FRONTEX

ANNEX 14 SERIOUS INCIDENT REPORTING

1. Introductory Information

The Serious Incident Report (SIR) pursues the goal to inform Frontex, Member States, Management Board and other stakeholders if relevant as soon as possible about the occurred situation described in the "Frontex Serious Incident Catalogue" in order to increase the situation awareness and reaction capabilities of Frontex activities. Furthermore to support an adequate and rapid response related to Frontex Joint Operations. The SIR can be the first basis to be used for official statements and follow-up measures of Frontex.

2 Serious Incident Catalogue

2.1 Definition of serious incident

Serious incident is an event or occurrence, natural or caused by human action, which may affect, or be relevant to, the Frontex mission, its image, the safety and security of the participants on the operation, or any combination thereof including violations of Fundamental Rights and of EU or international law rules related to the access to international protection and infringements of the Frontex Code of Conduct.

2.2 Serious Incident Categories

2.2.1 Category 1 – Situations of high political and/or operational relevance especially with potential effect on EU border management on one or more MS/SAC[1] including international crisis situations, including:

- Terrorist attack in MS/SAC, EU neighboring or third countries
- Natural disasters in MS/SAC, EU neighboring or third countries
- Other disasters/man-made disaster (chemical, nuclear) in MS/SAC, EU neighboring or third countries
- Unexpected major changes in border management, e.g. introduction of visa obligations, temporary closure of BCPs
- Major incidents related to EU/SAC border security (not in relation with Frontex operational activities), e.g. massive arrivals of irregular migrants, traffic accidents on BCP, blockade of BCP
- Border conflict between MS/SAC and third countries

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[1] Leading to a change on the level of border control. (e.g. introduction of specific border control. means, temporary introduction of border control between Schengen countries, stop for air traffic)

European Agency for the Management
of Operational Cooperation
at the External Borders of the Member States
of the European Union

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- Civil war / riots and civil commotion in MS/SAC, EU neighboring or third countries
- Armed conflict between EU neighboring and / or third countries or with MS/SAC

2.2.2 Category 2 - Incidents occurred in Frontex activities/Joint Operations and not related to Frontex staff, or any other participant in such activity/Joint Operation (e.g. members of the European Border Guard Team and border guards of the host Member State) including:

- Incidents in Frontex activities with a high public or political interest (death of persons, high number of arrivals in unexpected regions), unexpected massive arrivals of irregular migrants
- Incidents or accidents at the external border with potential effect of Joint Operation implementation
- Use of force, and in particular the use of firearms in Joint Operations
- Incidents with involvement of third countries
- Suspected violation of Fundamental Rights in the European or international law related to the access to international protection
- Serious accidents with involvement of deployed means (e.g. plane crash)
- Dissension between participating MS (Host and Home) in Frontex coordinated activities, significant (unexpected) changes in implementation compared with operational plan
- Unforeseen other incidents with potential effect on the implementation of Joint Operations

2.2.3 Category 3 – Participating actors in a Frontex coordinated activity (e.g. Frontex staff, Members of the European Border Guard Team), including:

- Death of Frontex staff member/deployed participant
- Severe injury of Frontex staff/deployed participant
- Serious accident involving Frontex staff/deployed participants whether on or off duty
- Arrest / with involvement of Frontex staff/deployed guest officers
- Serious illness or contagious diseases of Frontex staff/deployed participants (epidemic related)
- Impossibility to use Frontex premises or parts of Frontex premises

2.2.4 Category 4 – Situations of suspected violation of Fundamental Rights including:

- Suspected violation of Fundamental Rights in the European or international law related to the access to international protection
- Observed or witnessed possible violation in particular against
  - Right to human dignity
  - Prohibition of torture and inhuman or degrading treatment or punishment
  - Right to liberty and security
  - Right to asylum
  - Principle of non-refoulement and non-discrimination
  - Rights of the child
  - Right to an effective remedy

3. Reporting

Serious incidents shall be reported to the Frontex Situation Centre (FSC) immediately after knowledge to ensure that Frontex is able to react properly if needed. It is crucial that participants/actors involved in a Joint Operation understand the importance of the SIR (former Flash Report) as serious incidents might have big impact on Frontex work and reputation, immediately or at a later stage.

3.1 Tools

Initial SIR	Initial Serious Incident Report
SIR	Serious Incident Report
Follow up SIR	Follow up Serious Incident Report

3.2 Chronology of the reporting

- Initial SIR (Former Flash Report)

  If a serious incident occurs, the actors of a JO who are directly involved or get knowledge of this incident shall immediately report to the FSC by using of the possible communication tools (email, sms, or mobile phone), **latest within 2 hours** after recognition. The Initial SIR shall contain a summary of information known at that point of time and shall be titled as such.

- SIR

  Subsequently and based on the development of the serious incident, a SIR (Annex 2) shall be sent via e-mail to FSC as soon as possible.

The SIR shall contain a comprehensive overview of the information available at this stage and including possible developments and proposals for decision making process (if applicable). The SIR shall be titled as such.

- Follow up SIR

  The follow up of SIR shall be carried out and updates sent following the same reporting procedure indicated above. The Follow up SIR shall be titled as such by adding a consequent number in order to show the chronological development.

3.3 Content of SIR

The SIR shall include the following content (whenever possible) with respect to the serious incident occurred:

- HEADER (in the subject line), containing keywords for the serious incident
- WHAT....happened?
- WHEN....did it happen?
- WHERE...did it happen?
- WHO.......was involved/affected?
- WHY.......did it happen?
- HOW.......did it happen?
- MEANS USED: which means were used to carry out the actions leading to the incident?
- SOURCE OF INFORMATION: reliable / not reliable information
- ACTIONS TAKEN: own actions and actions from MS/others
- POSSIBLE CONSEQUENCES, EFFECTS, REACTIONS
- COMMENTS (if any)

  Collecting additional information shall be carried out as agreed between the actors involved.

