting authorities are requested to inform the Frontex Operational team about any unexpected absence of the deployed officer from its duties (eg: due to sickness)

6.2.1.2. Local Coordination Centre (LCC)

[REDACTED] the

6.2.1.3. Deployed officers (general)

According to their mandate, deployed officers act under instructions from and, as a general rule, in the presence of border guards of the host country.

During the operation passengers shall be controlled according to European Union and local legislation. Based on the European Union and local legislation and taking into account language barriers, the deployed officers may be granted to access the national database and should use the national stamp.

During the operation passengers shall be controlled according to European Union and local legislation. Based on the European Union and local legislation and taking into account language barriers, the deployed officers may be granted to access the national database and should use the national stamp. The provision of internet access in addition to the possibility to receive and send mails is crucial to ensure the information exchange between all participants and Frontex in timely fashion.

Commented [A11]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

[REDACTED]

At European airports deployed officers should receive the security awareness training according to what foreseen in the Commission Regulation (EU) 185/2010, Annex 1 - Chapter 11.2.6, *Training of persons other than passengers requiring unescorted access to security restricted areas*. In case they have already attended this training at home airports, the hosting authorities may consider it valid according to the applicable national rules. Otherwise, deployed officers should be constantly accompanied.

What concerns Third Country observers (not related to EBGT profiles) or Partner Organisation observers, the hosting authorities can choose whether to provide them with ad-hoc training or accompany constantly them in the Air-side areas during their deployment.

[REDACTED]

[REDACTED]

[REDACTED] irregular

[REDACTED]

Commented [A12]:
The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

The non-disclosed parts contain information regarding the number and profiles of officers deployed in the operational area. Disclosing such information would be tantamount to disclosing the weaknesses and strengths of Frontex operations and pose a risk to their effectiveness. As a result, the course of ongoing and future similar operations would be hampered, ultimately defeating their purpose to counter and prevent cross-border crime and unauthorized border crossings. Consequently, the disclosure of such information would undermine the protection of the public interest as regards public security as laid down Article 4(1)(a) first indent of Regulation (EC) 1049/2001.

¹² Please, ref. to the Council Decision of 6 April 2009 establishing the European Police Office Europol 2009/1371/JHA

6.2.1.4. Role and powers of guest officers and seconded guest officers

[REDACTED]

Commented [A13]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

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6.2.1.5. Role and powers of special advisers

[REDACTED]

¹³ The area beyond the security control.

6.2.1.6. Role and powers of TC observers/EU advisors

[REDACTED]

Commented [A14]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

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6.2.1.7. Role of Member State Liaison Officers (LO) (if applicable)

[REDACTED]

6.3. Frontex

6.3.1. Operational Manager and Operational Team

The Operational Team is composed of a Frontex Operational Manager (OM) and Operational Team Members assigned for the management and coordination of the joint operation.

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] activities

6.3.1.1. Operational Management and Operational team

[REDACTED]

6.3.1.1.1. Operational Team Operational Members (Joint Operation Unit - Air Border Sector)

The tasks of the operational members of the operational team are monitoring and coordinating all the deployments under the joint operation from an organizational point of view. Even if the deployments are carried out upon the responsibility of Member States authorities, Frontex and thus the Operational Team will support the smooth preparation and implementation of the Joint Operation and provide all parties involved with the adequate support in case of a need.

In case of unforeseen issues, difficulties or changes during the deployments and in accordance with sending and host Member States, the Operational Team will react with appropriate countermeasures to ensure the effective ongoing of the operational activities and to support as much as possible colleagues at the spot.

The constant contact and distribution of information to the management level, the offering of solutions in case of different positions of Member States or other authorities/bodies involved and the permanent cooperation with all Frontex units involved in the operation is a primary task of all team members.

[REDACTED]

6.3.1.1.2. Operational Analysts (Risk Analysis Unit - Operational Analysis and Evaluation Sector)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Commented [A15]:
The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

The non-disclosed parts contain information regarding the number and profiles of officers deployed in the operational area. Disclosing such information would be tantamount to disclosing the weaknesses and strengths of Frontex operations and pose a risk to their effectiveness. As a result, the course of ongoing and future similar operations would be hampered, ultimately defeating their purpose to counter and prevent cross-border crime and unauthorized border crossings. Consequently, the disclosure of such information would undermine the protection of the public interest as regards public security as laid down Article 4(1)(a) first indent of Regulation (EC) 1049/2001.

6.3.2. Frontex Coordinating Officer (FCO)

[Redacted text block]

Commented [A16]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

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6.3.3. Frontex Situation Centre (FSC)

[Redacted text block]

6.3.3.2. Senior Duty Officer (SDO) Service in FSC

[Redacted text block]

[Redacted]

FSC Senior Duty Officer - Contact Information

Landline	[Redacted]
Mobile	[Redacted]
Email	[Redacted]

6.3.3.3. Deployed Support Officers to FSC

[Redacted]

[Redacted]

[Redacted]

FSC Support Officer - Contact Information

Landline	[Redacted]
Email	[Redacted]

6.3.3.4. FSC roles concerning Frontex One Stop Shop (FOSS)

[Redacted]

FOSS Contact Information

Landline	[Redacted]
Email	[Redacted]

6.3.3.5. FSC roles and responsibilities concerning JORA

[Redacted]

Commented [A17]:

The non-disclosed part contains detailed information on the means of communication used by law enforcement officials. The disclosure of this information would put law enforcement officials' work in jeopardy and harm the course of future and ongoing operations aimed at curtailing the activities of organized criminal networks involved in the smuggling and migrants and trafficking in human beings. As the disclosure of such pieces of information would undermine the protection of the public interest as regards public security, it must therefore be refused as laid down in Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Commented [A18]:

The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

The non-disclosed parts contain information regarding the number and profiles of officers deployed in the operational area. Disclosing such information would be tantamount to disclosing the weaknesses and strengths of Frontex operations and pose a risk to their effectiveness. As a result, the course of ongoing and future similar operations would be hampered, ultimately defeating their purpose to counter and prevent cross-border crime and unauthorized border crossings. Consequently, the disclosure of such information would undermine the protection of the public interest as regards public security as laid down Article 4(1)(a) first indent of Regulation (EC) 1049/2001.

[REDACTED] area

Commented [A23]:
The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

6.3.6. Training Unit (TRU)

The Frontex Training Unit will support the JOU in preparing briefings in order to ensure that all deployed staff will receive the necessary knowledge regarding Fundamental Rights, access to International Protection, the fight against THB, etc.

A specific EBGT Profile training, as for Second Line Airport Officer, Second-line Interview Experts already in place, will be further developed and offered exclusively for EBGT pool members in order to harmonize knowledge, skills and competences where appropriate. This will ensure, in mid and long term perspective, the promotion of Fundamental Rights under the scope of the specific EBGT job-competences (in alignment with stipulated EBGT Profiles) and will further improve the quality of operational activities under Frontex umbrella.

A constantly updated evaluation between operational activities and training is necessary in order to react immediately to latest trends of cross-border crime and to detect training gaps.

The participation in EBGT training will be documented by TRU via the OPERA system.

6.3.7. Pooled Resources Unit (PRU)

PRU develops and manages pooled experts and technical equipment of MS and supports JOU in providing resources for joint operations.

The unit assists JOU in liaising with MS and ensures that all information related to the EBGT members or technical equipment is updated in the Opera system as well as acts as the contact point for queries related to the use of the software. PRU is responsible for the timely issuance of the accreditation cards for the guest officers and participant cards for other participants which is distributed (together with the armbands) in the operational area by JOU.

The unit is one of the key actors regarding the management of the Seconded Guest Officers (SGOs) deployed to Frontex coordinated operational activities: it monitors the application of the Standard Operating Procedures governing the missions of the SGOs and ensures their coherent and consistent application at the Agency level as well as it distributes the "Deployment Guidelines" to the deployed SGOs. The initial correspondence prior to deployment of SGOs from Frontex to the respective MS is also done by the unit.

PRU is responsible for the transitional storage, allocation and overall monitoring of Frontex operational assets.

[REDACTED]

7. COOPERATION WITH THIRD COUNTRIES

7.1. Deployments of Third Countries observers at Member State airports

In the framework of the existing Working Arrangements between Frontex and the competent authorities of Third Countries, Frontex will take into consideration the deployment of national border guards from Third Countries to the European Airports that are performing controls at the external borders of participating Member States upon an agreement with the hosting Member State. Third Country regular officers and Third Country intermediate managers can be considered both as observers.

7.2. Deployments of EU advisors to Third Country airports

Frontex deploys officers as EU advisors from MS to Third Countries airports. The activities are initiated by Frontex only after deployment proposals are duly assessed by Frontex External Relation Officer-Third

Countries (Relex-TC). The EU advisors are thoroughly trained by Frontex. Attributes and skills requested for the deployments and other logistical issues are defined *ad hoc* between Frontex and the interested parties.

Pre-condition: Frontex Working Arrangements with the competent authorities of Third Countries and direct flight connections.

Upon the pre-condition and in case the interested Member States and Third Country have no a bilateral agreement in place covering the possibility of sending/hosting officers, Joint Operation Focal Points Air can be used to create an *ad-hoc* bilateral agreement (for that purpose, the procedure would consist of a formal exchange of forms to activate Focal Point Offices in Third Countries - official proposal and official answer exchanged via Frontex using the attached form - Annex 16.4). The need of direct flight connection between the sending and the hosting airports remains as a condition *sine qua non*.

8. DEPLOYMENT OF INTERMEDIATE MANAGERS

This Chapter of the handbook refers only to the deployment of intermediate managers in the framework of the Joint Operation Focal Points Air - Intermediate manager. Its content has to be seen as a specification which differs from the previous parts of the operational handbook. Consequently all the duties, rights and information listed in the chapters before and after will apply as well to the deployments of intermediate managers (if not contrary or different stated over here). The profile of intermediate managers coincides with what mentioned in Chapter 3.2.

8.1. Tasks of intermediate managers

The tasks of intermediate managers are different from the tasks of operational officers. The main focus of these managers should cover the organization and managing of the border control at the respective airport. However, in case of need, the officer can carry out all the tasks foreseen in this operational plan.

Intermediate managers deployed at activated Focal Point airports are actively involved also in the support of other Frontex air border joint activities carried out in situ and provide local authorities and Frontex with all necessary support for those mentioned activities.

