SENSITIVE[1]

Modus Operandi

of the EU Reintegration Programme

Annex to the Decision of the Executive Director No R-ED-2025-25 on adopting a *Modus Operandi* of the EU Reintegration Programme

April 2025

[1] *Information which is sensitive non-classified and limited for use for implementation of the EU Reintegration Programme within the European Union institutions, other offices and agencies established by virtue or on the basis of the Treaties, Member States and public administrations, as well as Reintegration Partners holding a Framework Partnership Agreement with Frontex and their sub-contracted local partners; distribution on a need-to-know basis. Not for public dissemination.*

Table of Contents

1 Introduction 5

2 Purpose 5

3 Legal basis 5

4 Implementation period 5

5 Scope 5

5.1 Reintegration Partners 5
5.2 Geographical coverage 6
5.3 Post-Arrival and Post-Return Packages 6
5.3.1 Post-Arrival Package 6
5.3.2 Post-Return Package 8
5.4 Eligibility criteria 9

6. Financial Provisions 10

6.1 Framework Partnership, Specific Agreements and Bilateral Agreements 10
6.2 Types of costs 10

7. Roles and responsibilities 12

7.1 Frontex 12
7.2 EU Reintegration Programme Support Desk 12
7.3 Member States 13
7.4 Reintegration Partners 13

8. Case Management 13

8.1 Pre-return 13
8.2 Return 15
8.3 Post-Arrival/Post-Return 15
8.4 Final report (Key Moment 3) 16
8.5 Retroactive cases 18
8.6 Blank cases 19
8.7 RIAT Timers 19
8.8 Comments 20

9. Data Protection 20

10. Fundamental rights 20

11. Complaints Mechanism 21

12. Reporting requirements 21

13. Quality Monitoring and Evaluation Framework 22

14. Contact details 22

15. List of Appendixes 22

Appendix I - EURP Process Flow Chart 23

Appendix II - EURP Support Desk Process Flow Chart 24

Appendix III - Application and consent form 25

Appendix IV - Eligibility letter 34

Appendix V - Income-generating activity plan template 35

Appendix VI - Purchase of goods template 37

Appendix VII - Privacy Notice for Returnees 38

Glossary

COM	European Commission
DSA	Daily Subsistence Allowance
EMN-IES	European Migration Network Information Exchange System
EU	European Union
EUDPR	EU Data Protection Regulation
EURP	EU Reintegration Programme
EURP SD	EURP Support Desk
FAR	Frontex-Assisted Returns
FOA-R	Frontex Operational Activity Plan for Return
FPA	Frontex Partnership Agreements (on Reintegration Assistance)
FR	Forced Return
FRO	Frontex Fundamental Rights Officer
Frontex	European Border and Coast Guard Agency
HLRT on Return	High Level Round Table on Return
IGA	Income-generating activity
IRMA	Integrated Return Management Application
KM	Key Moment (KM 1-3) within the RIAT workflow
LRP	Local Reintegration Partner, subcontractor of one of the Reintegration Partners
MS	Member States[2]
PAP/PRP	Post-Arrival Package/Post-Return Package
PMO	Project Management Office
POP	Proof of payments
PRRN	Post Return and Reintegration Network
RET	Return Division
RIAT	Reintegration Assistance Tool
ROP	Rolling Operational Plan for Return Operations
RP	Reintegration Partner, beneficiary of a grant from Frontex
SA	Specific Agreement
SAC	Schengen Associated Country
SC	Standing Corps
TC	Third Country
TCN	Third-Country National[3]
UAMs	Unaccompanied minors
VR	Voluntary Return, including voluntary departure as defined in Article 3(8) of the Return Directive.[4]

[2] *For the purpose of this document, the term "Member States" includes also the States participating in the relevant development of the Schengen acquis within 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.*

[3] *Under Article 2(6) of the Regulation (EU) 2016/399 (Schengen Border Code) third-country nationals are non-EU citizens within the meaning of Article 20(1) of TFEU and who are not covered by point 5 of the Article.*

[4] *Directive 2008/115/EC of the European Parliament and of the Council of 16 December 2008 on common standards and procedures in Member States for returning illegally staying third-country nationals (OJ L 348, 24.12.2008, p. 98).*

1 Introduction

The EU Reintegration Programme (EURP) is the Agency's flagship activity on post-arrival and post-return assistance. Its aim is to provide harmonised services to the EU Member States and Schengen Associated Countries (MS) and assistance to eligible third-country nationals (TCN) without a legal right to stay in returning to their countries of origin. The programme has been running since April 2022 under the name Joint Reintegration Services (JRS). In April 2024, it rebranded to the EU Reintegration Programme to reflect its growing scope and its role as the only EU entity providing reintegration assistance to Member States at the EU level. It contributes to more effective and sustainable returns.

Post-arrival and post-return assistance under the EURP is available for **illegally staying third-country nationals who are subject to an individual return decision**[5] and in all cases, the Member State concerned shall confirm this in the case management platform according to the relevant national and international law. For families where the child is not issued an individual return decision, the child shall be formally included in the parent(s)' return decision. In line with the above, unaccompanied minors should be issued a return decision to be eligible for the EURP support.

The assistance under the EURP is provided by Reintegration Partners (RP) that have been awarded an annual grant to provide individual reintegration assistance. The implementation is fully digitalised through a dedicated IT tool, Reintegration Assistance Tool (RIAT), in full compliance with the applicable EU data protection provisions.

The post-arrival and post-return assistance can take the form of short-term Post-Arrival Package, covering the needs for the 14 working days after arrival or/and long-term Post-Return Package covering assistance up to 12 months after departure. All activities are subject to evaluation and monitoring and implemented in accordance with the respect for fundamental rights and taking into account the best interest of the child.

2 Purpose

This Modus Operandi describes the procedures and specifications through which post-arrival and post-return assistance under the EURP is provided by the contracted RP, and used by MS.

3 Legal basis

Article 48(1)(a)(i) and (iv) of the European Border and Coast Guard Regulation[6] (hereinafter "the EBCG Regulation") mandates that the Agency shall provide technical and operational assistance to Member States in all phases of the return process, including in post-arrival and post-return phases, also better known as reintegration assistance.