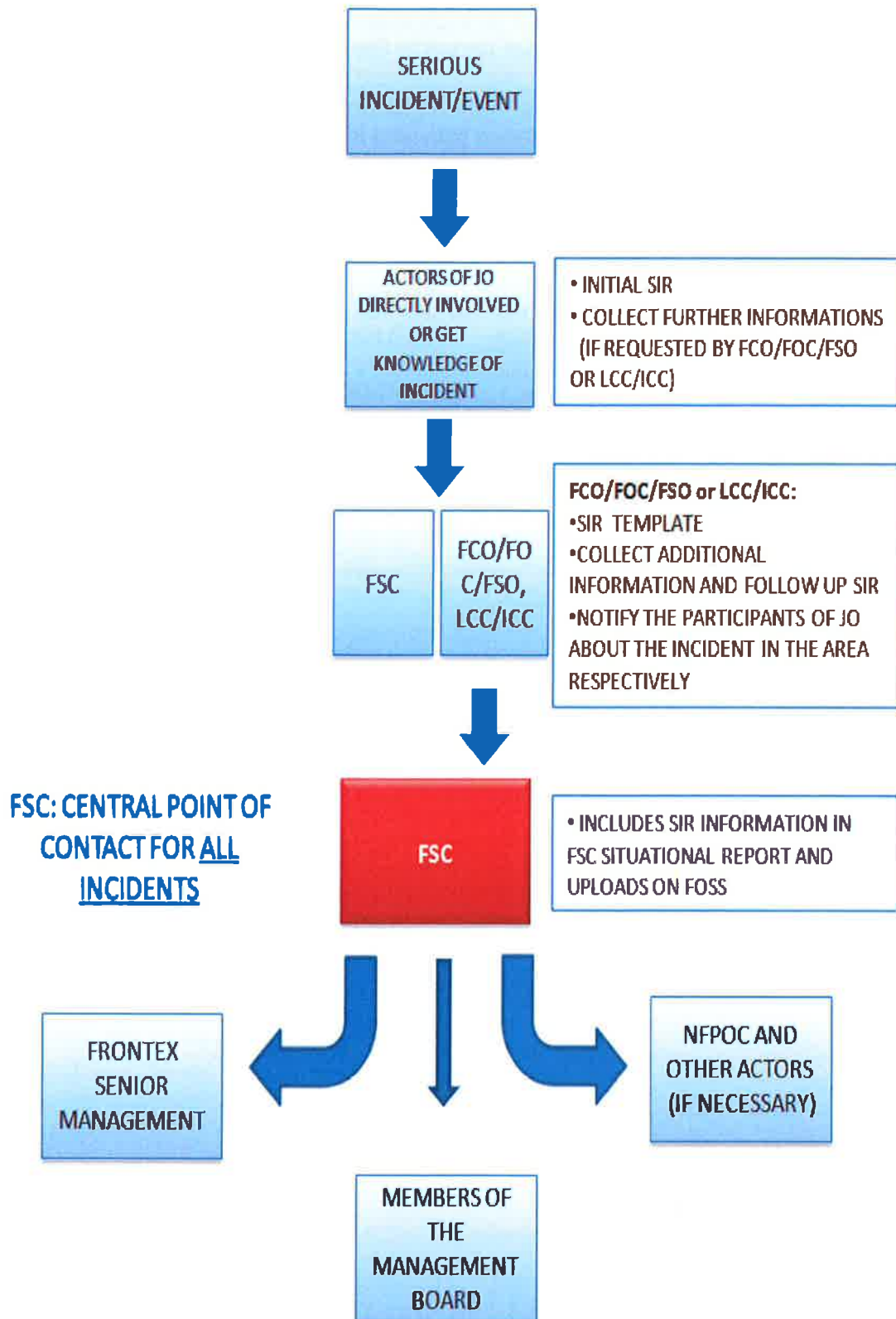## 3.4 Responsibilities

- Actors/Participants in Frontex activities shall follow the chain of command of the Operational Plan but shall inform FSC immediately when a serious incident occurs. The one responsible one shall report the Initial SIR/SIR/Follow up SIR to FSC
- In case of doubts whether the occurrence fulfils the requirements of a serious incident do not hesitate to contact the FSC directly.

Item	Description	Responsibility
Initial SIR	An alert message in case an unexpected and relevant incident that needs immediate attention occurs in the operational area	All participants of the JO
SIR	Filled in SIR template based on the information provided in an initial SIR	FSO/FOC/FCO or ICC
Follow up SIR	Further informations based on the information provided in the SIR	FSO/FOC/FCO or ICC

FSC: fsc@frontex.europa.eu ; +48 785 001 309
ICC: icc.rome@frontex.europa.eu, +390691913446
Respective LCC : see contact list
FCO/FOC: epn.hermes@frontex.europa.eu +48785001334
FSO: see contact list

4. Serious Incident Report Template - Example

```
          ┌─────────────────┐
          │    SERIOUS      │
          │ INCIDENT/EVENT  │
          └─────────────────┘
                  │
                  ▼
  ┌─────────────────────┐   ┌──────────────────────────────────┐
  │   ACTORS OF JO      │   │ • INITIAL SIR                    │
  │ DIRECTLY INVOLVED   │   │ • COLLECT FURTHER INFORMATIONS   │
  │     OR GET          │   │   (IF REQUESTED BY FCO/FOC/FSO   │
  │  KNOWLEDGE OF       │   │ OR LCC/ICC)                      │
  │   INCIDENT          │   └──────────────────────────────────┘
  └─────────────────────┘
                  │
                  ▼
  ┌──────┬──────────┐   ┌──────────────────────────────────┐
  │      │ FCO/FO   │   │ FCO/FOC/FSO or LCC/ICC:          │
  │ FSC  │ C/FSO,   │   │ •SIR  TEMPLATE                   │
  │      │ LCC/ICC  │   │ •COLLECT ADDITIONAL              │
  │      │          │   │ INFORMATION AND FOLLOW UP SIR    │
  │      │          │   │ •NOTIFY THE PARTICIPANTS OF JO   │
  │      │          │   │ ABOUT THE INCIDENT IN THE AREA   │
  │      │          │   │ RESPECTIVELY                     │
  └──────┴──────────┘   └──────────────────────────────────┘
                  │
                  ▼
```

FSC: CENTRAL POINT OF CONTACT FOR ALL INCIDENTS

```
          ┌─────────────────┐   ┌──────────────────────────────────┐
          │      FSC        │   │ • INCLUDES SIR INFORMATION IN    │
          │                 │   │ FSC SITUATIONAL REPORT AND       │
          │                 │   │ UPLOADS ON FOSS                  │
          └─────────────────┘   └──────────────────────────────────┘
           ◄──────  │  ──────►
```

FRONTEX SENIOR MANAGEMENT		NFPOC AND OTHER ACTORS (IF NECESSARY)

```
          ┌─────────────────┐
          │  MEMBERS OF     │
          │    THE          │
          │  MANAGEMENT     │
          │    BOARD        │
          └─────────────────┘
```

5. Serious Incident Report Template - EXAMPLE

<u>Serious Incident Report</u>

Subject:	**SHOOTING CASE AT**
Joint Operation:	**JO Indalo 2012**

Location: ....

Incident date/time:	01.05.2012/03:00
Finding date/time:	01.05.2012/05:00
Reporting unit/person:	Frontex Coordinator

1.   Facts of the case

What happened; when and where did it happen; who was involved/affected; why did it happen; with what did it happen (which means were used);

Source of information

2.   Measures

Actions taken: possible arranged follow up measures resulted from the incident (e.g., order of wearing bullet proof west, military escort reactions, suspension of officers, etc (intended, initiated, completed)

3.   Assessment

Brief description about possible consequences, effects, reactions, further comments

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Commented [MP1]: This passage contains personal data, its non-dislosure is thus justified pursuant to Article 4(1)(b) of the Regulation 1049/2001.