8.2. Role of intermediate managers

As it is for other deployed officers, the role shall be seen as a mutual sharing of experience and knowledge with the local managers, providing them with possible "new" sights and approaches and in return receiving from them fresh and different expertise from the way the hosting airport authorities are dealing with certain issues and procedures.

8.3. Powers of intermediate managers

The deployed officer shall work together with a comparable counterpart at his place of deployment. The deployed officer is not supposed to carry out any active commanding role. His/her role is limited to support and learn from his local counterpart in his/her work and to observe the daily workflow. The powers of deployed operational officers will apply as well to the officers deployed as intermediate managers. This includes in particular the use of force and the need to wear an armband, accreditation card and uniform.

8.4. Deployment time period

The deployment of intermediate managers is carried out for maximum 10 working days.

The deployment of an intermediate manager is independent from other operational officer deployments, which means that a deployment can take place even if there are already operational officers deployed at the respective Focal Point Air.

8.5. Main conditions for a deployment

The intermediate managers should meet, collaborate and exchange their professional experiences with local intermediate managers who carry out similar macro functions, as follows (please, consider that the list is indicative and not exhaustive):

[REDACTED] in [REDACTED]

Commented [A24]:

The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

[REDACTED]
[REDACTED] in [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The exchange of intermediate managers shall be carried out between airports with the similar size, based on the number of passengers. However, exceptions are possible if duly justified and accepted by the hosting airport.

The main aim of this approach is to provide the parties involved with a constant and direct way to share knowledge, information and experience. Because of that it is essential that officers from both sides are able to communicate with each other. Therefore the deployed officers shall be able to speak and write in English on a working level. Further language skills, in particular the knowledge of the language of the hosting Member States is considered an added value.

In case of an exchange between two airports the deployed officers are suppose to have a comparable rank and/or position.

Frontex plans to address Member States during the course of the year in regard to the deployments of intermediate managers, asking for the following information:

- Willingness to host an officer in one airport.
- Willingness to deploy an officer.
- The macro functions carried out by the officer foreseen for the respective deployment.
- The brief justification for the deployment by referring in particular to the objective of the measurable added value for Europe.

Frontex carries out a general briefing for all the intermediate managers prior to the start of the operation. Additional ad-hoc briefings might be carried out in case of need. The Agency will invite for briefing representatives of the NFPOC involved, intermediate managers foreseen for the deployments and airport representatives of the hosting airports. The practical deployment arrangements will be done between Member States/ as it is for other deployments in the framework of JO Focal Points Air Intermediate managers. During the time of each deployment one or more field visits could be carried out by Frontex staff.

[REDACTED]

Commented [A25]:
The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Commented [A26]:
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9. COMMAND, CONTROL, COMMUNICATIONS AND REPORTING

9.1. Command and control

the [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Commented [A27]:
The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

9.2. Communication

Communication between all participants of the joint operation will be accomplished via e-mail, mobile and fixed line phones;

FOSS will be the main platform used for sharing operational-related information and maintaining situational awareness among all parties involved (Operational Plan, other operational documentation: FSC DSR, WAU, etc);

Communication with other EU bodies and international organisations participating in the joint operational activities will be in accordance with the legal framework and operational needs.

9.3. Reporting System

[REDACTED]
[REDACTED]
[REDACTED]

Commented [A28]:
The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

9.3.2. Reporting of Incidents via JORA

The Joint Operations Reporting Application (JORA) is an IT software system that provides Frontex and its internal and external stakeholders (Member States, other EU institutions and authorities) [REDACTED] the data related to the incidents and other data related to operational activities during the entire cycle of the operations coordinated by Frontex. JORA is the system constructed in modules developed in parallel based on the constant analysis of the operational reporting needs.

Detailed information on JORA is contained in Chapter 11.

With reference to the incident reporting for this operation, the Incident Template guidelines will be uploaded in FOSS (Operational Activity area).

Templates for data collection are developed under the guidance of Risk Analysis Unit (Annex 6).

[REDACTED]
d).

9.3.6. Serious Incident Reports

A Serious Incident Report is an alert message that shall be reported immediately [REDACTED] and the host MS' authorities in case a relevant incident occurs that needs urgent attention as the incident may affect or be relevant to, the Frontex mission, its obligation, image, the safety and security of participants in activities coordinated or led by Frontex, or any combination thereof, having special regard to any violation of Fundamental Rights (see chapter 12 of this Handbook).

Commented [A30]:

The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

10. FRONTEX ONE-STOP-SHOP (FOSS)

10.1. FOSS general information

[REDACTED]

[REDACTED]

[REDACTED]

Commented [A31]:

[REDACTED]

10.2. FOSS access procedures

FOSS users are divided into "User Groups", with each group being granted a specific access level enabling its members to view or upload information, depending on their specific operational need.

[REDACTED]

10.2.1. FOSS access authorization

Access to FOSS is given upon request. It is granted if the requestor meets the following conditions: has an operational need, provides the required details and is authorized by the relevant authority.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Access authorization procedure [REDACTED]

When OPERA¹⁴ is used the process of requesting and authorizing access to FOSS is fully performed through this system, by completing the section "Additional information", under the "Personal registration" form in the "Resources Deployment Tool" page.

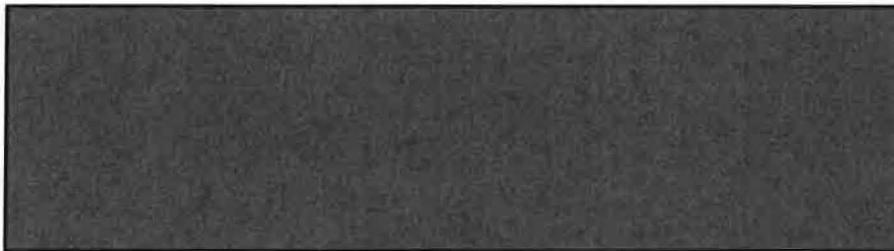
[REDACTED]

[REDACTED]



“Type of Access”, by selecting one the following options:

- Standard overview of JO documents
- Full overview of JO documents
- Full sector overview



Commented [A32]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

10.2.1.2. Access authorization procedure for the other participants (not inserted in OPERA):

- In the “FOSS User Access Request Form” the NFPOC approves/disapproves the access request for their personnel deployed to the operation or other parties, by ticking one of the relevant boxes displayed in the form and identifying the joint operation to be accessed.
- The NFPOC sends the duly completed “FOSS User Access Request Form” to the Operational Manager.
- The Operational Manager approves the request and sends the relevant data to the FSC User Administrator, in order to grant access.

10.3. Roles & Responsibilities

10.3.1. FOSS National User Coordinator

This function is assigned to the relevant MS’s NFPOC. His/her responsibilities include gathering user data, validating access and providing user data to the “Area of Interest Owner” (Operational Manager). \

¹⁶ Start and end date can be freely decided, but we recommend requesting FOSS access before the start of the deployment for the Guest Officer (for example 30 days in advance). It is also recommended to allow access to operational documents available in FOSS also 30 days after the end of the deployment of the Guest Officer.

10.3.2. Area of Interest Owner

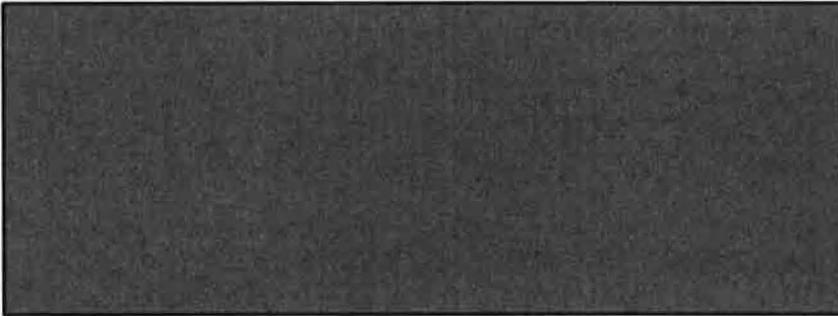
This function is assigned to the Operational Manager in charge of the Joint Operation. His/her responsibilities include establishing the structural design and layout of the Joint Operation's specific area (FOSS Area of Interest), uploading content in the Joint Operation's specific area, authorizing user groups and permissions levels, providing all necessary information to the User Administrator.

10.3.3. User Administrator's █████ - FOSS Service Manager

This function is assigned to █████. His responsibilities include creating, updating and removing user accounts, assigning users to a respective group, assigning groups to the Joint Operation's specific area.

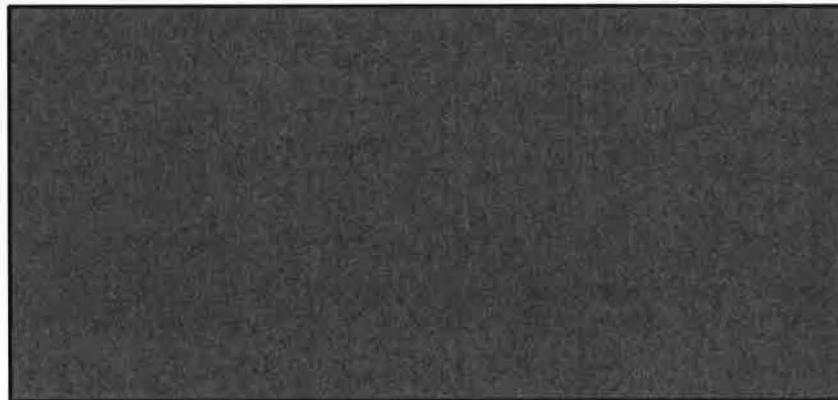
10.4. Navigation in FOSS

After logging into FOSS, by clicking on the section 'Operational Activities' authorized users will be able to access the relevant Joint Operation page, directly from the FOSS homepage:



Commented [A33]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

After having entered the 'Operational Activities' section, the user will then be able to select the page of the Joint Operation of his/her deployment, either from the left hand side menu, or from the central pane. As an example, in the image below the user has been granted access rights to JO Focal Points Sea 2013:



11. JOINT OPERATIONS REPORTING APPLICATION (JORA)

11.1. JORA General Information

11.1.1. JORA PRODUCT & SERVICE MANAGEMENT

The FSC JORA Product and Service Management is responsible for the JORA Service Operations, in accordance with the JORA policy and processes. The Product and Service Managers are listed in Annex 4.