4 Implementation period

Scope	Period
Framework Partnership Agreements, following Call for Proposals No 2021/CFP/POST/01	28 January 2022 – 27 January 2026
Framework Partnership Agreements, following Call for Proposals No 2023/CFP/POST/02	29 November 2023 – 27 January 2026

5 Scope

5.1 Reintegration Partners

The outcomes of the Call for Proposals No. 2021/CFP/POST/01[7] resulted in the establishment of four-year Framework Partnership Agreements on Reintegration Assistance (FPA) with the following reintegration partners: Caritas International Belgium (CIB)[8], International Returns and Reintegration Assistance (IRARA)[9], Women Empowerment

[5] *As defined by Article 2(25) of Regulation (EU) 2019/1896 of 13 November 2019 on the European Border and Coast Guard (OJ L 295, 14.11.2019, p. 1).*

[6] *Regulation (EU) 2019/1896 of 13 November 2019 on the European Border and Coast Guard (OJ L 295, 14.11.2019, p. 1).*

[7] *Grants (europa.eu)*

[8] *Assistance to victims of violence, natural disasters, and poverty | Caritas International Belgium*

[9] *Home - IRARA*

Literacy and Development Organisation (WELDO)[10], European Technology and Training Centre (ETTC)[11], Life Makers Foundation Egypt (LMF)[12]. The outcome of the second Call for Proposals No. 2023/CFP/POST/02[13] further extended the geographic scope and resulted in an establishment of a two-year FPA with new Reintegration Partners MICADO Migration[14] and WELDO (Estonia), as well as previous partners CIB, IRARA, and WELDO.

5.2 Geographical coverage

The geographical coverage of the EURP is defined based on the needs of the Member States and bound to the Framework Partnership Agreements, signed in 2022[15] and 2023[16]. The FPAs cover 72 third countries available for potential post-arrival and post-return assistance. However, the actual implementation can vary from year to year, with Specific Agreements for particular countries of return signed on an annual basis based on the current needs of MS, the availability of the budget, fundamental rights aspects and policy considerations.

5.2.1 List of countries where EURP is active

The list of countries where the EURP is currently active is made available at the end of the call for proposals process. This list is dependent on the results of the evaluation of the call for proposals. Once finalised, it will be made available as a separate document, shared through the same communication channels as the *Modus Operandi*.

5.2.2 List of countries evaluated but not activated

The list of countries that have been evaluated but not activated under the EURP will also be made available following the completion of the selection process. As this list is contingent on the evaluation outcomes of the call for proposals, it will be published separately and uploaded alongside the EURP documentation for public consultation once available.

5.3 Post-Arrival and Post-Return Packages

The assistance offered within the EURP consists of two packages:

- **Post-Arrival Package**: Comprises short-term assistance covering the immediate needs upon arrival and can be implemented up to 14 working days after the arrival.
- **Post-Return Package**: Comprises long-term assistance for maximum of 12 months after departure.

The implementation of the assistance is individualised depending on the TCN needs and done in accordance with MS national law. MS have the possibility to assign only one of the above packages or they may combine the short- and long-term support.

The amounts for the packages are defined through unit costs. These unit costs consist of the budget that must be spent in its entireness for a given package. However, in case it is deemed necessary to add additional funds to the costs reimbursed by Frontex, due to national regulations, or in case of vulnerabilities, MS have the possibility to add additional funds to the package through the conclusion of bilateral agreements with the RP.

The implementation of the packages is done through RIAT, facilitating the communication, organisation, and coordination of the assistance between the respective MS, RP and (L)RP[17] from the pre-departure phase until the operational and financial reporting of the cases.

Below the Post-Arrival Package and the Post-Return Package are further elaborated in detail.

5.3.1 Post-Arrival Package

The Post-Arrival Package covers short-term assistance addressing immediate needs of the TCN upon arrival **up to 14 working days**. Assistance may be provided in-cash or in-kind according to the MS' indications prior to departure. Further in-kind assistance can be provided by the RP upon direct request of the TCN after his/her arrival.

[10] Weldo.org
[11] Home (ettc-iraq.net)
[12] Life Makers Foundation - Homepage
[13] Grants (europa.eu)
[14] Micado-Migration - Beratung, Koordinierung, Durchführung und Evaluation von Projekten im Bereich Migration
[15] *Following Call for Proposals No 2021/CFP/POST/01, launched on 17th December 2021*
[16] *Following Call for Proposals No 2023/CFP/POST/02, launched on 29th November 2023*
[17] *The Local Reintegration Partner is a subcontracted partner of the Reintegration Partner that Frontex has a signed FPA with.*

To ensure timely and effective implementation by the RP, **all requested assistance** under this package shall be started within **5 working days** after the request has been received by the RP and **end within 14 working days from the date of arrival in the TC.**[18] To that end, MS will ensure that TCNs are provided with sufficient information which includes flight details, immediate medical needs, contact details, family information, housing and transportation needs. All invoices/proof of payments must be uploaded into the RIAT case.

The Post-Arrival Package consists of the following unit costs:

- EUR 615 per person, in the case of voluntary return, and
- EUR 205 per person, in the case of forced return.

The amounts reimbursed per person are the same regardless of the means of transportation.

The eligible services under the Post-Arrival Package:

a) **Airport pick-up**: the RP or LRP shall arrange for the pick-up of the TCN from the airport or port of entry, if this service is requested by the MS at least 5 working days prior to the departure. The airport pickup will be done landside in a secure location, and the RP or LRP will provide the TCN with a welcome kit consisting of:
   i) Bottle of water
   ii) 1 hot meal or a voucher for a meal
   iii) Age-appropriate children's toys/books/other
   iv) Pre-paid SIM card with number – to ensure further communication (when available)
   v) Toiletries set (male/female):
      - Toothbrush and toothpaste
      - Soap
      - Shampoo
      - Female hygiene products, if applicable

b) **Cash assistance**: a MS can decide to give part of the Post-Arrival Package in cash. As cash withdrawals are bound to national regulations and local realities, the information must be included in the designated field in RIAT.

c) **Onward transportation**: Feasibility is to be assessed on a case-by-case basis. The MS informs the RP about the needed onward transportation five working days prior to the onward transportation being needed. This service shall also be offered during the eligibility period for this package, of 14 working days from the date of arrival, if the TCN requests it after arrival. Contact details of the TCN are shared prior to return to make the necessary arrangements, if available.

d) **Housing upon arrival**: Temporary accommodation of emergency housing upon arrival, for one or more nights, as needed, within the period starting on the day of the arrival and ending 14 working days after the date of arrival, should be arranged by the RP. This is possible with or without prior airport pick-up. The MS informs the RP about the needed emergency housing five working days prior to the period for which this service being requested. Contact details of the TCN are shared prior to return to make the necessary arrangements, if available. In case of Unaccompanied Minors (UAMs), adequate housing for UAMs must be ensured.

e) **Medical assistance upon arrival**:
   i) The needs assessment is done by the respective MS prior to departure, if there are urgent needs on arrival, or can be done by the RP after arrival, within the eligibility period of this package. This kind of assistance entails referral to medical professionals, which can lead to purchase of medication with a prescription or purchase of the over-the-counter medication and short-term medical services. Urgent needs upon arrival would need to be communicated at least five working days prior to the period for which this service is being requested by the MS, or provided within five working days if the need is identified after arrival, within the eligible period for this package. Contact details of the TCN are shared prior to return to make the necessary arrangements if available.
   ii) Arrival COVID test (or other mandatory medical check) if required for entry to the country of return, if the request for support has been received by the L(RP) at least five working days before departure.

f) **Family reunification for UAMs**: the RP can facilitate and monitor the entire reunification process and inform the MS accordingly. This reunification can be with a family member or with a governmental appointed guardian.