FOSS (Frontex One-Stop-Shop)

https://foss.frontex.europa.eu

Frontex One-Stop-Shop (FOSS) is the main information-sharing platform that will be used for sharing operational-related information between all parties involved, during the Joint Operations coordinated by the Sea Border Sector: *JO EPN-Hermes 2012.*

1. FOSS: DEFINITION AND FUNCTIONS

By definition, the Frontex One-Stop-Shop (FOSS) is a web-based and secure portal designed to provide situational awareness and to share operational-related information. FOSS serves as a documents repository for this information. Close-to-real-time and up-to-date information is available to multiple users, simultaneously.

The information shared in FOSS is organized and clustered in specific areas, according to the relevant topic, and is related to the core business of Frontex: co-operation and operational coordination between Member States in the field of border security. It is available 24 hours a day to its authorized users.

The information about ongoing JO (specified documents) will be accessible according to defined standards and amongst users designated respectively for each joint operation.

2. FOSS USERS

Access to the FOSS portal is limited to internal and external members of the Frontex-related community: Member States representatives, National Frontex Points of Contact, national authorities, Frontex staff, deployed border guard experts, as well as certain other experts and authorised parties with a business need in Frontex activities.

All end-users registered in FOSS have "basic" type of access to general sections for unlimited period of time[1], including information such as:
- Frontex library: **"Library"** (Legislation, FOSS Procedures and statistics, Financial Templates – e.g. Running Expenses of Means, etc.),
- FOSS general information page: **"Help"**
- **"Contacts"** (FSC Duty Officer, EU Agencies, National Border Guard Authorities, Contacts to NFPOCs, etc.)
- **"Media Monitoring"** with FMM and Daily Newsletter.

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[1] Until the deletion of the user account

Figure 1: Sections available to all users: General documents

In addition for all users coming from parties involved in the activities of Frontex Joint Operations the information from **Pooled Resources Unit, Training Unit** and information about document **Alerts** is also made available for an unlimited period of time.

Figure 2: Sections available to users involved in Joint Operations.

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Figure 3: "Document **alerts**" section

3.   USE OF FOSS DURING THE JOINT OPERATIONS: JO FOCAL POINTS SEA 2012

  3.1.   Content on FOSS for specific Joint Operations

In order to access the specific area on FOSS and information related to the respective operation coordinated by the Land Borders Sector, after you log on, click on "Operational Activities", then "Land Borders Sector".
To reach the information related to the respective operation you are interested in (such as: "JO Focal Points Sea 2012") click on the name of the operation (or navigate from the left side menu):

Figure 4. Navigation in FOSS. Sections available to **Guest officers** taking part in one specific Joint Operation

3

FRONTEX

Each area in FOSS has its own owner (called "Area of Interest Owner" - AoIO) who is responsible for the information contained in that specific area.

The Area of Interest Owner for the Joint Operation "JO EPN-Hermes 2012" is the Frontex Project Manager: Julian Javier Perez Quiles

Depending on the operational need and access level granted, end-users can have one of the following view rights:

a) Full sector overview (all JOs):

- includes documents regarding all Joint Operations and other activities within the specific sector[2]

Figure 5: Full Sector overview

[2] concerns mainly the permanent partners within the sector

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b) Full overview of JO documents:

Aside from the access to general section[3], users authorized to have access to a specific operation, like to "JO EPN-Hermes 2012" area can *view* and *download* information related to that operation only.

- includes all documents regarding the specific Joint Operation[4]

Document type	Editing (uploading to FOSS)	Read Access for end-users
General Information	Frontex - sector - Area of Interest Owner	All
Contacts details	Frontex - sector - Area of Interest Owner	All
Preparatory documents *(planning meetings documents)*	Frontex - sector - Area of Interest Owner	NFPOC, National Permanent authorities - per each sector
Briefing and debriefing	Frontex - sector - Area of Interest Owner	All
Operational Plan	Frontex - sector - Area of Interest Owner	All
Weekly Analytical Updates *(or other Analytical products)*	FSC	All
Situational Reports	FSC	All
Serious incidents reports	FSC	All
Evaluation Report	Frontex - sector - Area of Interest Owner	NFPOC, National Permanent authorities - per each sector

Figure 6: Document types published in FOSS in sections for specific Joint Operations

c) Standard overview of JO documents:

- documents available for Guest Officers (as indicated in the above table)

3.2. FOSS Access procedures for specific Joint Operations

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[3] More details in paragraph 2
[4] concerns mainly the authorities involved in this Joint Operation

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FOSS users are divided into *"User Groups"*: each group is granted a specific access level that enables group members to view, read or upload information, depending on the operational needs.

For each specific operation under the umbrella of the Land Borders Sector user groups are divided into the following categories:

Permanent access:

- ✓ Frontex staff
- ✓ Frontex Land-Border Sector (LBS) and Air Border Sector (ABS)
- ✓ Frontex Situation Centre (FSC)
- ✓ National Frontex Point of Contact (NFPOC)
- ✓ National Authorities for Land-Border Sector (NA LBS) and Air Border Sector (ABS)

Temporary access: limited to the duration of the operation (+ additional period of time)

- ✓ Guest officers (JO EPN-Hermes 2012 GOs)/ other experts taking part in the "JO EPN-Hermes 2012"
- ✓ Local Coordination Centres LCCs (JO EPN-Hermes 2012 LCCs)

Temporary access refers only to the specific operational information. This access is limited to the duration of the operation; officers will be granted access before their deployment begins. Access will expire after agreed period of time. By default there should be 30 days added after the end of the deployment, depending on the decision about the level granted.

3.2.1. 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 required details;
- Is authorized by the relevant authority.

Access is provided to **individuals** only, is personal, and should not be shared.

REQUIRED DETAILS - Access is granted upon receipt of the following data:

- Surname[5]
- Name[5]
- E-mail address[6]
- Sending Institution's name
- Sending Institution's country
- Time frame during which access is requested[7]

RELEVANT AUTHORITIES:

- 1st level authorization: NFPOC (User Coordinator)

- 2nd level authorization: "Area of Interest Owner" (Frontex JO Project Manager).

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[5] The use of the real full name and surname is mandatory. If a "functional access" applies, the name and surname are the ones of the person responsible to manage the functional access at local level (log, registration, etc.).

[6] An official business e-mail address should be provided to check incoming messages during the deployment. If a "functional access" applies, the person managing the functional access at local level is responsible for the secure use of such access and dissemination of related information.

[7] For deployed personnel: please indicate initial and final date of deployment.

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They agree on, and decide, the access levels to be granted to guest officers and other experts.

ACCESS AUTHORIZATION PROCEDURE:

1)   For Land Borders the NFPOC fills in the ████████████ and checks one of the two boxes as appropriate:

      ✓ (YES) Guest officer should have access to FOSS (and to the information on the related operational information);

If "Yes" is chosen, the following options for "type of access" are available:[8]

      a)   Standard overview of JO documents

      b)   Full overview of JO documents

      c)   Full sector overview (all JOs)

      ✓ (NO) There is no need for the guest officer to have access to FOSS.

Note: NFPOCs decides on the access level to be given to the Guest Officer.