The Product and Service Managers are the stewards of the system: their primary role is to ensure that the system runs properly, in line with the end-users needs and, if necessary, to manage the further developments or readjustments of the system.

The Product and Service Managers also support the correct use of JORA, review quality, efficiency and user-satisfaction of the system in accordance with the needs.

The JORA Product and Service Management is responsible for the following tasks:

- To coordinate and carry out the activities required in order to ensure the daily operational management of the system;
- To communicate with external customers and Frontex entities;
- To manage and maintain the Service-Level Agreement with Frontex ICT;
- To manage the content and the structural design of the application;
- To manage the Requests for Change;
- To identify and assess the training needs, and to plan, coordinate, organize and deliver the relevant training activities, where possible;
- To report risks, statistics and issues to the Business Owner;
- To initiate and coordinate the execution of new developments;
- To provide their expertise to new activities related to the product development;
- To initiate quality checks.

In order to maintain the required operational support, the JORA Product and Service Management provides daily expertise, consultancy and assistance to its stakeholders and customers.

Suggestions and feedback are part of the adopted Continual Service Improvement orientation. Thus, the JORA Product and Service Management welcomes any feedback received from the end users: suggestions, recommendations and Requests for Change are assessed and analyzed by the JORA Change Advisory Board. The standard Feedback Form is available in Annex 3.

11.1.2. JORA ROLES AND RESPONSIBILITIES

11.1.2.1. JORA ADMINISTRATOR

- Staff member nominated by the Frontex Situation Centre Head of Unit (listed in Annex 4);
- Authorized to manage all the roles and processes in JORA;
- May define, modify and delete operations in JORA;
- Acts as the Incident Template Approver, thus validating and publishing an incident template in JORA.

11.1.2.2. JORA FRONTEx ACCESS MANAGER

- Operational Manager of the Joint Operation, as listed in Annex 4 of the Operational Plan;
- Creates the operation and its structure in the JORA system according to the Operational Plan;
- Selects and assigns the incident template creator in the JORA system, and approves the relevant incident template;
- Manages the access requests coming from members of the EU Institutions, from Frontex, and from other authorities who take part to the operation;
- Assigns and manages the National Access Managers appointed to the operation in the JORA system, in accordance with Annex 4;
- Selects delegated Operational Manager(s) in the system when a new operation is created;
- Acts as the Incident Template Verifier;
- Manages users concerning this operation.

11.1.2.3. DELEGATED JORA FRONTEX ACCESS MANAGER

- The same set of roles and responsibilities assigned to the Delegated Frontex Access Manager applies;
- Listed in Annex of the Operational Plan.

11.1.2.4. FSC SUPPORT OFFICERS

The FSC delivers the necessary training for JORA, in accordance with the role and the responsibility of the Support Officers. FSC ensures that all the support officers having appropriate user rights in the JORA system to perform their tasks during their deployment.

11.1.2.5. JORA NATIONAL ACCESS MANAGER

National Access Managers are nominated by their Member States / National Authorities and are listed in Annex 4 of the Operational Plan.

Responsibilities:

- To approve or reject the Initial Access Requests from member of national entities participating in Frontex operations and to define the operational access rights;
- To manage the users' accounts for the operation.

11.1.2.6. JORA INCIDENT REPORTER

A Member of BCP or surveillance unit is responsible for incident reporting.

Hosting country officer(s) or deployed officer(s) are responsible for the incident reporting depending on the organization of the daily operational activities. In case deployed officers are involved into the incident reporting working flow it is strongly advised that the hosting country authorities appoint a local officer for the coordination of the incident reporting in the JORA system (such as incident verifier).

The incident reporters' main responsibilities are to create, modify, and forward incident reports to the next validation level, in accordance with the Operational Plan.

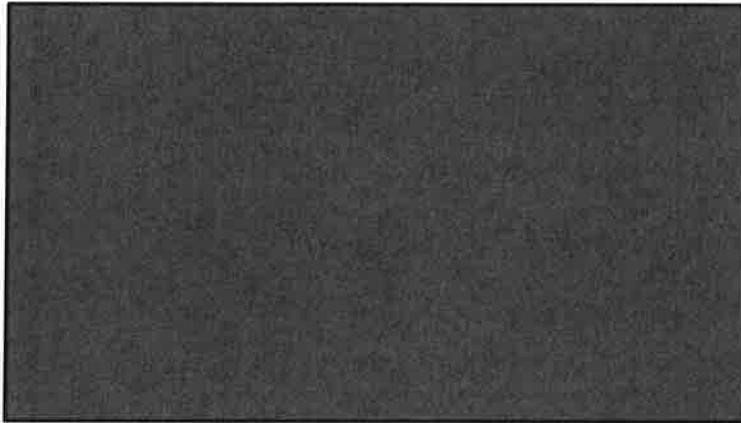
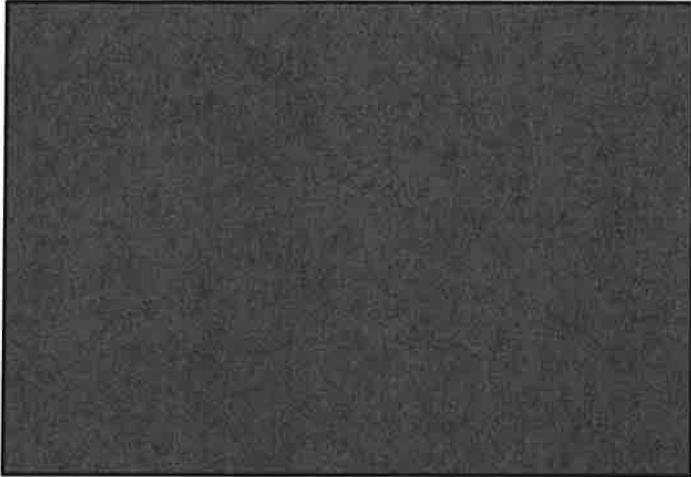
11.1.2.7. JORA LOCAL INCIDENT VERIFIER

A Member of a Local Coordination Centre responsible for the validation of incidents at a local level, as listed in Annex of the Operational Plan. Local incident verifiers' main responsibilities are to verify, modify and forward incidents to the next validation level, in accordance with the Operational Plan.

11.1.2.8. JORA INTERNATIONAL INCIDENT VERIFIER

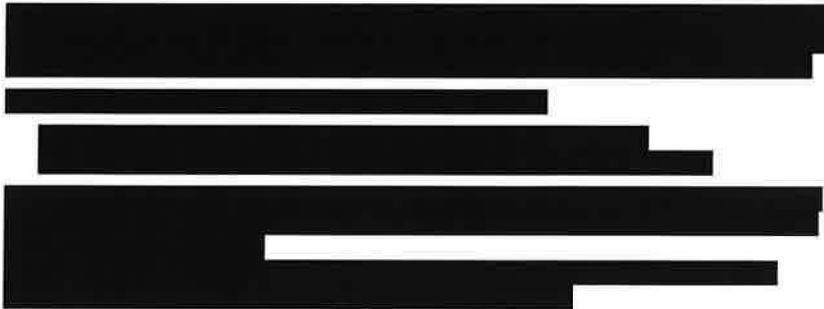
A Member of International Coordination Centre or a member of other authorities responsible for the validation of incident reports at the international level. The ICC incident verifiers' main responsibilities are to verify, modify and forward incident reports to the Frontex Situation Centre, in accordance with the structure of the operation.

Commented [A34]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.



11.2. JORA access request procedure

11.2.1. Background



Commented [A35]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

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[Redacted]

11.2.2.3. System User

[Redacted]

11.2.2.4. Login Requirements

[Redacted]

11.2.2.5. Password Requirements

[Redacted content]

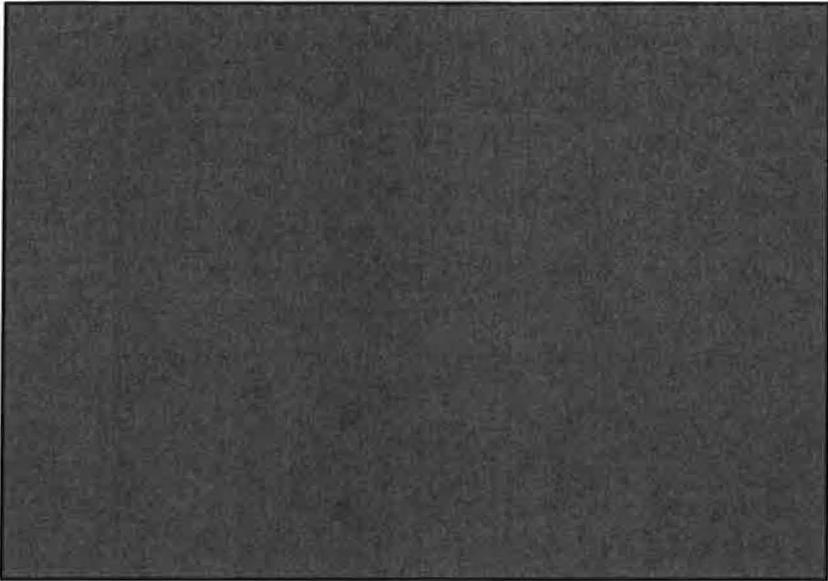
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11.2.2.6. User Details

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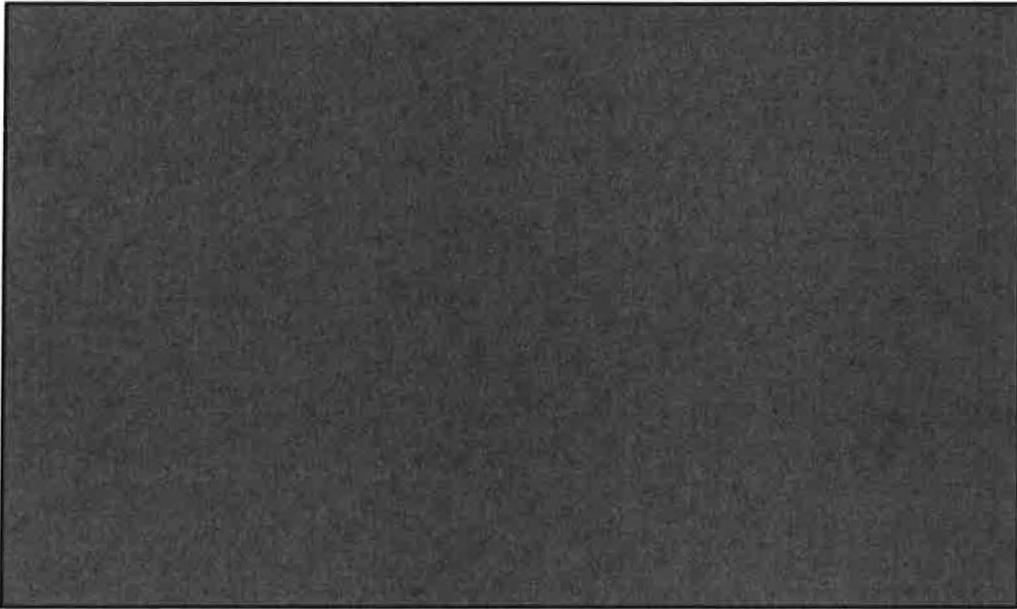
11.2.3. Access Request to specific operation in the JORA system

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The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.