The Post-Arrival Package can be implemented for any means of transportation. However, when the package is provided to TCN on board of a charter flight, the MS organising and/or participating in the return operation needs to communicate this to the EURP Support Desk at least 5 working days in advance in order to coordinate the organisation of the support with the RP. Upon arrival, after the border procedures, the RP will handle the TCN in a secured location.

[18] *The timeframe for the provision of the post-arrival assistance is further explained in section 8.7 on RIAT timers.*

The TCN will be provided with the agreed package, as well as with a welcome kit. Onward transportation, housing upon arrival and medical assistance can be requested by the TCN after their arrival, the cost of the services is to be covered by the Post-Arrival Package.

Note: Systematic use of the Post-Arrival Package for all TCN returning on charter flights can be supported only to certain destinations based on pre-agreed conditions and procedures. The destinations are communicated to all stakeholders in due time.

5.3.2 Post-Return Package

The Post-Return Package covers the reintegration assistance addressing long-term needs of the TCN after his/her return. A tailor-made reintegration plan based on the person's personal situation is developed by the TCN and (Local) Reintegration Partner in the process of reintegration counselling and submitted for review. To increase the effectiveness of the reintegration assistance, pre-departure counselling with the TCN is encouraged prior to departure for the MS to provide information on TCN's background and suggestions for reintegration activities.

The tailor-made reintegration plan constitutes a basis for provision of assistance and consequent reporting. Implementation of activities listed in the reintegration plan can begin after approval of the MS and Frontex in RIAT and cannot exceed **12 months after the date of departure**. All expenses must be duly documented, and proof of payments uploaded by the RP into the relevant RIAT case.

The Post-Return Package consists of one or a combination of the following unit costs[19]:

EUR 2000 – main applicant in Voluntary Return (VR)
EUR 1000 – main applicant in Forced Return (FR)
EUR 1000 – for each additional family member within the same case (same amount for both VR and FR)

The eligible services under the Post-Return Package:

a) **Cash assistance**: part of the Post-Return Package may be delivered in cash, subject to clear indication by the MS at the time of registration of the application.
b) **Long-term housing and related cost:** Rent, basic furniture and renovation/refurbishing costs can be paid from the reintegration budget. Long-term housing can be offered for up to 12 months, counted from the date of departure and after the approval of the reintegration plan by both the MS and Frontex. This can also include referral to appropriate housing for vulnerable groups (elderly, USCA, victims of trafficking, etc.).
c) **Medical assistance:** any type of medical assistance falling within the budget and timeframe for reintegration, including for vulnerable groups.
d) **Education:**
   i) **Schooling**: School fees or further education costs for both children and adults can be covered. Specific advice and guidance regarding the most appropriate/adequate structures should be given by the RP. This can also include special needs referrals and schooling.
   ii) **Vocational training**: fees for vocational training may be covered. Specific advice and guidance regarding the most appropriate/adequate structures should be given by the RP.
e) **Job counselling and assistance in accessing the labour market**: RP shall inform the TCN about the current labour market and give guidance on how to access it. If needed this can be in combination with referral to other relevant organisations.
f) **Assistance in setting up a small business**: The RP shall offer assistance to the TCN during the preparation and implementation of a business project. Depending on the needs and capacities of the TCN in setting up a certain business, the role of the RP can be limited/extended. In any case, the RP should advise the TCN about possible business ideas and explore together the strengths and weaknesses of a certain project. In the end, the TCN decides which type of business to implement.
g) **Family Reunification (monitoring)**: The RP checks/monitors if reunification has happened and provides feedback.
h) **Legal counselling and administrative support**: These activities include advice and referral to relevant organisations in relation to the concrete needs of the TCN. This often goes hand in hand with administrative support – guidance with the renewal of identity documents, driver's license, enrolment of children to school, translations of legal/medical documents, support to UAM regarding guardianship, etc. Due care and specialised assistance to be provided in the case of UAM.

[19] *The Member State in responsible for defining the status of a person as main applicant or family member and the type of return: voluntary or forced.*

i) **Psychosocial support**: If needed, the RP will refer the TCN to more specialised organisations/hospitals, private and/or public programmes etc. In the case of vulnerable groups, including USCA, elderly persons or victims of human trafficking, due care and specialised assistance need to be provided.

All other expenses that do not fall under the above categories are not eligible for reimbursement (i.e. – any TC income tax on reintegration assistance is not eligible).

Note: Job placement (wage subsidy): For wage subsidy to be eligible for reimbursement, the TCN must have a stable job and the wage subsidy must be paid out in installments, not more frequently than once a month. If the wage subsidy is not given in parallel with a salary, it is not eligible. An extensive explanation of payments, in the reintegration plan phase, should be made including, job description of the TCN's, monthly salary received from the job, monthly wage subsidy, monthly living costs and period that is covered by the wage subsidy.

The RP shall implement the reintegration plan based on the agreement and approval of the MS and Frontex. Any change (or parts of) the reintegration plan shall be duly communicated to Frontex and the MS per email, and in the comment section of the RIAT case, and will be subject to approval by Frontex and MS.

5.4 Eligibility criteria

In principle, MS are responsible for determining the eligibility of TCN according to their national legislation when submitting cases in the RIAT.

In line with the Return Directive and Art 10(1)(n) of the EBCG Regulation and similarily to the provisions in the Frontex Operational Activity Plan for Return (FOA-R) for 2025 and the Rolling Operational Plan for Return Operations (ROP), with regard to the implementation of voluntary returns, the eligibility of a case under EURP will be conditioned on the confirmation of the existence of an individual return decision issued for the TCN concerned. This confirmation will be facilitated through RIAT.

For families where the child is not issued an individual return decision, the child shall be formally included in the parent(s)' return decision. In line with the above, unaccompanied minors should be issued a return decision to be eligible for the EURP support.

Frontex will not enter into the merits of the return decisions, as this remains the exclusive responsibility of the respective Member State.

Assistance under EURP will be offered following *voluntary* or *forced* return, including to persons in a vulnerable situation.

Frontex's role is to check the eligibility of the cases in accordance with the established eligibility criteria. Please note that TCN enjoying the right to stay, legal residence and/or international protection within the meaning of Directive 2011/95/EU[20], or temporary protection within the meaning of Directive 2001/55/EC[21], in a Member State, are **excluded** from reintegration assistance under the EURP.

Cases can be submitted retroactively, which means that TCN may apply for reintegration assistance even after arrival in the TC. For the TCN to be eligible for reintegration support, the case can be initiated via the RP within 5 months after the date of departure as a retroactive case which shall be processed only after acceptance by the responsible MS. The reintegration plan must be validated in RIAT by the responsible MS and Frontex within 6 months after the date of departure.