1)   For Air Borders the NFPOC fills in the "*Accreditation form*"[2] where stated: "NFPOC approves the request to access FOSS for": (choosing one of the three boxes as appropriate):
      –   The length of the operation
      –   The length of the operation + one month
      –   No access

Note: NFPOC decides on the access level to be given to the Deployed Officers.
    1. The NFPOC sends the duly completed "*Accreditation form*" form to Frontex JO Project Manager
    2. The Project Manager sends the relevant data to the FSC User Administrator.

2)   The NFPOC sends the duly completed ████████████ form to Frontex JO Project Manager
3)   Frontex Project Manager sends the relevant data to the FSC User Administrator.

| GUEST Officers | ⟷ | NFPOC (User Coordinator) | ⟷ | FX JO Project Manager | ⟷ | User Administrator |

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[8] More details in paragraph 3
[2] **"Accreditation form"** is attached to the Operational Plan

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3.2.2. FOSS – Description of roles & responsibilities

User Coordinator
This function is assigned to the relevant Member State's NFPOC

Responsibilities:
- Gathers user data
- Validates access
- Provides user data to the "Area of Interest Owner" (Frontex JO Project Manager)

"Area of Interest Owner"
This function is assigned to the Project Manager in charge of the Joint Operation

Responsibilities:
- Establishes the structural design and the layout of the Joint Operation's specific area (FOSS Area of Interest);
- Uploads the content in the Joint Operation's specific area;
- Authorizes the users groups and their permissions levels;
- Provides all necessary information to the User Administrator.

User Administrator's (FSC)
This function is assigned to FSC

Responsibilities:
- Creates, updates and removes user accounts;
- Assigns users to a respective group;
- Assigning groups to the Joint Operation's specific area.

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ACCREDITATION FORM
ACCESS FOSS

Note: **Use one form per Expert/ Crew.**

Operation	
Member State / SAC / Third Country	
Employing Authority	

Personal information

Surname		Name	
Date of birth			

Deployment	From:	Till:

Operational background

Rank	

Core Competences

Optional skills

In what target nationalities the officer is more experienced if applicable?

Number of relevant experience in years:

Mother language:

Other languages at a good conversational level

Deployment		Place:	

Contact Details

Postal Address			
Telephone		Mobile	
E-mail			

Financial Details

Average daily gross wage EUR	
Daily Subsistence Allowance EUR	

FOSS Access	

PHOTO: Please attach a Jpeg format picture for the accreditation document.

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User Access Request Form – FOSS
Access to view[1]
To be used by FOSS Member State User Coordinator
Request for ☐ Access / ☐ Change / ☐ Termination[2]

First Name[3]	
Last Name[4]	
Email	
Member State/ Organisation	
User Signature and Date	

User Group[5]:		Choose relevant	Justify the need of access[6]	Start date	End date	Unlimited
National Frontex Point of Contact		☐				
National Authorities: - *overview of all related activities.* **Please indicate if:**	*Air Border Sector*	☐				
	Land Border Sector	☐				
	Return Operations Sector	☐				
	Sea Border Sector	☐				
	Other (e.g. R&D; Pooled Resources)– please specify:	☐				
Other activities/projects and related content (please specify):		☐				

---

1 Read and download

2 Choose one only

3 Use capital letters when filling out (preferably electronically)

4 Use capital letters when filling out (preferably electronically)

5 Choose relevant user group which should have access to view the information on FOSS

6 Provide short justification what is your need to have access and what are your activities you are involved in

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Validation/ Sign-off	Date	Signature
FOSS MS User Coordinator		
FOSS Area of Interest Owner		

Data Protection Statement: these data are compiled solely for the purpose of access management to FOSS. Individual data are kept for one year after the access to the portal is terminated. Data subjects are entitled to have access to their data and to have those data corrected. Service requests should be directed to the FOSS User Administrator. Any concern can be addressed to the FOSS User Administrator or the Frontex Data Protection Officer.

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User Access Request Form – FOSS
Access to <u>view</u>[1]

To be used by FOSS Member State User Coordinator
Request for ☐ Access / ☐ Change / ☐ Termination[2]

First Name[3]	
Last Name[4]	
Email	
Member State/ Organisation	
User Signature and Date	

User Group[5]:		Choose relevant	Justify the need of access[6]	Start date	End date	Unlimit ed
National Frontex Point of Contact		☐				
National Authorities: - *overview of all related activities.* **Please indicate** *if*:	*Air Border Sector*	☐				
	Land Border Sector	☐				
	Return Operations Sector	☐				
	Sea Border Sector	☐				
	Other (e.g. R&D; Pooled Resources)- please specify:	☐				
Other activities/projects and related content *(please specify)*:		☐				

---

1 Read and download

2 Choose one only

3 Use capital letters when filling out (preferably electronically)

4 Use capital letters when filling out (preferably electronically)

5 Choose relevant user group which should have access to view the information on FOSS

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ANNEX 18

<u>**Operational resources management system (Opera)**</u>
<u>https://fis.frontex.europa.eu/opera/</u>

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 <u>functions</u> 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. MSs 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 Frontex Operations and Pilot Projects** by:
    - o Creating and storing operational details such as duration, location, type of Operation, operational needs in terms of HR and TE;
    - o Supporting the generation of Frontex requests for availability of resources to the MSs;
    - o Managing the contribution and allocation of MSs resources to a given Frontex coordinated activity;
    - o Managing the Running Expenses of Means templates
    - o Monitoring and registering the deployed resources

- **To Issue secure accreditation documents:** information on the allocation of HR gives the Frontex project manager the possibility of easily creating requests for accreditation documents for his/her 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 MSs 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 fo officers, KPIs, reports on the deployed resources in a given Operation, other customisable reports.

As of 2nd April 2012 the platform is to be used as a pilot project by Frontex and by the Member States/Schengen Associated Countries authorities to organise the deployment of technical equipment and human resources under a specific activity (RABIT Operation, Joint Operation, Joint Return Operation and Pilot Project).

Users, according to the instructions received during the Opera Training and procedures discussed and agreed in the Opera workshops organised in 2012, 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.

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

Register — □ X

General Information

Select Download Clear

Member State/Schengen Associated Country		Type of document
		Accreditation Document ▾
Last Name		Function
First Name		Rank

Personal Details

Date of birth		Country Code	Fixed Office Phone Number	Work Postal Address
		+ 00	00000	00
Nationality		Country Code	Mobile Phone Number	Post Code Town
		+ 00	000000	000000 00000
Email				Country

Travel Details   Personal Equipment\Weapons   Technical Equipment   Additional Information

Arrival

Date and Time		Flight Number
25/01/2012 00:00	▦	12

Departure

Date and Time		Flight Number
24/02/2012 00:00	▦	12

Expiry Date of AD

24/02/2012 00:00	▦

[−] **Transportation to place of accomodation is required**

Mean of Transportation

Arrival airport

Route (transit MS/BCPs)

Entry BCP/Airport (Host)

Accommodation

description

Save   Close

Operation completed successfully

Under "*Travel Details*", MSs 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, MSs shall indicate this in the Accommodation box by the text "accommodation provided by Host MS".

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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.), MSs can manually extend the date in order to have the Accreditation Document valid until the arrival of the officer in his/her Country.