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The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

The non-disclosed part contains detailed information on the means of communication used by law enforcement officials. The disclosure of this information would put law enforcement officials' work in jeopardy and harm the course of future and ongoing operations aimed at curtailing the activities of organized criminal networks involved in the smuggling and migrants and trafficking in human beings. As the disclosure of such pieces of information would undermine the protection of the public interest as regards public security, it must therefore be refused as laid down in Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

11.3. Contact Details

In case of assistance, users may contact the JORA Service Management of the Frontex ICT Helpdesk via e-mail or telephone as shown below:

[Redacted]

12. SERIOUS INCIDENT REPORTING

12.1. Introductory information

The purpose is to define the steps and actions to be taken in the frame of the reporting of serious incidents, in accordance with the "Frontex Serious Incident Catalogue". Given the seriousness of the incident reported, as well as the urgency in taking immediate action within Frontex, it is crucial that all actors¹⁷ in activities¹⁸ coordinated or led by Frontex are acquainted with the procedural steps and understand the importance of "Serious Incident Reports" (SIRs) due to the impact these "Serious Incidents" (SIs) could have on Frontex work, responsibilities and reputation.

12.2. Definition

12.2.1. Serious Incident

SI is an event or occurrence, natural or caused by human action, which may affect, or be relevant to, the Frontex mission, its obligation, image, the safety and security of participants in activities coordinated or led by Frontex, or any combination thereof. SI includes situations of alleged violations of Fundamental Rights and of European Union acquis (EU) or international law, particularly related to international protection obligations and of the Frontex Code of Conduct for all persons participating in Frontex activities and for Joint Return Operations coordinated by Frontex.

12.2.2. Serious Incident Report (SIR)

[REDACTED] the occurrence of a SI as defined in the "Frontex Serious Incident Catalogue" (12.8). The production and timely dissemination of a SIR contribute to improve situational awareness and increase the reaction capabilities of Frontex related to incidents occurred in the frame of activities coordinated or led by Frontex. The issuance of a SIR is the first internal step for possible follow-up measures and eventual official statements to be taken by Frontex Senior Management if needed.

12.3. Roles and responsibilities

In order to ensure the immediate information flow after the occurrence of a SI and to enable that Frontex and all involved parties take appropriate action, it is crucial that all actors in activities coordinated or led by Frontex understand their role within the SIR procedure (Chapter 12.5.).

The actors involved in the SIR mechanism are:

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The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

¹⁷ All persons participating in activities coordinated or led by Frontex

¹⁸ Frontex activity means any activity coordinated or led by Frontex

12.5.2. Formal SIR

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12.5.3. Updated SIR

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12.5.4. Final SIR

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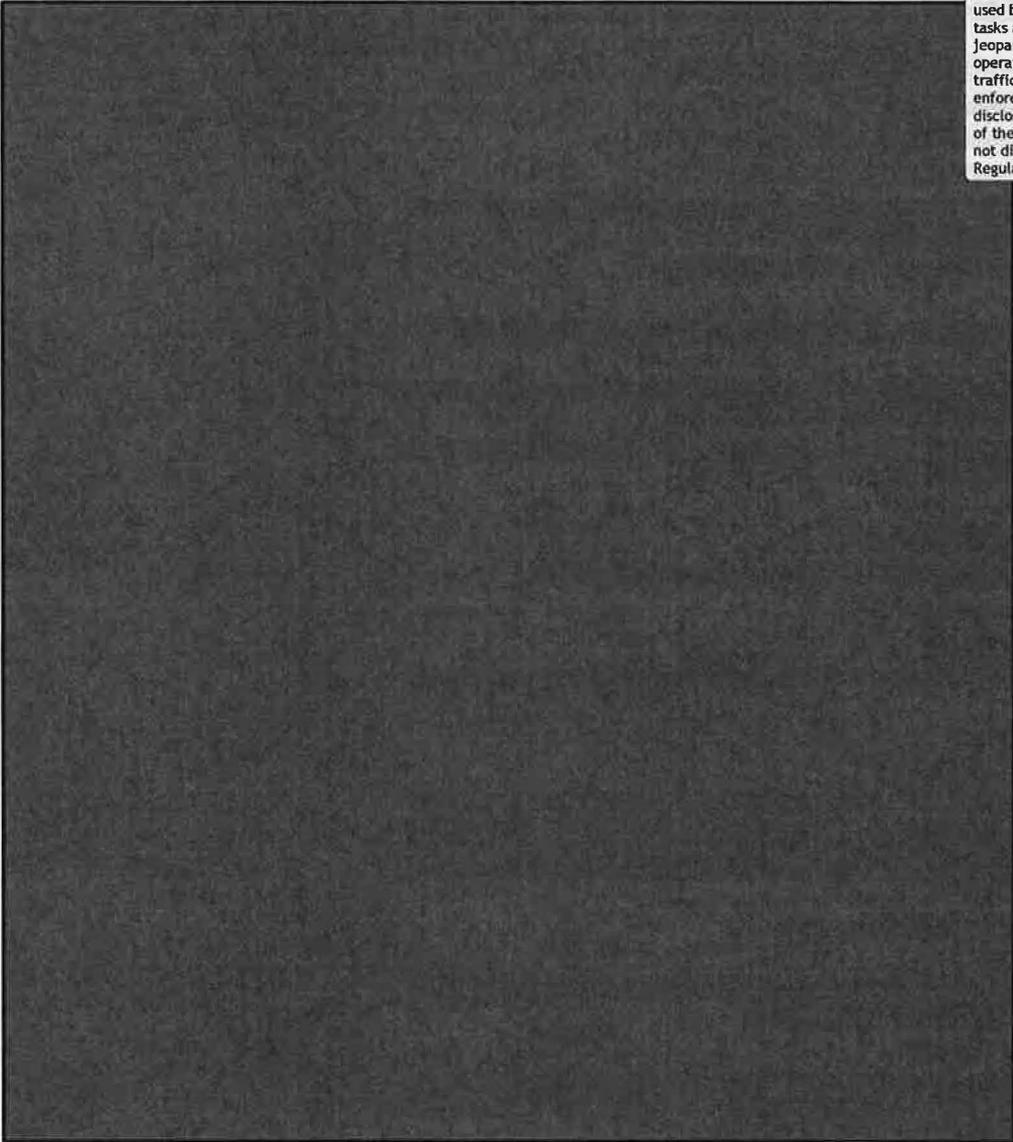
12.6. Reporting of SI with possible violation of fundamental rights

In case of sensitive SI involving violation of FR, the reporting is subject to a specific extraordinary procedure as described below.

[Redacted text block]

Commented [A43]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

[REDACTED] m



Commented [A46]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

12.10. Annex 6 List of potential fundamental rights violations within Frontex activities

- Asylum
 - Non-access to the asylum procedure:
 - Non-Identification
 - Non-Registration
 - Non-Information and counselling
 - Removal
- Children
 - Best interests of the child
 - Living conditions
 - Unaccompanied minors/Separated children:
 - Legal guardianship and representation
 - Respect for the views of the child. Right to participation
 - Family reunification
 - Safeguards regarding age assessment
- Collective expulsion
- Dignity (Human dignity)
- Discrimination:
 - Sex
 - Race
 - Colour
 - Ethnic or social origin
 - Genetic features
 - Language
 - Religion or belief
 - Political or any other opinion
 - National origin
 - National minority
 - Property
 - Birth
 - Disability
 - Age
 - Sexual orientation
 - Other grounds
- Effective remedy before a tribunal:
 - Expulsion
 - Extradition
- Family life:
 - Family reunification
- Health care
- Integrity of the person:
 - Physical integrity
 - Mental integrity
- Liberty and security:
 - Deprivation of liberty (arbitrary or unlawful)
 - Guarantees for persons (lawfully) deprived of liberty:
 - Information on the reasons for arrest:
 - Prompt information
 - Information in language understood
 - Information on reasons for arrest
 - Information on charge
 - Examination by a Court (lawfulness of detention):
 - Review of lawfulness of detention
 - Take proceedings
 - Review by a court
 - Speediness of review
 - Procedural guarantees of review
 - Order release
- Life:
 - Deprivation of life (arbitrary or unlawful)
 - Lives at risk:
 - Expulsion
 - Extradition
 - Use of force, not absolutely necessary:
 - Defence from unlawful violence
 - Effect lawful arrest
 - Prevent escape
 - Quell riot or insurrection
- Personal data
- Private life:
 - Personal and bodily integrity
- Property:
 - Deprivation of property
- Refoulement:
 - Risk of torture
 - Risk of other inhuman or degrading treatment or punishment
 - Risk of persecution
 - Risk of death penalty
 - Threat to life
 - Threat to physical integrity
 - Threat to liberty
 - Risk of suffering other serious harm
- Torture and inhuman or degrading treatment or punishment:
 - Torture
 - Inhuman treatment
 - Degrading treatment
 - Effective investigation
- Trafficking in human beings
- Other Vulnerable persons and persons with specific needs:
 - Minors
 - Unaccompanied minors
 - Single parents with minor children
 - Pregnant women
 - Disabled people
 - Elderly people
 - Persons with serious illnesses
 - Persons with mental disorders
 - Victims of human trafficking
 - Victims of torture, rape or other serious forms of psychological, physical or sexual violence.
- Other (specify):
 -
 -
 -
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 -