TCN who refuse to sign an application for reintegration assistance prior to their forced return, can receive an eligibility letter (see Appendix IV) in order to receive assistance after their arrival. If MS wish, they may issue such eligibility letters even to TCN returning voluntarily, if for any reason they do not apply for reintegration assistance before departure. The Eligibility letter is not mandatory for the RP to start a retro-active case, as the eligibility is checked by MS in the validation process of the retro-active case.

A TCN can receive reintegration assistance in a TC where the TCN does not have citizenship, under the condition that there is proof of a permanent residence card or other types of documentation.

[20] *Directive 2011/95/EU of the European Parliament and of the Council of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted (OJ L 337, 20.12.2011, p. 9-26).*

[21] *Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection in the event of a mass influx of displaced persons and on measures promoting a balance of efforts between Member States in receiving such persons and bearing the consequences thereof. (OJ L 212, 7.8.2001, p. 12-23)*

6. Financial Provisions

Frontex has concluded Framework Partnership Agreements (FPA) with the Reintegration Partners mentioned in section 5.1, for a period of 4 years, and 2 years respectively. These agreements can be extended for maximum two years, upon decision of the Authorising Officer in Frontex.

In line with Article 13 of the General Financial Regulations 2024/2509, the FPAs provide for a long-term contractual partnership with the eligible Partners and are implemented through grants. The signature of a Framework Partnership Agreement serves as a filter for potential applicants and has no budgetary impact.

The invitation to present proposals in the Call for Specific Agreements procedure is limited to the partners for whom the planned type of action in a given country is contained in the Action Plan annexed to the Framework Partnership Agreement.

Only those partners who meet the required criteria (admissibility, eligibility, selection, exclusion and award) may be awarded specific grants, following the assessment of the proposals in accordance with Article 200 of the Financial Regulations. The SA include the financial provisions, reporting modalities and reimbursement rules for the eligible costs such as operating costs, handling fees, and the Post-Arrival and Post-Return Packages.

6.1 Framework Partnership, Specific Agreements and Bilateral Agreements

Framework Partnership Agreement	Multi-annual agreement between Frontex and RPs in the context of the EURP, stating the legal framework for cooperation with the aim of providing post-arrival and post-return support to TCNs.
Specific Agreement Frontex-RP	Yearly financial specific agreement (grant) between Frontex and RPs in the context of the EURP, stating the activities and financial terms and conditions, allowing for coverage of the operating costs, handling fees and reintegration packages (see section 6.2 below).
Bilateral agreement MS-RP[22]	Agreement between a MS and a RP providing the legal basis for transferring funds to the RP. Frontex is not a party to this agreement.

6.2 Types of costs

Type of cost	Description	Method of cost calculation	Cost intended for
Overheads	Indirect costs represent the beneficiary's general administrative costs which can be regarded as chargeable to the action/project.	A flat-rate amount of 7% of the total eligible direct costs of the action ('overheads') are costs, which are not identifiable as specific costs directly linked to performance of the activities and which could not be booked to it directly, but which can be identified and justified by the Beneficiary using its accounting system as having been incurred in connection with the eligible direct costs for the activity. They include all structural and support costs of an administrative, operational and logistical nature which are common to the Beneficiary's	**RP**

[22] *Frontex shall not be party to this agreement.*

		various activities, such as: water/gas/electricity, maintenance, office supplies, communication and postal costs, documentation, horizontal services such as IT, human resources, administrative and financial management. They may not include any eligible direct costs.	
Handling fee	Covers the handling of the Post-Arrival or Post-Return Package for each individual and covers organising the arrival assistance in the TC, organising meetings with the individuals after their return, to develop a tailor-made reintegration plan, counselling, referral and/or reintegration assistance on specific type(s) of reintegration, and reporting (interim, final narrative and financial report). Handling fees are paid to the RP per assisted person. This fee will also cover the cost of providing a welcome kit to each supported returning TCN that is provided with on arrival support regardless of the mode of transportation (be by scheduled flights, charter flights or other means)	**Two separate unit costs, per person:** **One unit cost** per person for the Post-Arrival Package **One unit cost** per person for the Post-Return Package **As agreed in the SA per assisted person**	**RP**
Post-Arrival Package	Covers assistance for the immediate needs of TCN in the first 14 working days after **arrival**, such as cash assistance, airport pick-up, emergency housing, onward transportation, and short-term medical assistance for each individual. The package can only be granted if there is a minimum of 5 working days'[23] given to the RP to arrange all activities related to the Post-Arrival Package prior to service being delivered.	**Two separate costs:** One unit cost per person in VR: **615 EUR** One unit cost per person in FR: **205 EUR** TCN will also receive a welcome kit	**TCN**
Post-Return Package	These individual budgets cover the cost of reintegration assistance. The level of the budget is defined by the Post-Return Package as described in section. Frontex covers the reintegration package at the value of the defined unit cost (this could mean partial coverage of the actual cost of reintegration when the latter is	**Three separate unit costs:** One for a case/main applicant in VR: **EUR 2000** One for a case/main applicant in FR: **EUR 1000** One for each additional family member (in case	**TCN**

[23] *The RIAT case must be initiated 19 calendar days prior to departure by the MS via RIAT, for the TCN to receive the Post-Arrival Package.*

	higher than the unit cost – see list of eligible costs below). If the MS would like to contribute more to the reintegration, they may do so by signing bilateral agreements with the RP (as explained in point 6.1).	the application is for a family) within the same case – same amount for both VR and FR: **EUR 1000**	

7. Roles and responsibilities

7.1 Frontex

The Agency's main responsibilities are the following:

- Operating a EURP Support Desk, to ensure the daily handling of cases submitted by MS, and to coordinate communication between Frontex, MS and RP, including handling complaints and requests by TCN. The EURP Support Desk is responsible for the handling of cases in the various Key Moments (KM), specifically:
  - Approving the eligibility of applications in KM 1.
  - Checking if the activities within the reintegration plan submitted in KM 2 are eligible with the reintegration packages offered under the EURP.
  - Checking in KM 3 if the activities in the final report as well as the supporting documents match the activities of the reintegration plan.
- Upon request of MS, Frontex may deploy Return Specialist to MS to assist with the RIAT and return- and reintegration counselling.
- Providing MS with up-to-date information materials concerning the reintegration support offered in TC as well as and information materials concerning the RP. Any changes shall be communicated by the EURP Support Desk in a timely way and no later than 5 working days.
- Fostering cooperation and understanding with the RP with the aim to increase the level of engagement.
- Managing the yearly MS needs assessment, as well as preparing, publishing, evaluating, and awarding Specific Agreements (SA) with RP, according to the budget available.
- Monitoring and evaluating the quality of the reintegration process, through a dedicated Evaluation and Monitoring Framework. Activities in this regard may entail monitoring missions and compliance checks in line with the provisions of the SA and may include the involvement of European Return Liaison Officers (EURLO).
- Ensuring that all relevant stakeholders, on operational and strategic level (High Level Round Table on Return (HLRT), Working Party on Integration, Migration and Expulsion[24] (IMEX), Management Board, Post Return and Reintegration Network (PRRN), etc.) are up to date of the EURP developments, through various Frontex networks on return, as well as through other return related fora.
- Interact with RIAT coordinators, on a quarterly basis to ensure adequate monitoring.