Travel Details	Personal Equipment\Weapons	Technical Equipment	Additional Information

☑ Weapon

⦿ Yes   ◯ No

Equipment\Weapons   Add

Category ▽	Quantity ▽	Type ▽	Brand ▽	Serial Number ▽

Details of Special Equipment

Save   Close

Operation completed successfully

Under "*Personal Equipment\Weapons*", MSs 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.

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☐ Operator/Crew

Accepted Technical Equipment		New Technical Equipment	
Model		Type	Serial Number
		Brand	

Crew Function

Additional Technical Equipment Info

Save   Close

Operation completed successfully

Under "*Technical Equipment*", MSs shall indicate if the deployed officer is linked to a specific item of Technical Equipment requested and deployed through Opera (e.g. helicopter, vessel, etc.), or if he is carrying with him/her any other item of Technical Equipment.

⊟ Access to FOSS

Date From	Date To	Type of Access
Enter date	Enter date	

Financial Information

Daily Gross Wage [€]	Daily Subsistence Allowance [€]

Save   Close

Operation completed successfully

Under Additional Information, MSs shall indicate if the officer shall have access to FOSS, and the type of access requested (including duration). Detailed information can be found in **ANNEX 12**. MSs shall also indicate the Daily Gross Wage and Daily Subsistence Allowances of the deployed officer for that specific operation.

≋ FRONTEX

ANNEX 19

STANDARD PLAN OF BRIEFING/DEBRIEFING

The 1st day of their deployment the deployed NOs/ experts shall be briefed by ICC/ LCCs. They shall be introduced in:

- Presentation of the Operational Plan and distribution of copies for those not provided in advance

- Introduction to the national and local border authorities, operational area, organizational structure and responsibilities (incl. tasks, responsibility areas on map, main statistics etc.)

- Organizational response or how the relevant border security tasks are carried out in this organization

- Information on relevant Union and international law, as well as Frontex Code of Conduct highlighting elements related to fundamental rights and international protection.

- Introduction of Local Coordinators, contact persons; advices on practical arrangements in the area of accommodation (Not applicable to NOs)

- General and specific roles and tasks during their deployment. Structure and essential information on the reporting flow

- Presentation of duty plan/working schedule for their deployment

- Brief practical summary about relevant national legislation for powers of border policing officers and instructions (supported by demonstration) for use of force in different situations, including self-defense (not only print-out of documents) (Not applicable to NOs)

- Working conditions and facilities in the specific operational area

- All needed contact details (local contact persons/Frontex coordinator, ICC/LCC, mobile numbers of experts currently deployed)

- Confirmation accreditation document and armband are in their possession (Not applicable to NOs)

- Any other information related to their deployment

At the end of their deployment, the NOs/ experts shall be debriefed by ICC/LCCs. Agenda for debriefing will consist of at least the following topics:

- Presentation about operational results; Organizational response or how the relevant border security tasks were carried out in this regional organization

- Instant, short evaluation of the operational phase

- Evaluation of the guest officers'/observer's performance and deployment of technical means

- Reporting system / exchange of information

- Planning and practical arrangements before/during implementation

- Transportation/storage/carry/use of weapons/special technical equipment

- Organization for transportation and departure

- Comments, suggestions

In between Briefings (1st day of their deployment)/ debriefings (Last day of their deployment), the NOs shall attend the daily JCB meeting while the experts deployed in the operational area shall take part in local daily briefings provided by LCCs (Possible participation of the LCCs to the daily JCB meetings via videoconference)

During the briefings/ debriefings, participants shall wear uniforms (if applicable). Daily JCB meeting and local daily briefing meetings/ debriefings will be attended at least by:

- The NOs and experts deployed in the ICC/ operational area

- Relevant staff from the hosting law enforcement authorities involved

FRONTEX

GUIDELINES FOR INTERVIEWS

Guidelines for the debriefing of migrants for intelligence purposes

Commented [BW1]: The text in this Annex contains sensitive information about debriefing activities in particular regarding the gathering intel.
Disclosure of such information would harm the performance of future operational tasks taking place at the related area and would facilitate performance of illegal activities such as human trafficking and drug smuggling, therefore it would harm the public interest as regards public security.
In this regard the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation (EC) 1049/2001

FRONTEX

FRONTEX

JO POSEIDON SEA 2012

1. GENERAL

Interview number: **Click here to enter text.**   Ex: 20120401_SAMOS_RC_001

Name of Interviewer	Family name: Click here to enter text.	Country: **Choose an item.**
Name of Interviewer	Family name: **Click here to enter text.**	Country: **Choose an item.**
Name of Interpreter	Family name: **Click here to enter text.**	Country: **Choose an item.**

Interview grade (indicate the grade of the interview according to the criteria listed below):   **Choose an item.**
A. The information received was of a good standard, and clearly shows the routing and modus operandi used by the migrant;
B. The information received is of an average standard; although incomplete, the information gathered gives some insight into the routing and modus operandi used by the migrant;
C. The information received is of a poor standard, and it has not been possible to establish with any degree of certainty the routing or modus operandi used by the migrant).

Incident Report N.:	**Click here to enter text.**
Date of interception:	**Choose an item.**
Date of arrival to the Centre:	**Choose an item.**
Place of interview:	**Choose an item.**
Date of interview:	**Choose an item.**

2. INTERVIEW
Click here to enter text.

3. PICTURES/MAPS:

FIGURE N	LEGEND	PICTURE
1	Description; Link to the interview	
2	Description; Link to the interview	
3	Description; Link to the interview	

4	Description; Link to the interview	
5	Description; Link to the interview	
6	Description; Link to the interview	
7	Description; Link to the interview	
8	Description; Link to the interview	
9	Description; Link to the interview	

4. SUMMARY

Click here to enter text.

A. Identity

1. Gender: **Choose an item.**

2. Age: **Choose an item.**

3. Family status: **Choose an item.**

4. Nationality claimed: **Choose an item.**

5. Nationality assumed: **Choose an item.** Regional area/City: **Click here to enter text.**

6. Contact in EU: **Choose an item.** If Yes: **Choose an item.** Country: **Choose an item.**

City: **Click here to enter text.**

7. Tribal or Ethnic Group: **Click here to enter text.**

8. Military Background: **Choose an item.** If Yes: **Choose an item.**

9. Level of education: **Choose an item.**

Other: **Click here to enter text.**

10. Language(s)/dialect(s) spoken: 1: **Choose an item.** 2: **Choose an item.** Other: **Click here to enter text.**

11. Previous occupation(s): **Click here to enter text.**

12. Any Documents? **Choose an item.** Details: **Click here to enter text.**

13. Salary?   **Click here to enter text.**

1. Final destination: **Choose an item.**   Country: **Choose an item.**   City: **Click here to enter text.**

2. Reason for travelling   **Choose an item.**

                               Other: **Click here to enter text.**

3. Facilitated: **Choose an item.**   Nationality facilitator: **Choose an item.**

                                                            Nationality facilitator: **Choose an item.**

4. Financial Institution use: **Choose an item.**

                               Other: **Click here to enter text.**

5. Point of departure: **Click here to enter text.**

6. Hour of departure: **Choose an item.**

7. Previous attempts: **Choose an item.**   Location: **Click here to enter text.**

8. Travelling: **Choose an item.**

Legs of the journey				
Country	**City 1**	**City 2**	**City 3**	**City 4**
1. **Choose an item.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**
2. **Choose an item.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**
3. **Choose an item.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**
4. **Choose an item.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**
5. **Choose an item.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**	**Click here to enter text.**

Click here to enter text.