13. ARRANGEMENTS OF DEPLOYED RESOURCES

13.1. Operational Resources Management System (OPERA)

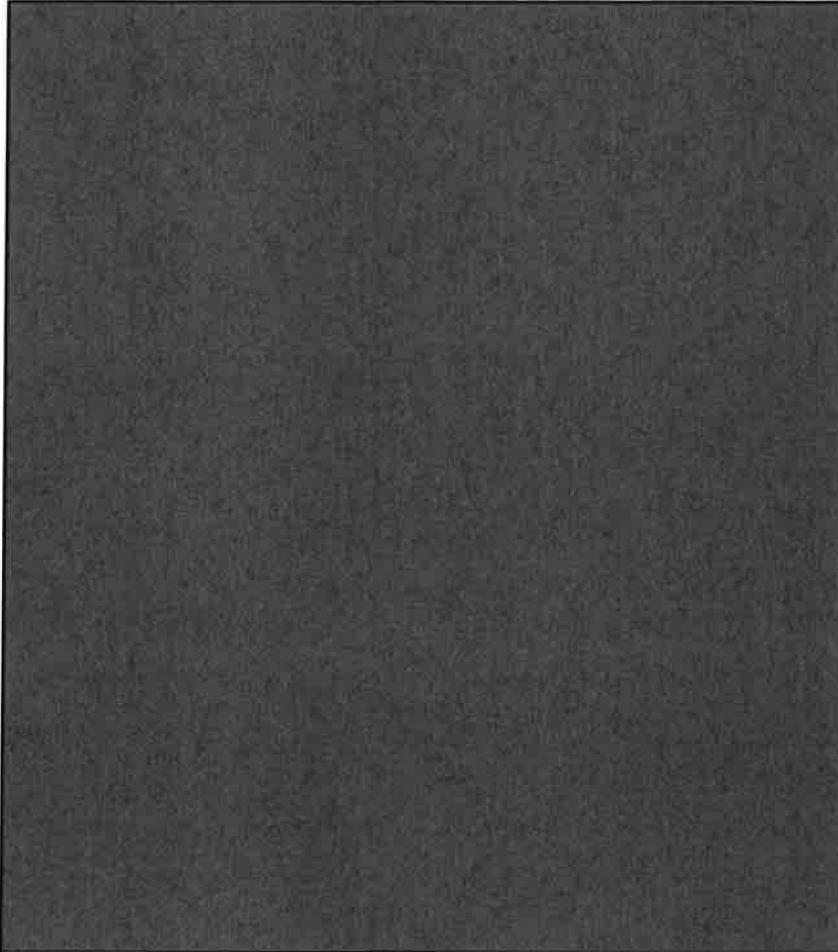
The Operational resources management system (Opera) is an integrated web-based system for the management of the operational resources pooled and deployed in Frontex coordinated activities. Information related to the availability and deployment of the resources is stored in the application and is available for the generation of statistics, and for automated reporting.

The main functions of the Opera system are the following:

- To manage contributions to the HR and TE Pools: personal data (including deployment history, profiles, participation in Frontex training, etc) of officers nominated to the HR Pools is stored in the HR Pools database. MS nominate officers and update the information in real time by using Opera. The content is fully searchable and available for the other functionalities of the application. The same applies to the TE Pool database (CRATE).
- To manage and allocate resources to joint operations and other activities by:
 - Creating and storing operational details such as duration, location, type of operation, operational needs in terms of HR and TE;
 - Supporting the generation of Frontex requests for availability of resources to the MS;
 - Managing the contribution and allocation of MS resources to a given Frontex coordinated activity;
 - Managing the Running Expenses of Means templates;
 - Monitoring and registering the deployed resources.
- To issue secure accreditation documents: information on the allocation of HR gives the Operational Team the possibility of easily creating requests for accreditation documents for joint operation. Opera foresees also the possibility of sending a PDF document directly to the NFPoC when the document is created.
- To generate reports: opera gives Frontex and the MS the possibility of generating different types of report in a fully automated way such as composition and statistics on Pools, overviews on deployments and registration for officers, Key Performance Indicators, reports on the deployed resources in a given operation, other customisable reports.

Users, according to the instructions received during the Opera Training and procedures discussed and agreed in the Opera workshops, input information concerning the available/deployed resources, Running Expenses of Means related financial data, and officer registration details (necessary for issuing accreditation/participant's documents) directly through the Opera dedicated interface.

Commented [A47]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

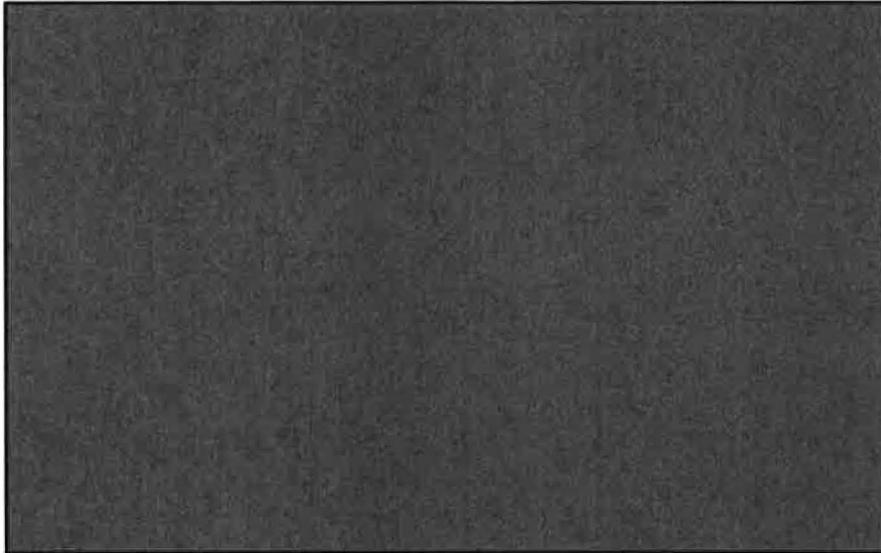


The previous version of the Excel-based Accreditation form is replaced by the Opera system with the following input interface:

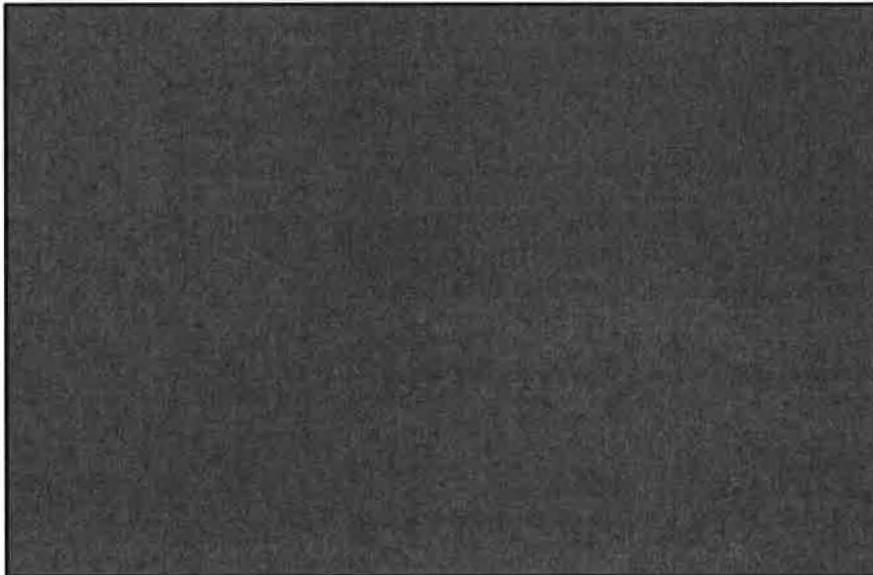
Under "Travel Details", MS shall input information about the arrival and departure dates (including indication of approximate time of arrival), Flight details if travelling by airplane, Mean of Transportation, Route, Arrival Airport, Entry BCP/Airport and Accommodation. In the event of Accommodation being provided by the host MS and being unknown at the time of registration, MS shall indicate this in the Accommodation box by the text "accommodation provided by Host MS".

The Expiry date of the Accreditation Document is automatically set as the date of departure from the operational area. In the event of any particular need (e.g. transportation by car, etc) MS can manually extend the date in order to have the Accreditation Document valid until the arrival of the officer in his/her MS.

Commented [A48]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.



Under "Personal Equipment\Weapons", MS shall indicate if the officer is travelling to the operational area carrying weapons or not. If yes, MS shall also register the weapon and indicate the amount of ammunition. This field is mandatory.



Commented [A49]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Under Additional Information, MS shall indicate if the officer shall have access to FOSS, and the type of access requested (including duration). More information about FOSS is provided in chapter 9. MS shall also

indicate the Daily Gross Wage and Daily Subsistence Allowances of the deployed officer for that specific operation.

14. COMMUNICATION WITH PRESS

14.1. Introduction

All Frontex activities are financed from public funds (EU budget) therefore it is Frontex' obligation to maintain a high level of transparency and openness in its activities. Operations held at the external borders experiencing a high level of migratory pressure often draw a large numbers of international journalists.

It is Frontex policy to facilitate media coverage of all its activities, including operations. Consequently the press office facilitates media visits to the operational areas and organises media interviews with officers deployed by Frontex.

All press visits are closely coordinated with host MS authorities and are carried out according to procedures defined in the Press Communication Rules in the sub-chapter below.

Press rules may vary depending on the operation; therefore the differences will be reflected in the main part of the Operational Plan.

Openness cannot hinder or jeopardise operational activities, therefore several general rules apply.

No information should be released to the media prior to the beginning of the operation.

Operational details, such as operational area, details of technical equipment deployed, shift schedule etc. are considered sensitive information and are not to be shared with the media.

All participants in the joint operation are obliged to contact the Frontex press office before giving an interview.

14.2. Press communication rules

14.2.1. General

The communication strategy regarding the Frontex mission and activities in general is under the auspices of the Agency.

In order not to jeopardise the outcome of the operation, no information about the operation should be released to the public prior to its beginning. National authorities deploying border guards to the Joint Operation should also limit their public statements to the general objectives of the operation, numbers and profiles of experts.