7.2 EU Reintegration Programme Support Desk

The EU Reintegration Programme Support Desk serves as a first line support for MS and RP. The Support Desk is established in the Post-Return Unit. It is the single-entry point for all operational and technical enquiries and aims at ensuring efficient process flows and assisting MS and RP with requests and inquires related to the EURP. The main functions of the Support Desk are the following:

a) To handle operational related aspects, such as:

- Approve the access of new RIAT users to the EURP;
- Check, evaluate, validate, reject the submitted cases, reintegration plans and final reports in the various KM in RIAT (see below 6.1 to 6.3);
- Provide case-related advice.

b) To handle technical related aspects, such as:

- Identify, register and diagnose technical issues related to RIAT;
- Escalate, if needed, unresolved issues to a higher level of support.

[24] *Working Party on Integration, Migration and Expulsion*

The Support Desk can be contacted via e-mail at EURP@frontex.europa.eu[25] from Monday to Friday between 9:00-17:00 CET and, through the phone on the following number +48 22 2366875, from Monday to Friday between 13:00-16:00 CET.

7.3 Member States

Member States (MS) when using the EURP shall:

- Insert cases for reintegration support under the EURP in RIAT.
- Ensure and confirm the eligibility of a TCN under the EURP when inserting cases in RIAT, as well as when receiving a retroactive application inserted by RP (KM1).
- Ensure that TCN are well informed and counselled and are provided with sufficient pre-departure information on the RP.
- Verify and approve the reintegration plan in KM2.
- Verify and approve the completion of the delivery of reintegration assistance in KM3.

7.4 Reintegration Partners

The Reintegration Partners (RP) shall ensure the delivery of quality reintegration assistance in the TC that are part of the awarded geographical portfolio within the SA through offering services listed in point 5.3.

Additionally, RP shall exercise due diligence in ensuring the accuracy and completeness of all details provided in RIAT, particularly in the case of retroactive applications. This responsibility is shared with Frontex and the MS, with all parties working collaboratively to maintain the quality and integrity of the reintegration process.

8. Case Management

The day-to-day management of cases will be done in RIAT. The operational workflow of the reintegration assistance via RIAT for each Key Moment is explained in the following sections.

8.1 Pre-return

Return and Reintegration Counselling (Key Moment 1)

The MS checks the TCN's eligibility according to the Frontex eligibility rules (cf. section 7. **Eligibility of the TCN)**.

The MS ensures that the TCN is provided with sufficient information about the opportunities and procedures to receive **post-arrival** / **post-return** assistance under the EURP.

Frontex provides detailed information on the EURP in IRMA, RIAT and on the Frontex website.

By submitting and accepting cases in RIAT, Member States and Reintegration Partners acknowledge, confirm and agree to follow the rules and procedures set out in this Modus Operandi, including annexes attached hereto.

Application (Key Moment 1)

A case can be initiated by a MS authority or by the RP after return (retroactive cases) after the **TCN** has expressed interest in receiving reintegration assistance. Retroactive cases (see 9.5) follow the same workflows, being validated by the MS before any reintegration plan can be started.

Prior to collecting personal data of the **TCN**, the MS must ensure that **TCN** is provided with relevant information about processing of his / her personal data (see section 10) and that all individuals on the application form have provided their consent for processing personal data on the consent form and in RIAT. Aditionally, before the case can move forward, the Member States must confirm, via a mandatory step, that a TCN's legal status is in line with the EU Return Directive[26] requirements.

The MS decides on the amount of the reintegration assistance and submits the application in RIAT. The reintegration assistance cannot be smaller in amount than the Frontex packages (see section 6.2). MS may supplement the reintegration assistance if needed. All cases within the EURP must be logged into RIAT before they can be further processed.

---

[25] *Formerly ECRET.JRS@frontex.europa.eu however due to reorganization of the Agency, the email address has been changed.*

[26] ***Directive 2008/115/EC of the European Parliament and of the Council of 16 December 2008 on common standards and procedures in Member States for returning illegally staying third-country nationals***.

The first 3 pages of the application form together with the last page (page 8) (Appendix III) **must** be completed, signed by all TCN included in a case, and uploaded to RIAT. The rest of the form can be used to collect the needed data in case the return counsellor does not have the possibility to upload it directly to RIAT.

In Key Moment (KM)1 in RIAT Frontex acts as active Project Management Office (PMO). This means that once the MS submits the application, it will be forwarded to Frontex for validation/rejection. This validation/rejection refers to the eligibility check done by Frontex. After validation, the case will be forwarded to the RP for its validation. After the validation of KM1 by the RP, the case moves to KM2 in RIAT.

To ensure that the cases submitted are approved before the departuree of a TCN, the application shall be submitted in a **minimum of:**

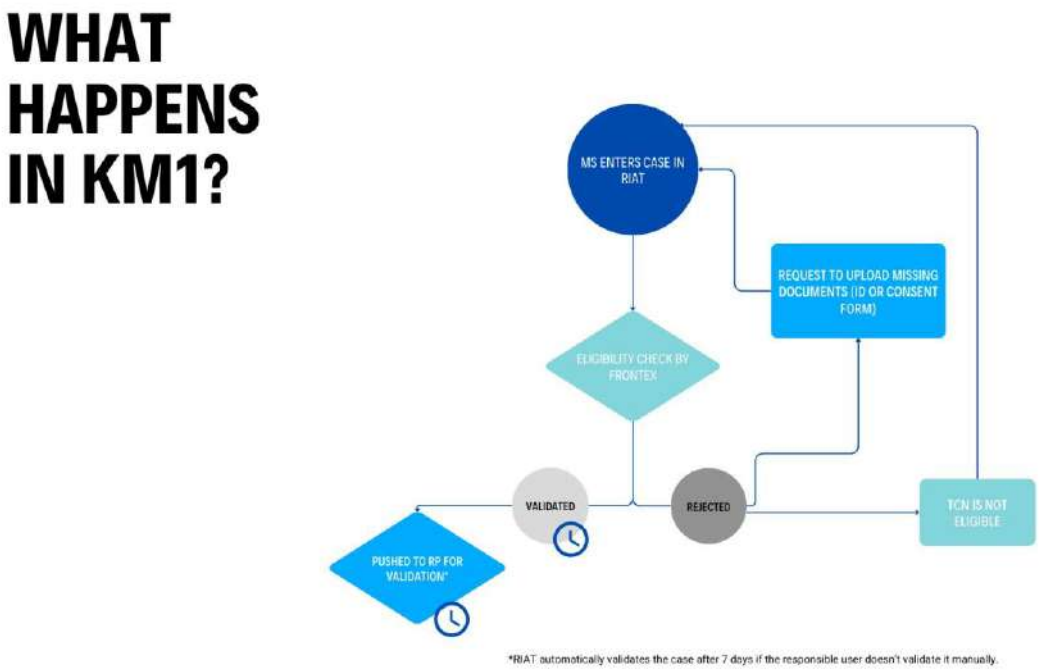
- **14 calendar days** before departure of the TCN, for receiving the Post-Return Package only
- **19 calendar days** before departure to ensure that the full 14 business days are available for the implementation of the Post Arrival Package. (see section 9.4 on Timers)