FRONTEX

ANNEX 22

Team Leaders Daily Report

Debriefing Team:	Place of deployment
Report Number:	
Date:	DD/MM/YYYY
Reporting period:	
Team Leader:	Name/Surname
Interpreter:	Name/Surname
Officer/interpreter off duty:	Name/Surname

1. INTERVIEWS PERFORMED
(Brief description of the daily activity of the Team)

Nationality	Males	Females	Minors	Total

(Add rows if necessary)

	Total	Total	Total	Total
Notes: (Incident)				
Type of evidence collected:				
Attach photos of boat/vessel/evidence/etc:				

2. DEBRIEFING ACTIVITIES

Brief Description of the daily activity of the team other than the interviews

3. ADDITIONAL INFORMATION / REMARKS

Information the team considers being important.

4. PLAN FOR NEXT DAY

Working day for:	e.g. activities out of the center, place of interview, etc.

FRONTEX

INTELLIGENCE OFFICER DAILY REPORT

Ref. No:

Date: Calendar

Period covered: **FROM** Calendar **TO** Calendar

Joint Operation: HERMES

Intelligence Officer:

A. INTELLIGENCE

1. INTERVIEWS

FREE TEXT If possible a dialog box when clicking the blue part with the following text: (Main outcomes)

2. DAILY ANALYSIS / INTELLIGENCE GAPS

FREE TEXT If possible a dialog box when clicking the blue part with the following text: (Based on information collected by the debriefing teams as well as provided by national authorities, open sources, NGOs Reports, others)

3. FLASH NEWS

FREE TEXT If possible a dialog box when clicking the blue part with the following text: (Intelligence provided by the hosting MS on the situation at destination/transit/source countries (general trends, availability of boats, potential migrants waiting for departure, socio-political developments in these countries), received by military or maritime attachés, ILOs, etc.)

B. INCIDENTS

1. DETAILS PER INCIDENT

Incident No: JORA

Place of departure: FREE TEXT

Location / Port of disembarkation: FREE TEXT

Nationality	Males	Females	Minors	Total
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM

	Total	Total	Total	Total
Parts of the journey				
1. Country:DROP LIST	City	City	City	City
2. Country:	City	City	City	City
3. Country:	City	City	City	City
4. Country:	City	City	City	City
5. Country:	City	City	City	City
Notes: (Incident)	FREE TEXT			

FRONTEX

Type of evidence collected:	FREE TEXT
Media:	**Summary:** FREE TEXT **Link:** FREE TEXT **Source:** FREE TEXT
Attach photos of boat/vessel/evidence/etc:	PIC TO BE UPLOAD
Maps with routes if available:	PIC TO BE UPLOAD

2. DETAILS PER INCIDENT

Incident No:	JORA
Place of departure:	FREE TEXT
Location / Port of disembarkation:	FREE TEXT

Nationality	Males	Females	Minors	Total
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM

	Total	Total	Total	Total

Parts of the journey

	Country			
1. Country:DROP LIST	City	City	City	City
2. Country:	City	City	City	City
3. Country:	City	City	City	City
4. Country:	City	City	City	City
5. Country:	City	City	City	City

Notes: (Incident)	FREE TEXT
Type of evidence collected:	FREE TEXT
Media:	**Summary:** FREE TEXT **Link:** FREE TEXT **Source:** FREE TEXT
Attach photos of boat/vessel/evidence/etc:	PIC TO BE UPLOAD
Maps with routes if available:	PIC TO BE UPLOAD

3. DETAILS PER INCIDENT

Incident No:	JORA
Place of departure:	FREE TEXT
Location / Port of disembarkation:	FREE TEXT

Nationality	Males	Females	Minors	Total
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM

		Total		Total		Total		Total
Parts of the journey								
1.	Country:DROP LIST	City		City		City		City
2.	Country:	City		City		City		City
3.	Country:	City		City		City		City
4.	Country:	City		City		City		City
5.	Country:	City		City		City		City

Notes: (Incident)	FREE TEXT
Type of evidence collected:	FREE TEXT
Media:	**Summary:** FREE TEXT **Link:** FREE TEXT **Source:** FREE TEXT
Attach photos of boat/vessel/evidence/etc:	PIC TO BE UPLOAD
Maps with routes if available:	PIC TO BE UPLOAD

4. GENERAL INFORMATION				
(breakdown per incident)				
Incidents reported	**Males**	**Females**	**Minors**	**Total**
Incident number (JORA)	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
Incident number (JORA)				
TOTAL				

5. FACILITATORS INFORMATION									
Inc. Number	**Date**	**Nationality**	**Place of departure**	**Number of IM**	**Landing Point**	**Fare demanded**	**Departure Date/Hour**	**Previous Criminal Record**	**Identified by**
JORA	CALENDAR	DROP LIST	FREE TEXT	DROP L.	FREE TEXT	FREE TEXT	LIKE IN THE INTERVIEW TEMPLATE	DROP LIST (YES – NO)	DROP LIST (JDT, NATIONAL AUTHORITIES

FRONTEX

6. LEGAL ACTIONS TAKEN

FREE TEXT

FRONTEX

INTELLIGENCE OFFICER WEEKLY REPORT

Ref. No:	
Date:	Calendar
Period covered:	**FROM** Calendar **TO** Calendar
Joint Operation:	HERMES
Intelligence Officer:	

A. INTELLIGENCE

1. INTELLIGENCE GAPS

FREE TEXT

If possible a dialog box when clicking the blue part with the following text: (Based on information collected by the debriefing teams as well as provided by national authorities, open sources, NGOs Reports, others)

2. FLASH NEWS

FREE TEXT

If possible a dialog box when clicking the blue part with the following text: (Intelligence provided by the hosting MS on the situation at destination/transit/source countries (general trends, availability of boats, potential migrants waiting for departure, socio-political developments in these countries), received by military or maritime attachés, ILOs, etc.)