Press Offices of Frontex and the host country press office represented by the Dedicated Press Officer are entirely responsible for coordination of all matters related to interview requests, press visits to the operational area and any other press-related matters related to the Joint Operation.

Press lines regarding joint border control operational issues and actions as well as specific incidents that might occur, are agreed by Frontex and the host country press office represented by the Dedicated Press Officer.

14.2.2. Tasks of press offices in the context of Joint Operations

Press visits to the Joint Operation will be organised by the host MS authorities in cooperation with the Frontex Press Office.

Tasks of the Frontex press office will include:

- Informing the media on Frontex' mission and activities, as well as on the activities of the Joint Operation. Providing background information and statistical data on migratory movements.
- Being the point of contact for international media requests.
- Media monitoring and analysis of media tendencies (neutral, positive, negative).
- Drafting and distributing press releases, statements and other communications in close cooperation with the competent host country authorities.

Tasks of the Host Country press office represented by the Dedicated Press Officer

- Arranging interviews with representatives of the host MS authorities.
- Being the point of contact for national media.
- Arranging filming opportunities in the operational area

The contact details of the Frontex Press Office members (Spokesperson and Press Officer) and Dedicated Press Officers of the National Authority of the Host MS are indicated in the respective Annex of the Operational Plan "Contact Details".

15. FINANCIAL PROVISIONS

In accordance with the decision of the Frontex Executive Director, Frontex will co-finance the Joint Operation. Frontex will reimburse eligible costs incurred by participating Member State authorities in relation to deployments of experts and technical equipment provided that the Framework Partnership Agreement is in place.

Frontex will be responsible for the preparation of all necessary financial commitments and the preparation of the legal commitments. Funds are allocated by means of issuing Specific Financing Decision with estimated budget.

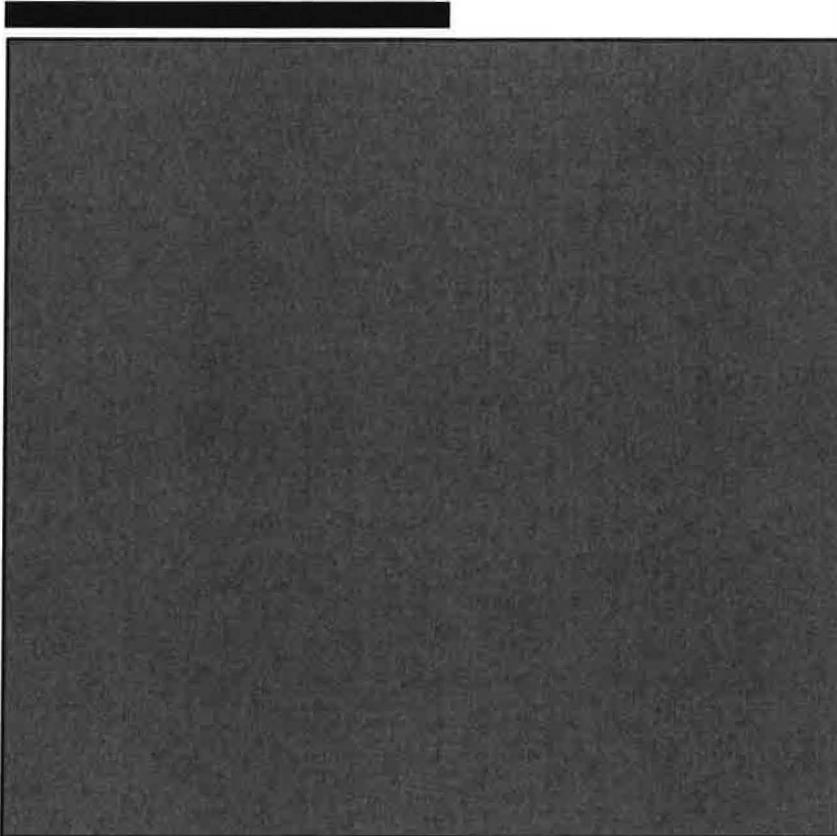
Once the Specific Financing Decision is issued by Frontex, the Member State authority is obliged to send back Acknowledgement of Receipt and is entitled to request pre-financing up to 50% of Specific Financing Decision budget. Frontex strongly recommends partner authorities to claim the advance payment.

In accordance with Article II.17 of the Framework Partnership Agreement, payment of the balance, which may not be repeated, is made after the end of the operational activity on the basis of eligible costs actually incurred in carrying out the operational activity. The request for final payment shall be submitted within 75 days after the end of the Joint Operation.

Accordingly, Frontex will co-finance the deployments of Third Country observers within the Joint Operation, provided that the interested Third Country has signed the Working Arrangement with Frontex. For the purpose of legal and financial commitment, Frontex and the Third Country partner authority mutually sign the Grant Agreement along with the estimated budget and General Conditions. Further co-financing details, eligible costs and payment rules for Grant Agreements are analogical to the Specific Financing Decision scheme for Member States.

16. TEMPLATES (EXAMPLES)

All actual and tailored templates are published on FOSS on the website of respective joint operation. In the course of the preparation phase for the JO, additional templates might be developed. In such cases participating MS will be informed and additional template will be uploaded on FOSS.



Commented [A51]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

16.2. JO Focal Points Air - Intermediate Managers - Final Report

The purpose of this report is to get an overview on the work carried out at the hosting airport, taking mainly into account the personal opinion of the deployed Intermediate Manager. It will be used, together with information gathered from the different final reports, to evaluate the effectiveness and usefulness of the Intermediate Managers deployment.

Frontex kindly requests you to fill out and complete the following questionnaire. The questions are merely for guidance, trying to be comprehensive of the possible different tasks carried out during the whole deployment. You only have to answer those questions relating to the tasks really performed during the week and try to establish differences/similarities with the tasks in your airport. If this information is not available, please fill in n.a. (not available). Your responses should be accompanied of a brief explanation reflecting suggestions and/or best practices learnt.

You are kindly requested to return the questionnaire not later than two weeks after the end of your deployment [redacted] with the reference: FP-IM Final Report

Name and place of deployment:	
Deployment Period:	
General Issues	
Your current post and rank in origin	
Post and rank of the hosting officer (your counterpart)	
Has your home airport department a similar structure in terms of number of officers and operational units?	
Did you work together with a comparable counterpart? In particular in terms of positions (position in the chain of command, number of officers responsible for) and working area (area of expertise).	
Did you work together with several other managers or did you work together mainly with the same counterpart? Based on the experiences made, please verify which solution/approach you would have preferred (recommendation for the future).	
Preparation	
Did your authorities inform you about the JO?	
Did the briefing help you to understand the scope and tasks of your deployment?	

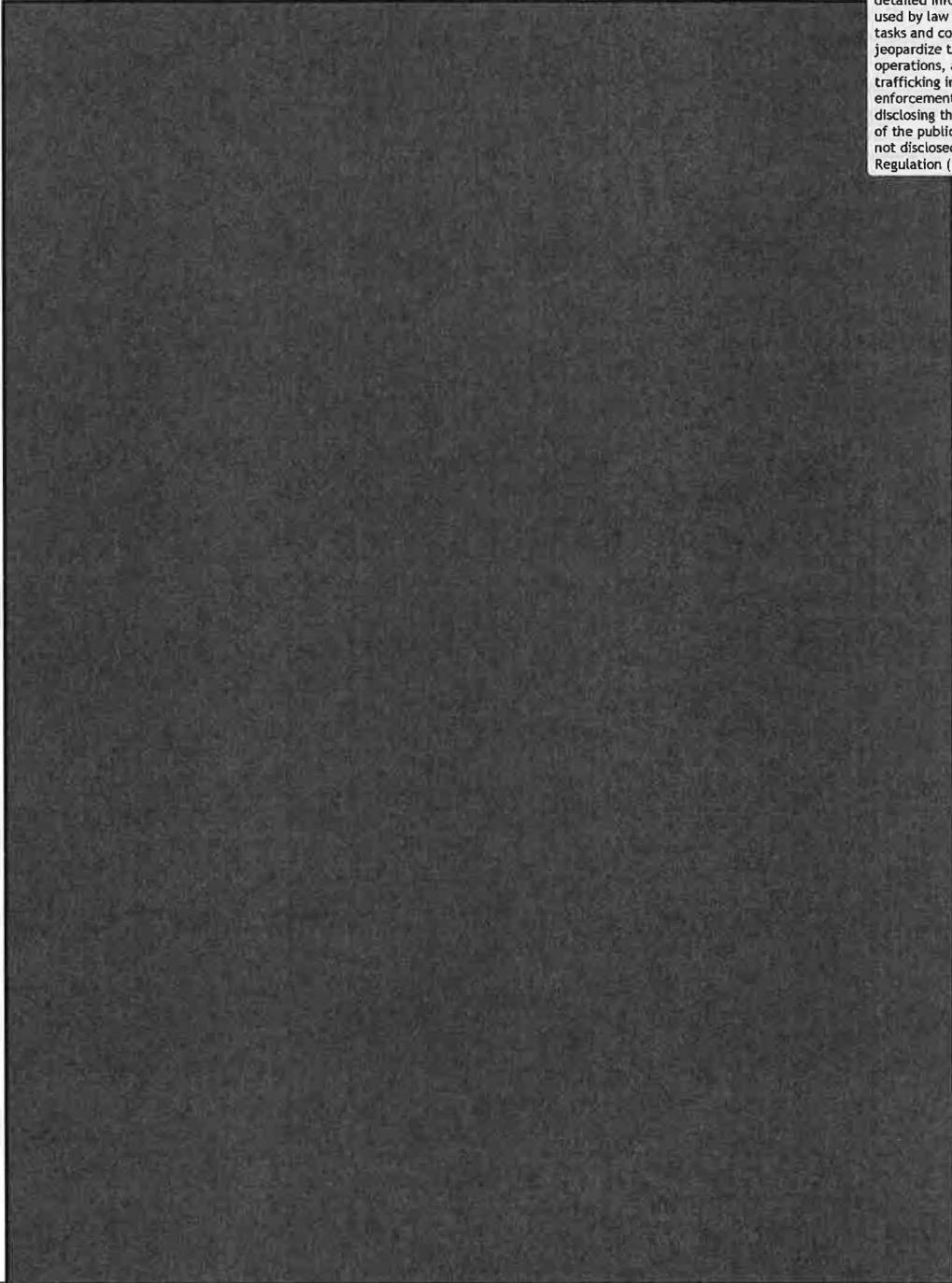
Commented [A52]: The non-disclosed part contains detailed information on the means of communication used by law enforcement officials. The disclosure of this information would put law enforcement officials' work in jeopardy and harm the course of future and ongoing operations aimed at curtailing the activities of organized criminal networks involved in the smuggling and migrants and trafficking in human beings. As the disclosure of such pieces of information would undermine the protection of the public interest as regards public security, it must therefore be refused as laid down in Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Did your authorities perform the tasks according to the operational plan?	
Organization	
Did the host country organize the FP well?	
Did your deployment in the FP last long enough to be effective?	
Did you have all the means to properly perform your tasks?	
Implementation	
Did you receive clear objectives for your deployment and would you describe these objectives as achieved?	
Were you able to apply your professional knowledge and experience?	
During the deployment in the FP, did you gain new insights / knowledge that will help you in your daily work?	
Will you be able to apply the experience gained from the FP to your regular service at your home agency?	
During the deployment in the FP, communication with officers of the host country took place mainly in (language). Did it cause any difficulties?	
Management	
Did you learn a new technique/method in order to improve the efficiency and effectiveness of your work in regard to the use of human resources?	
Have you been able to provide information concerning the management of human resources to your counterpart? If yes, please state how exactly?	
Have you (your counterpart) provided any kind of training to the officers who are working in your unit? If yes, in which way?	
Have you identified new ways to cope with a possible lack of human resources?	
Have you experienced any kind of prioritization when dealing with certain issues during the work?	