These timeframes are implemented to ensure that the submitted application is successfully validated by all parties in the RIAT workflow before the TCN departs from the MS. Please bear in mind that applications can be rejected for various reasons, including, but not limited to, not having all the documentation attached, not indicating the exact date of departure, which makes delivery of post-arrival assistance impossible. If rejected, the application must be corrected and resubmitted for validation. For this reason, it is important that applications are submitted with sufficient time for review. Submitting at the very last moment of the allowed timeframe, while technically compliant with the requirements of the *Modus Operandi*, may not allow for proper evaluation and may affect service delivery.

After submission of the application, all communication proceeds via RIAT. The RP checks and validates the application if it is in line with the requirements stipulated in the *Modus Operandi* between Frontex and the RP. If the application is not in accordance with those specifications, the (L)RP may reject the application, providing a detailed justification. Should the application be rejected, the MS either makes the necessary changes and re-submits the application, or the application is withdrawn.

After the application is validated, it is transferred by the RP to the LRP, if applicable. Based on the information received from the MS, the RP is responsible for making a comment in RIAT, to confirm that the TCN has effectively arrived in the TC.

NB: If a return flight is cancelled, another flight cannot be serviced by the RP on the next day. If a flight is cancelled, the "**five working days** prior to arrival rule" will be reset to 0 and another **five working days'** notice must be given to allow for adequate time to prepare (this could include re-applying for airport access, etc).



8.2 Return

Organising the return to the TC is out of the scope of the EURP, however Frontex can provide support via the Frontex-Assisted Returns (FAR) modules of the Integrated Return Management Application (IRMA). For more information contact the Return Operations and Voluntary Returns Unit in RET (HoU.RVR@frontex.europa.eu).

8.3 Post-Arrival/Post-Return

Preparation of the reintegration plan (Key Moment 2)

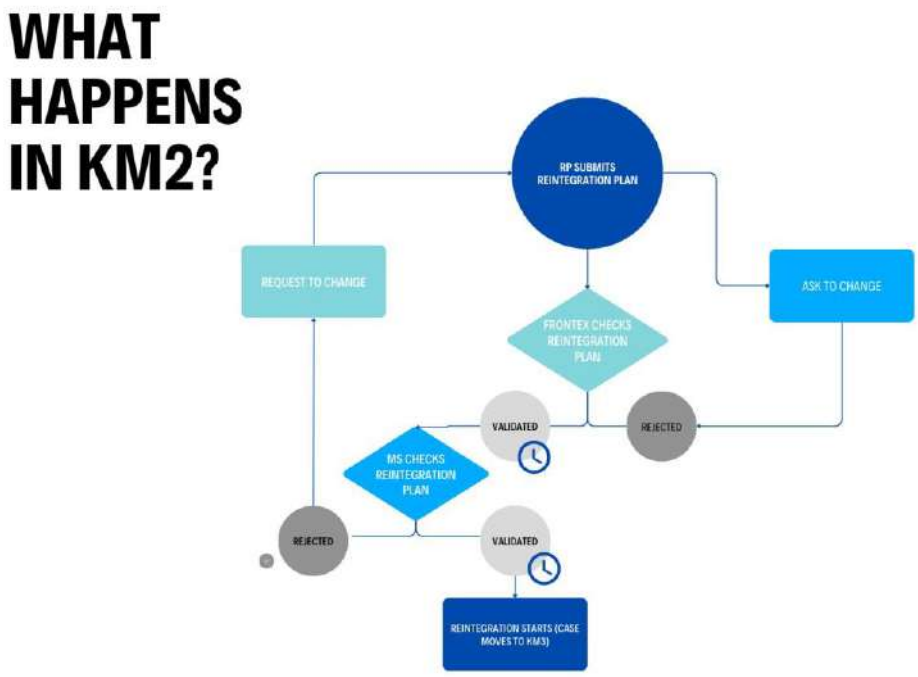
After arrival in the TC, the TCN should contact the RP. The reintegration package will remain allocated to the TCN for **6 months after the date of departure**, meaning that the reintegration plan has to be validated by Frontex and the responsible MS within this timeframe. This means that the contact between the TCN and the RP has to be established earlier than the period of the 6-month passing, to allow the time for the reintegration plan to be developed. The RP is expected to register the date of the first contact in RIAT, in order to keep the MS informed (using the RIAT comment function). If 6 months have passed since date of departure without validation of the reintegration plan by both Frontex and Member State, the TCN is no longer eligible for the Post-Return Package and RP will make the necessary actions in RIAT to close the case or push the case to KM3 (in case the Post-Arrival Package was provided).

If the TCN has not contacted the RP within **four weeks after the date of departure**, the RP shall proactively try to contact the TCN. To facilitate this, the MS should provide contact details of the TCN in the TC in the dedicated section in KM1.

Once contact has been established, the RP organises one or more meetings in which both sides develop the reintegration plan. In case of an income generated activity, the reintegration plan shall be elaborated, according to the RIAT template and MS requirements. Once the reintegration plan is validated by Frontex it will be reviewed and validated by the MS. If the MS doesn't react within 7 calendar days, the reintegration plan is auto validated in RIAT.

In KM2 Frontex acts as an active PMO by checking if the submitted reintegration plan matches the eligible activities under the EURP. If a reintegration plan is rejected by Frontex or the MS, it is sent back to the RO for amendments and re-submission. Rejections must be duly justified.

Upon submission of the reintegration plan, the RP will upload the proof of payment under additional documents for cases where the Post-Arrival Package was provided. In case the Post-Arrival Package was provided outside the eligibility period (14 days after date of departure), the package is no longer eligible for reimbursement and the package should be removed from the budget in KM2 by the RO.



Implementation of the reintegration plan

Once the reintegration plan is validated, the RP starts the implementation, i.e., the budget for reintegration is spent. The RP contacts the TCN as often as necessary to implement and monitor the reintegration process. The RP shall be available to the TCN for additional questions and support. The RP shall register the dates of contact with the TCN in RIAT to keep MS informed (using the RIAT comment function). The implementation of the reintegration plan shall not start including any cash spendings before the plan has been validated by **BOTH** Frontex and the responsible MS authority.