3. REMARKS/ADDITIONAL INFORMATION

FREE TEXT

B. GENERAL

1. WEEKLY TOTAL OF INCIDENT S REPORTED

Nationality	Males	Females	Minors	Total
DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	SUM
	Total	Total	Total	Total

Notes:	FREE TEXT

2. VULNERABLE GROUPS

Incident	Nationality	Pregnant	THB	Elderly	Unaccompanied Minors
Incident number (JORA)	DROP LIST	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100	DROP LIST 1-100

FRONTEX

3. ILLEGAL MIGRANTS									
(weekly total - add rows if necessary)									
3.1 RETURN If possible a dialog box when clicking the blue part with the following text: **Repatriated/Returned/Devolution to the origin or transit country**		**3.2 READMISSION/REFUSAL** If possible a dialog box when clicking the blue part with the following text: **Returned as refusal of entry**		**3.3 ASYLUM** If possible a dialog box when clicking the blue part with the following text: **Asylum or international protection applications submitted**		**3.4 PERMIT OF STAY** If possible a dialog box when clicking the blue part with the following text: **Number of persons granted with temporary stay**		**3.5 HITS in SIS** If possible a dialog box when clicking the blue part with the following text: **Reference to the number attributed according to the SBC**	
Nationality	Number	Nationality	Number	Nationality	Number	Nationality	Number	Nationality	Total
DROOP LIST	DROOP LIST 1-100	DROP LIST	DROP LIST 1-100	DROP LIST	DROOP LIST 1-100	DROP LIST	DROP LIST 1-100	DROP LIST	DROP LIST 1-100

3.6 TRANSFER OF MIGRANTS			
(weekly total - add rows if necessary)			
Nationality	**Number**	**From: Detention/Reception/Asylum Centre**	**To: Detention /Reception/Asylum Centre**
DROP LIST	DROP LIST 1-100	FREE TEXT	FREE TEXT

4 FACILITATORS: JUDICIAL SENTENCES
FREE TEXT

5 PATROLLING ASSETS			
Asset	**Planned**	**Delivered**	**Area**
Type (aerial, maritime)	Hours	Hours	Operational area covered

6 OTHER OPERATIONS / EXERCISES IN THE OPERATIONAL AREA
FREE TEXT If possible a dialog box when clicking the blue part with the following text: **(Planned/Results e.g. NATO exercises, joint patrols, others)**

FRONTEX

ANNEX 24

**Frontex Support Officer
Weekly report Nr. X**

1. **Name**   *XXX*

2. **Surname**   *XXX*

3. **Mission:**   Frontex Support Officer JO "EPN-Hermes 2012".

4. **Place of mission:** *XXX*

5. **LCC Coordinator**   *Rank Name/Surname*

6. **Period of reporting:** *XXX*

7. **Assets/Experts deployed**

   7.1 MARITIME MEANS
      7.1.1 Italian assets:
      Resource Name

      7.1.2 Assets from MS/SAC:
      Resource Name and Port

   7.2 AIR MEANS
      7.2.1 Italian assets:
      Resource Name

      7.2.2 Assets from MS/SAC:
      Resource Name

   7.3 LAND MEANS
      7.3.1 Italian assets:
      Land patrol vehicles

      7.3.2 Assets from MS/SAC:
      Resource Name and location City/Village

   7.4 GUEST OFFICERS/INTERPRETERS DEPLOYED

   Names, profiles and arrival/departure dates

8. **Minutes of Operational briefing**

Information from Operational briefing

9. **Incidents**

Nature of incident and assets involved

10. **Additional Information**

FRONTEX

(Pictures from incidents (if available) should be attached to e-mail)

11.Suggestions/Recommendations

If aplicable

Standard Patrolling Schedule for JO EPN-Hermes 2012

GENERAL OVERVIEW 2012

FRONTEX

PLANNED / DELIVERED	Asset	AIR / SEA	Type	MS	Authority	Location	Start of mission	End of mission	Days	INITIALLY PLANNED PATROLLING TIME	Total patrolling time	% OF FULFILLMENT

GRAND TOTAL FOR JOINT OPERATION:

PLANNED	00:00	00:00	#DIV/0!
DELIVERED	00:00	00:00	#DIV/0!

FRONTEX

Technical Equipment Mission Report

JOINT Operation/RP: ………….

Patrolling asset:

Mission Number:

Date:

Responsible ICC/LCC:

Operational Area:

National Official:

Asset currently deployed at:
(Airport, Harbor)

Provided by Member State:

Authority:

FRONTEX

Mission Data Sheet

Patrolling asset:

Registration/Call Sign:

Assets Officer in charge:
e.g. Commanding Officer, Pilot

Used communication means:
e.g. SAT, HF, VHF, tactical radio, GSM

Mission scheduled: total hrs:

Mission executed: total hrs:

Brief description in case of derogations:
e.g. technical failures, weather conditions etc.

Engine(s) start up: Engine(s) cut off: total (hh:min):

Take off/off berth: Landing/on berth: total (hh:min):

On station (opsarea):   Off station: total (hh:min):

Fuel consumed:

Total committed hours according to the SFD (hh:min):

Total executed hours so far (hh:min):

Mission Events

Attach a chart showing the operational area(s) and the entire track flown/sailed while introducing a position mark at least each 1 hrs or occasionally depending on the cruising speed.

Mark and number **ALL** identified targets detected within the operational area(s) in this chart and describe briefly identified targets according to the number given in a legend (e.g. crafts type, course, speed, activity). Support identified targets with images.

In cases where incidents occurred outside of the operational areas and in cases where incidents occurred on the way towards to the operational area and vice versa applies the same.

Do not delete, filter of cut the footage in case of any incidents. **ALL** the footage taken in relation to any incidents within Frontex coordinated operations has to be forwarded asap to the designated ICC (preferably using down link capabilities) for further consideration.

FRONTEX

Mission Events

Brief description about the mission event(s):

e.g. migrant activities, SAR events, technical failures, other crime (drug, oil spills etc.)

FRONTEX

ANNEX 27

Report of Participant

All participants of the joint operation (experts, national officers, commanding officers, ICC staff and etc) are kindly requested to fill in this questionnaire and to send it to the Project Team via email account ███████████████ **within 15 days after finalizing the deployment.**

The aim of this questionnaire is not to evaluate the hosting MS, but to provide a feedback in order to support improving conditions for future operational activities.

Name of the joint operation	
Name of the officer	
Home MS/SAC	
Period of deployment	
Place of deployment	

Question	Answer
Did you receive enough information about Frontex coordinated JO from your home MS/SAC?	
Was the planning and preparation of the JO timely and thorough?	
Was the implementation of the JO well organized?	
Did you have the opportunity to generate ideas and contribute to the JO during the implementation phase?	
What actions/practices worked well in the framework of the JO?	
Which actions/practices would you consider as not that successful for the JO?	
Was communication with Frontex regular and sufficient for effective co-operation? Have you had sufficient feedback during the course of implementation of the JO?	
What actions/practices would you improve taking into consideration available human/technical recourses?	

Are there any comments/suggestions you would like to add?	

FRONTEX

ANNEX 28

**Final Report of the Member States / Schengen Associated
and 3rd countries**

Joint Operation EPN-Hermes 2012

(MS/SAC/3rd country)

(Authority)

Each MS/SAC/3rd country participating in the joint operation and claiming for the final payment are requested to produce the Final Report and to send it to the Project Team of the joint operation via email account

Commented [BW1]: The text in this Annex contains sensitive information about organization, communication or operational activities, in particular regarding the tactics and modus operandi of law enforcement forces

Disclosure of such information would harm the performance of future operational tasks taking place at the related area and would facilitate performance of illegal activities such as human trafficking and drug smuggling, therefore it would harm the public interest as regards public security.