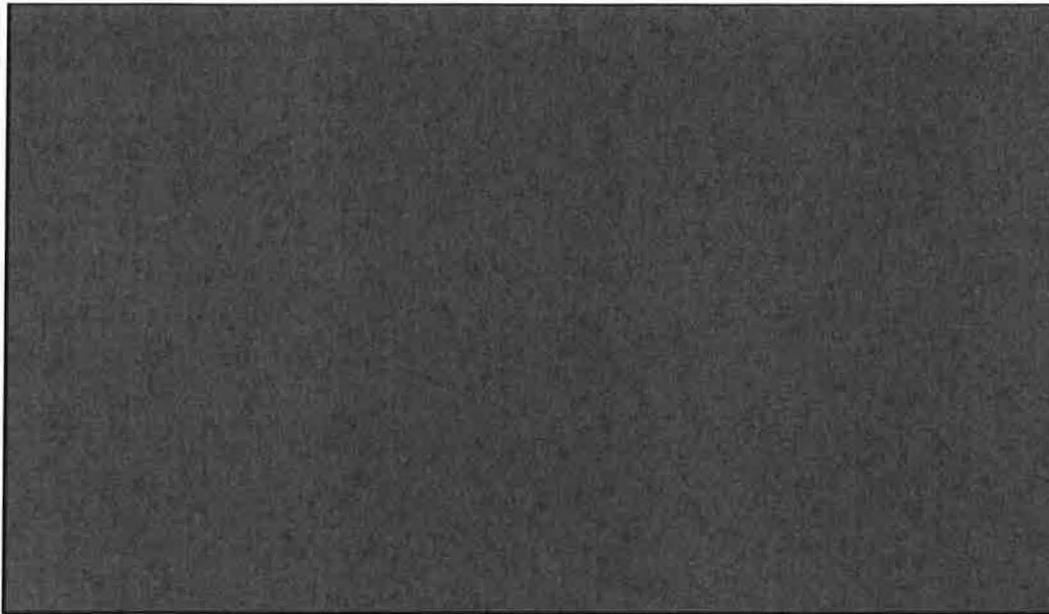
Did you participate in internal briefings with the management / subordinates?	
Working time	
Difficulties identified in terms of the workload faced by the local intermediate manager each day (e.g.: amount, technical, organizational, etc.) Possible solutions and best practices	
Is there any kind of flexible component in regard to the creation of the shift plan?	
What kind of influence has the local intermediate manager on the working time of the staff?	
Have you achieved so far any kind of improvement of your own "Time management" by participating in this deployment?	
Coaching	
Do they apply staff motivation techniques?	
Have you dealt with conflict resolution?	
Do the managers delegate work?	
Operational Work	
Please describe the operational tasks you (or your counterpart) have carried out during the deployment.	
Which kind of technical equipment have you been used in order to fulfil your tasks during the deployment at the hosting airport?	
Have you got contacts with external partners (airport civil management, airport workers, airlines, etc.)? occasional / permanent	
Evaluation	
Did you achieve the objectives set out in Operational Plan (Please outline impediments you encountered?)	
Are you of the opinion that your deployment contributed to the effectiveness of border check or related measures? (If so how?). Do you think that your participation in work-processes has been effective?	

What is your opinion about the current work-processes at the Focal Point? Do you consider that there is room for improvement? If so, in which way?	
Based on your deployment experience, do you consider the Focal Point Concept to be a useful for establishing sustainable cooperation and partnership at major EU Border Crossing Points? (If so, why?)	
How would you describe and evaluate your own contribution to the operation?	
Summary of Best Practices: Explain briefly which are the three main outcomes of the deployment	
Additional Comments: (Add any suggestion or need for future deployments)	

16.3. Document Alert Template

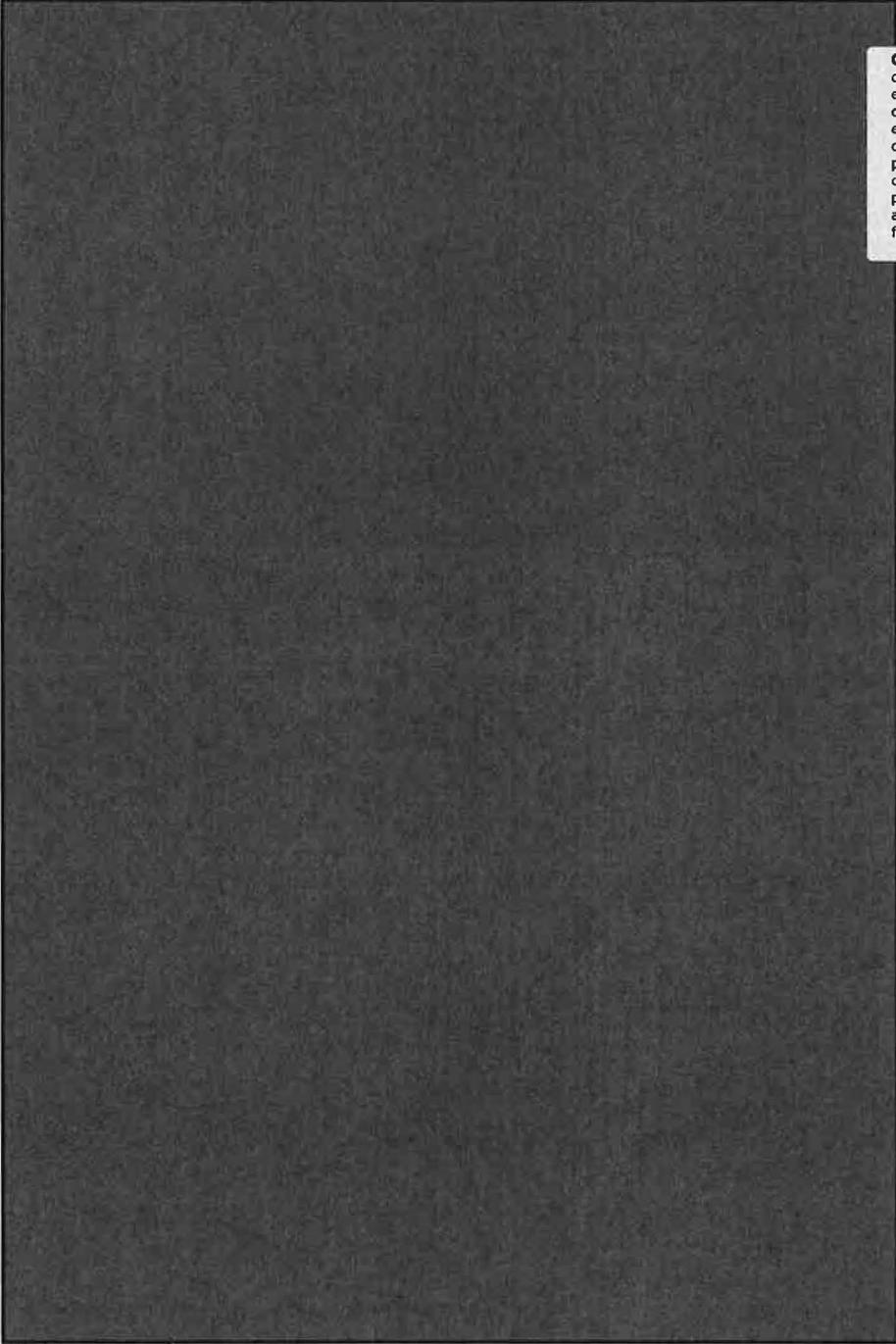


Commented [A53]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.