Any changes to the reintegration plan after the approval of KM2, must be communicated and approved by Frontex and respective MS via both the comment section in RIAT and by email. Expenses made under the original reintegration plan are eligible for reimbursement and form part of the total amount of reintegration budget spending, so proof of payment for both the initial and the changed reintegration plan should be submitted. Expenses made before the approval of Frontex and MS of the new reintegration plan **are not eligible for reimbursement**.

Providing cash assistance to the TCN can only take place after the approval of KM2 by Frontex and responsible Member State. Cash assistance provided from the Post-Return Package before the approval of KM2 is not eligible for reimbursement in KM3.

The packages provided by Frontex in the framework of the EURP are exclusively dedicated to providing post-arrival and/or post-return support to TCNs which are included by the MS in the case in RIAT. Reintegration plans that include support for other persons will be rejected and such expenses will not be reimbursed.

Note: The TCN has 12 months after the date of departure to complete the reintegration and to use the approved reintegration budget. The allocated funds need to be used within that timeframe, in order to be eligible for reimbursement. Activities lasting beyond the 12-month frame (e.g., rent or tuition fees, etc.) are not eligible for reimbursement.

Any payments to TC public authorities shall be consulted with Frontex prior to their issuance, for eligibility confirmation.

8.4 Final report (Key Moment 3)

When the budget is exhausted or the timeframe for the implementation has expired, the RP drafts a final report. The final report includes:

- An overview of expenses (with proof of payments, receipts and/or invoices)
- A narrative of the reintegration process

If the budget is exhausted before the 12 months are up, the MS may request that the implementation of the reintegration plan is still monitored by the RP until the 12 months expire. Due to data protection consideration and contractual obligations, any communication or reporting on the further evaluation of the case must be done in RIAT. The final report needs to be uploaded in RIAT no later than 6 months after the last payment was done.

The RP must ensure that the available budget was spent and documented in compliance with MS' and Frontex requirements. To allow verification and control, every expense shall be substantiated. **Proof for all payments must** be attached to the overview of expenses.

The **Proof of Payments** shall contain:

- Original invoice(s) and/or original receipt(s) as a mandatory requirement, in accordance with the local legislation and local format standards.
- The date, amount, description of the services/products delivered.
- Where contracts (rental agreements or purchase contracts) are necessary to supplement the information available on invoices and/or receipts, they must be translated on a separate page and as a minimum contain:
    - Rental agreements for housing, land and offices:
        - Name of the TCN
        - Start and end date of the rental contract
        - Date of signing the agreement
        - Address of the rental.
    - Purchase agreements (goods, vehicles, livestock, equipment):
        - Full name of the TCN

    - Date of signing the agreement
    - Description of the purchased items or services
    - Total purchase amount.
- The **RIAT case number** allowing to match the expense with the case concerned.
- The service has to be delivered within the period of eligibility, however the date of the issuing of the receipt can be outside the eligibility period.
- All proofs of payments must contain the signatures of the beneficiary of the case.

Additional requirements:

- The signature must be consistent across all financial documentation.
- Contracts and agreements cannot be substitutes for original invoices or receipts.
- The invoice must originate with the seller and shall contain the amount in the original currency of the TC and EUR.
- All proofs of payments connected to a particular case must be scanned into **one** PDF document before uploading to RIAT:
    - Minimum resolution: Scanned documents should have a minimum resolution of 300 DPI (dots per inch) to ensure clarity and readability.
    - File formats: PDF formats for text documents and JPEG for photos.
- **All translations must follow the template provided by Frontex. In English or with an additional translation on a separate page from the local language to English.**
- All translations must be signed by the person responsible for translating the invoice.
- RP has the responsibility to verify the identity of the beneficiary every time there is a payment and ensuring that the signatures match across all relevant documents. In the case of rental contracts, if the proof of payment (i.e., invoice or receipt) does not contain the required information, then the rental agreement should be added as a supporting doc.
- When invoices and receipts do not contain the required information outlined under the proof of payments section, supporting contracts (either rental agreements or purchase agreements) must be added and should include the necessary details.

Any personal data of the TCN, e.g. IDs and pictures submitted as Proof of Payment shall be blurred out.

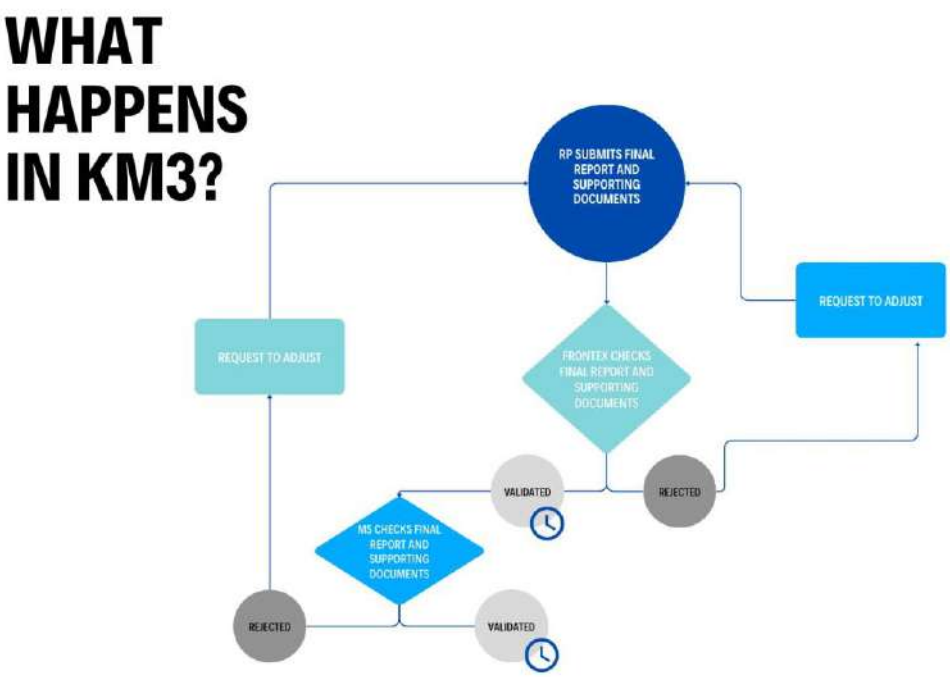
Note: The financial checking of cases in KM3 falls exclusively to Frontex, except in the cases where top-ups are provided. Additionally, it is important to clarify that the financial labels in the "Manage Financial Sources" section in RIAT are exclusively for Frontex's reference. These labels serve the purpose of tracking the number of packages delivered and providing a clear breakdown between EURP-funded packages and any top-up amounts provided by Member States. Reintegration Partners are not required to use or adjust these financial labels, as they are intended solely for internal monitoring and reporting purposes within Frontex.

Once the approved reintegration process is complete, and there is a remaining amount of cash not exceeding 50 EUR, the remaining amount can be paid in cash to the TCN, without approval from Frontex and respective MS. Remaining amounts over 50 EUR are categorized as a change in the reintegration plan and will need to be approved by Frontex and MS.