In this regard the text is not disclosed pursuant to the exception laid down in the first indent of Article 4(1)(a) of Regulation (EC) 1049/2001

≋ FRONTEX

7. Recommendations

FRONTEX

PRESS COMMUNICATION RULES

1. General

All authorities involved in the execution of the JO EPN-Hermes 2012 will ensure full transparency of all actions undertaken.

Information given to the media cannot hamper the course of the operation.

National authorities sending border guards to JO EPN-Hermes 2012 should limit their public statements to the general objectives of the operation, numbers and profiles of experts sent.

Guest officers are allowed to talk to the media only within the limits set by specific guidelines for the participating officers below. Each team member taking part in the operation shall receive a laminated card with the specific guidelines.

A network of press offices of all involved authorities will be established. All contact details shall be sent to the press@frontex.europa.eu address.

A compiled list will be distributed to all parties involved.

2. Communication Rules

The communication strategy on the Border Control Operational Actions on the territory of Italy is common for Frontex and the Host Member State.

Press Offices of Frontex and Italian Authorities will be entirely responsible for coordination of all matters related to interview requests, press visits to the operational area and any other press-related matter related to JO EPN-Hermes 2012 in general, as well as on the ground.

Press Lines regarding joint border control operational issues and actions as well as specific incidents that might occur, are agreed by Frontex and Italian Authorities.

3. Tasks of press offices

Press visits to the JO EPN-Hermes 2012 will be organised by Italian authorities in cooperation with Frontex Information and Transparency.

The tasks of the press offices will include:
- Informing the media representatives on the Frontex mission and activities, as well as on the daily activities of JO EPN-Hermes 2012.
- Being the local Point of Contact for media requests.
- Handling requests by the media representatives in cooperation with Frontex Information and Transparency
- Arranging interviews with representatives of the Italian Authorities and with selected guest officers.
- Arranging filming opportunities, in close cooperation with the competent Italian Authorities for the representatives of TV channels.
- Media monitoring and analysis of media tendencies (neutral, positive, negative) in cooperation with respective authorities
- Drafting, reproducing, sending and distributing press releases, statements and other communication issues, according to the circumstances and in close cooperation with the competent Italian Authorities (Polizia di Stato, Coast Guard, Guardia di Finanza)
- Promoting the activities of JO EPN-Hermes 2012 and presenting the results of operation in the area.

FRONTEX

4. Management of Press Requests

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

Given that journalists need to get authorisation from the Italian Authorities to visit the area, the following procedures must be kept:

- Individual and on-the-spot media requests must be directed to Frontex Information and Transparency and adequate Italian Authorities electronically.

- Both Frontex Information and Transparency and Italian authorities will inform each other about media representative requests on a regular basis.

- The Italian Authorities will directly coordinate the flow of national (Italian) press requests received and will inform Frontex Information and Transparency about the planned presence of these media in the operational area.

- The Italian Authorities will decide whether or not to authorise a journalist to visit the operational area. The Italian Authorities will inform the interested parties and Frontex Information and Transparency about the decision.

- The Italian Authorities will host the media representative. Media representatives will be asked to present their press credentials before participating in any patrolling activity

5. Specific guidelines for the participating officers if approached by the media representatives:

6. Contact details for Frontex Information and Transparency

Izabella Cooper
Spokesperson
Tel.: +48 22 544 95 35
Mobile: +48 667 667 292
e-mail: press@frontex.europa.eu

FRONTEX

Ewa Moncure
Press Officer
Tel.: +48 22 544 9635
Mob: +48 785 001 374
e-mail : press@frontex.europa.eu

7. Contact details for the Italian Authorities

FRONTEX

Annex 30

Immigration authority Name	National immigration authority LOGO	National Flag

DOCUMENT ALERT

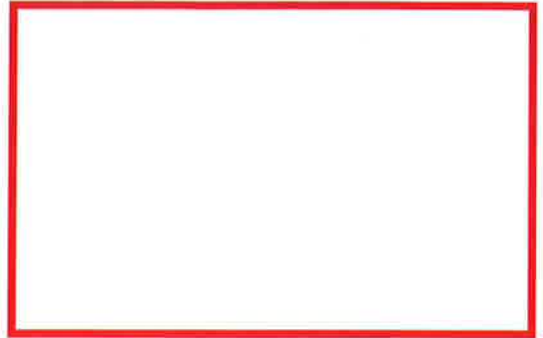## Title

Document Type: Fraud Type:

IS Ref.   BCP

(Picture of the falsified/forged document or part of that document)

(Brief description of the bogus document detection including the citizen status route and local of detection.)

European Agency for the Management
of Operational Cooperation
at the External Borders of the Member States
of the European Union

www.frontex.europa.eu
Rondo ONZ 1, 00-124 Warsaw, Poland
Tel. +48 22 205 95 00
Fax +48 22 205 95 01

DETECTION POINT #1

(Description of the detection point)

DETECTION POINT #2

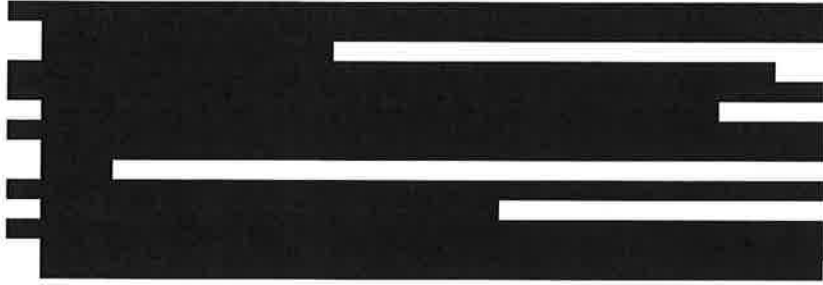(Description of the detection point)

DETECTION POINT #3

(Description of the detection point)

Other Pictures and Descriptions:

FRONTEX

ANNEX 30

Frontex Operational Office (FOO) (Greece)

The implementation of operational activities are coordinated focusing the Eastern Mediterranean Region consisting of Greece, Cyprus, Italy and Malta, considering activities carried out at all types of borders including return matters. The increased Frontex regional presence serve to match increasing reporting obligations related to joint operations and enhance inter-agency and third country cooperation.

FRONTEX

FRONTEX

ANNEX 31

LIST OF CONTACT DETAILS INCLUDING COMMS

1. Frontex

- Frontex Headquarters (Warsaw)

- Frontex Information and Transparency / Communication Press-Media

    Izabella Cooper
    Spokesperson
    Tel.: +48 22 205 95 35
    Mobile: +48 667 667 292
    e-mail: press@frontex.europa.eu

    Ewa Moncure
    Press Officer
    Tel.: +48 22 205 9635
    Mob: +48 785 001 374
    e-mail : press@frontex.europa.eu

- Frontex Operational Office (Piraeus)

2. Italian Guardia di Finanza Headquarters

- Italian Guardia di Finanza Headquarters/ Air-Naval Operational Command