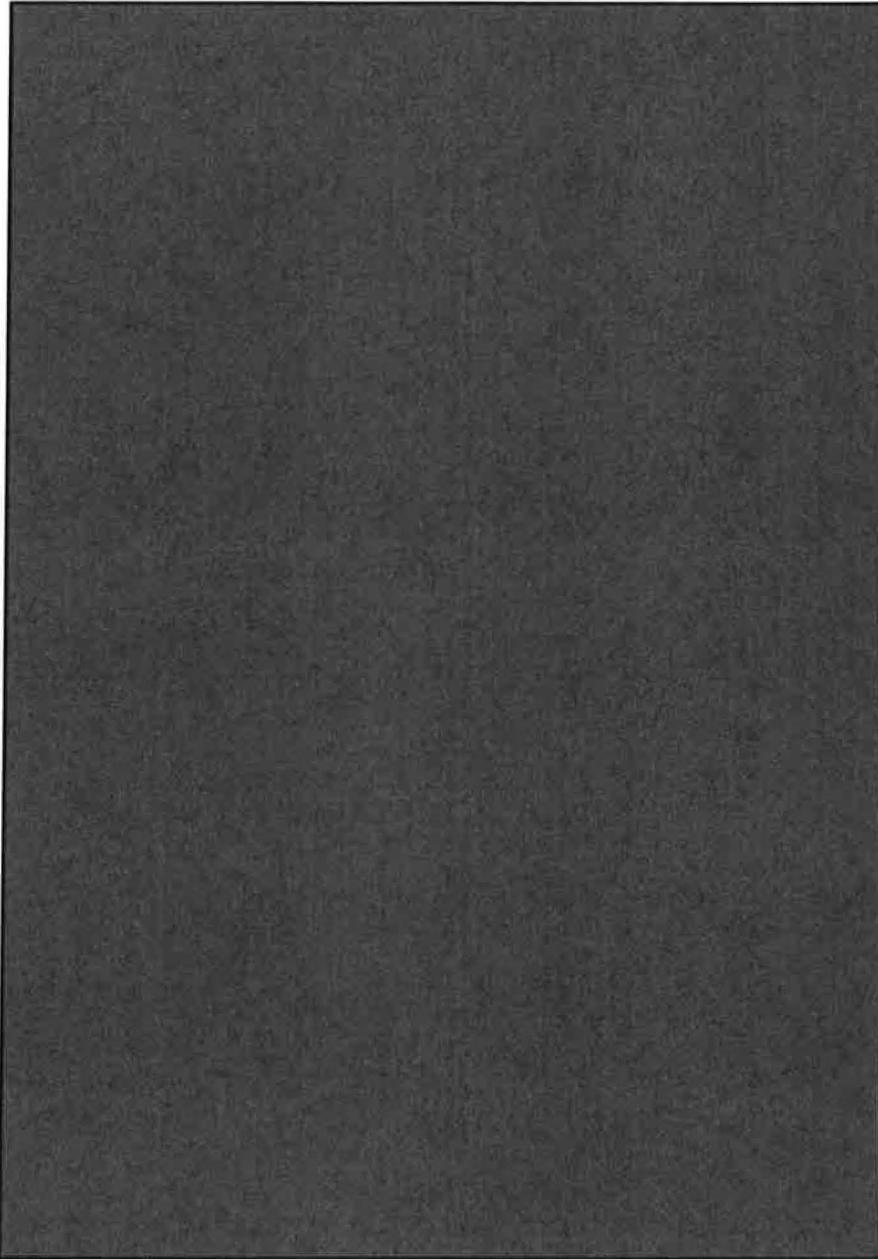
[Redacted]

Commented [A54]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

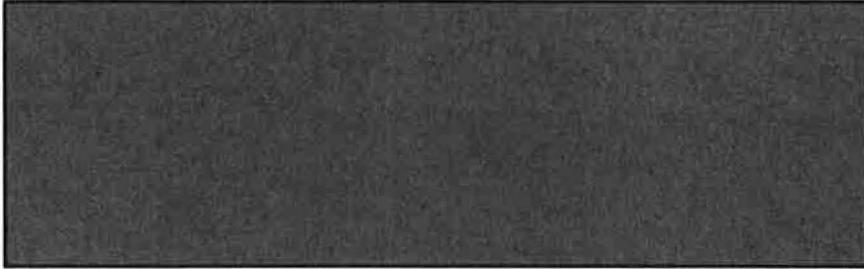


Commented [A55]: The non-disclosed part contains detailed information regarding the modus operandi of law enforcement officials performing border control and/or coast guard duties. Disclosing such information would expose the working methods applied in ongoing and future operations, thus obstructing their effectiveness in prevention of cross-border crime and unauthorized border crossings. In consequence, it would undermine the protection of the public interest as regards public security and thus, cannot be disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

16.5. User Access Request Form - FOSS



Commented [A56]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.



Commented [A57]: The non-disclosed part contains detailed information related to reporting tools and methods used by law enforcement officials to conduct border control tasks and counter criminal activities. Its disclosure would jeopardize the implementation of ongoing and future operations, and thus facilitate irregular migration and trafficking in human beings as the effectiveness of law enforcement measures would be significantly reduced. As disclosing this information would undermine the protection of the public interest as regards public security, this part is not disclosed pursuant to Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.



16.6. Country report on the Activity

Joint Operation XXXX

Details on the officers involved		
Name of the officer	Place of deployment	Dates of deployment

Details on the REM used		
Description of the equipment	Place of deployment	Period of deployment

Details on the implementation of the joint operation	
Question	Answer
Was the planning and preparation of the Joint Action timely and thorough; did you have the opportunity to generate ideas and contribute to the project strategy?	
Was the implementation of the Joint Action well organized?	
What practices worked well in the framework of this project?	
Which practices used would you consider as not that successful for this project?	
Was communication with Frontex regular and sufficient for effective co-operation? Have you had sufficient feedback during the course of the preparation and implementation of the Joint Action?	
Was change well managed and properly communicated?	
Are there any comments/suggestions you would like to add?	

THANK YOU VERY MUCH!

16.7. Report of National Briefer

All National Briefers are kindly requested to fill in this template and to revert it to Frontex via [REDACTED] within 5 calendar days after delivery of National Briefing to the participants of the joint operation.

The aim of the report is to gather feedback from the National Briefers in order to support improvements for future Frontex coordinated activities.

Commented [A58]: The non-disclosed part contains detailed information on the means of communication used by law enforcement officials. The disclosure of this information would put law enforcement officials' work in jeopardy and harm the course of future and ongoing operations aimed at curtailing the activities of organized criminal networks involved in the smuggling and migrants and trafficking in human beings. As the disclosure of such pieces of information would undermine the protection of the public interest as regards public security, it must therefore be refused as laid down in Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Name of the joint operation

Name of the National Briefer

Member State / Authority

Date

Location

1. Description of performance (what was done, methods used, achieved results and etc)

To be filled in by the National Briefer

2. Feedback on what has/has not been achieved, but foreseen within the Briefing Package

To be filled in by the National Briefer

3. Challenges identified

To be filled in by the National Briefer

4. Recommendations

To be filled in by the National Briefer

16.8. JORA End-user Feedback Template

To report an issue, proposal a suggestion or provide any recommendation, please fill in the following template and send it to the JORA Product and Service Management by e-mail [REDACTED]

If you are reporting an error message that appeared while you were logged on to JORA, please save the relevant log and send it to us as an attachment along with this form. Thank you.

Commented [A59]: The non-disclosed part contains detailed information on the means of communication used by law enforcement officials. The disclosure of this information would put law enforcement officials' work in jeopardy and harm the course of future and ongoing operations aimed at curtailing the activities of organized criminal networks involved in the smuggling and migrants and trafficking in human beings. As the disclosure of such pieces of information would undermine the protection of the public interest as regards public security, it must therefore be refused as laid down in Article 4(1)(a) first indent of Regulation (EC) No 1049/2001.

Name of the JORA user	
Frontex Unit / Sector	(if applicable)
Members State	
Duty station	
²⁶Name of the operation	
²⁷User role (in JORA)	Frontex Access Manager <input type="checkbox"/> Frontex Template Creator <input type="checkbox"/> National Access manager <input type="checkbox"/> BCP/BCU Incident reporter <input type="checkbox"/> LCC incident verifier <input type="checkbox"/> ICC incident verifier <input type="checkbox"/> FSC incident approver <input type="checkbox"/> No specific role in the system <input type="checkbox"/>

Reported Issue			
Login problem <input type="checkbox"/>	²⁸ Error message <input type="checkbox"/>	Attribute ²⁹ <input type="checkbox"/>	Drop-down list <input type="checkbox"/>
Data Input <input type="checkbox"/>	Validation Process <input type="checkbox"/>	Data Modification <input type="checkbox"/>	Data Loss <input type="checkbox"/>
Export Function <input type="checkbox"/>	Attachments <input type="checkbox"/>	Dashboard <input type="checkbox"/>	Development <input type="checkbox"/>
User Friendliness <input type="checkbox"/>	Other <input type="checkbox"/>		

[Please describe the situation in detail on the reported issue. In case an error message appeared, please describe the sequence of actions taken before it appeared].

²⁶ As defined in the JORA system

²⁷ Please mark the box according to your role

²⁸ If an error message appears in JORA, please save the log and send it as an attachment.

²⁹ Attribute: it is the field shown in the Incident Template that contains a drop-down menu or its category (i.e.: Type of Incident = category; Irregular Border Crossing = one value of the drop-down menu).

17. ACHRONYMS

Abbreviation	Spelling
B	
BCP	Border Crossing Point
BCU	Border Crossing Unit
C	
CFPOC	Central Frontex Point of Contact
CO	Commanding Officer
D	
DSR	Daily Situation Report
E	
EASO	European Asylum Support Office
EBGT	European Border Guard Teams
EU	European Union
EUROSUR	European External Border Surveillance System
F	
FAM	Frontex Access Manager
FCO	Frontex Coordinating Officer
FER	Frontex Evaluation Report
FOSS	Frontex-One-Stop-Shop
FP	Focal Point
FSC	Frontex Situation Centre
FSO	Frontex Support Officer
FRO	Fundamental Rights Officer
Frontex	European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union
G	
GO	Guest Officer

H	
HQ	Headquarters
HR	Human Resources
I	
IBM	Integrated Border Management
IM	Intermediate Manager
ICC	International Coordination Centre
ICT	Information and Communications Technology
J	
JO	Joint Operation
JORA	Joint Operations Reporting Application
JOU	Joint Operations Unit
JRO	Joint Return Operation
L	
LCC	Local Coordination Centre
LO	Liaison Officer
FLO Piraeus	Frontex Liaison Office (Piraeus)
M	
MS	Member State
N	
NAM	National Access Manager
NCC	National Coordination Centre
NFPOC	National Frontex Point of Contact
NO	National Official
O	
OA	Operational Analyst
OM	Operational Manager

Opera	Operational Resources Management System
OPLAN	Operational Plan
OT	Operational Team
P	
PRU	Pooled Resources Unit
R	
RAU	Risk Analysis Unit
RCC	Regional Coordination Centre
RDU	Research and Development Unit
S	
SAC	Schengen Associated Countries
SDO	Senior Duty Officer
SGO	Seconded Guest Officer
SI	Serious Incident
SIR	Serious Incident Report
T	
TE	Technical Equipment
TL	Team Leader
TRU	Training Unit
W	
WAR	Weekly Analytical Report
WAU	Weekly Analytical Update