If it happens that a TCN passes away during the implementation of the reintegration plan, the remaining, unspent, amounts cannot be reimbursed to other members of the family, that are not part of the same RIAT case, or be spent on activities that were not included in the reintegration plan. No spending should be done beyond the date of the death of the TCN. If there are family members included in the same RIAT case, the full amount allocated to the case can be spent for the support of the remaining family members. The exact date of passing should be recorded in RIAT.

Once the final report is validated by Frontex, it will be reviewed and validated by the MS. If the MS does not react within **1 month of the date of validation by Frontex,** the final report is auto-validated in RIAT.

In KM3, in RIAT, Frontex acts as an active PMO. The visual process flow within RIAT can be found in Appendix I to this *Modus Operandi*.



8.5 Retroactive cases

When a TCN returns to his/her country of origin[27] without applying for assistance before departure, for various reasons, be it that it was a non-voluntary return or there was no counselling available, they can still benefit from support for a limited period of time.

The application can be lodged by the TCN with the Reintegration Partner, who will submit a "retroactive" case in RIAT to determine the eligibility of the TCN.

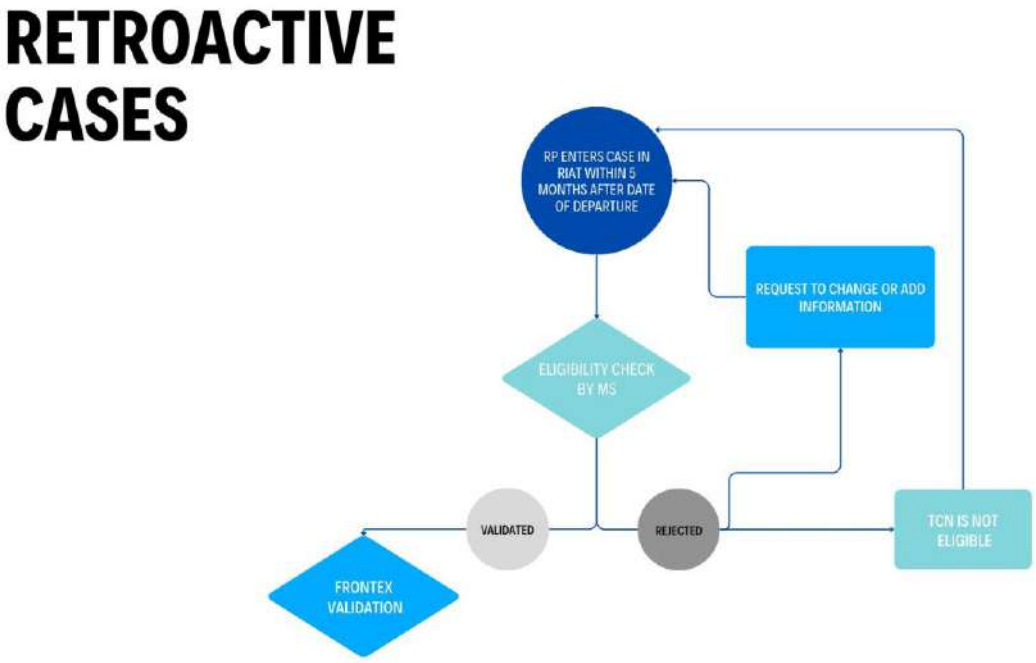
The TCN would still need to fill out an application form, sign the consent form regarding the sharing of their personal data and provide a copy of their travel/ID document. The RP would then upload the documents in RIAT and send the case to the responsible MS for approval within 5 months from the date of departure, indicating the exact date of departure from MS/arrival in TC.

Once the application is approved by the MS, the case becomes a regular RIAT case and moves automatically to KM1. The responsible MS has 10 working days to approve the retro-case. If not accepted and validated within this timeframe, the case will be automatically rejected in RIAT.

If the TCN is deemed non-eligible by the responsible MS authority according to national regulations, a comment in RIAT stating the decision is required and, if possible, explanation of the basis may be provided for the RP.

Within the EURP, the availability of support is limited to maximum 6 months after the date of departure, meaning that the **Reintegration Plan must be drawn up and validated by Frontex and the MS within 6 months from the date of departure, to remain eligible for support.**

[27] *The term Country of Origin includes for the purpose of this document also the term "Country of return" and covers also TCs to which TCNs return on a voluntary basis.*



8.6 Blank cases

It might occur that, due to the nature of forced returns, and/or due to the divergence of national procedures in organising such returns either by charter or scheduled flights, submitting a case to the RP with adequate notice so they can effectively provide arrival assistance, may be challenging. The main reason for this is because of the fact that the names of the TCNs are not always known more than **5 working days** prior to departure, as these kinds of returns generally lack proper counselling of the TCNs, and above all, due to the non-cooperative behaviour of many TCNs in question. However, also in this case, the RP must be informed at least **5 working days**[28] prior to the arrival of any TCN to ensure they properly prepare for the arrival.

For this reason, there is a possibility to create "blank" cases in RIAT, that contain no personal data of the TCNs. This workflow is used to inform the RP about the upcoming return and the number of TCNs that they should expect, without informing them on who those persons are.

The RP main additional task in such situations is to offer the TCNs, on arrival, the support that they are eligible for and, if they accept it, help them complete the application and consent forms as well as obtain a copy of their travel documents. Once the RP has obtained the paperwork, the files will be uploaded to one of the previously created "blank" RIAT cases.

When creating "blank" cases, the MS should create 1 case for each returning person, regardless of whether they belong to the same family or not. Each case should initially include only the Post-Arrival Package. After the 14-day period for providing the PAP has elapsed, proof of payment must be uploaded to RIAT and the case should be closed, unless the case also includes a Post-Return Package, in which case the process will continue accordingly. The eligibility to add the Post-Return package to a blank case should be confirmed, post-submission with PAP only, between the RP and respective MS in the comment section of each blank case. No personal data is to be introduced in the comments. The Post-Return package can be added in KM2 by the RP after confirmation of eligibility by the MS.

Note: While this procedure in principle is allowed, it is restricted to only a few destinations approved by the High-Level Round Table for Return taking into account the budgetary constraints. The destinations are communicated to all stakeholders in due time.

8.7 RIAT Timers

The purpose of timers within RIAT is to ensure that cases will progress within the timeframe allocated for reintegration. Once the pre-defined time period has passed, the case will be auto validated and moved to the next status in RIAT.

[28] *The timeframe for the provision of the post-arrival assistance is further explained in section 8.7 on RIAT timers.*

Overview of timers in RIAT for each user and KMs

RIAT user or TCN	KM1 (application)	KM2 (reintegration plan)	KM3 (final report)
TCN	-	6 months after date of departure[29]	12 months after date of departure
MS	-	7 days to validate	60 days to validate
RP	7 days to validate	7 days to validate	-
Frontex	7 days to validate	7 days to validate	30 days to validate

These timers will be affected by various holidays. Communication regarding the various extensions will be communicated separately.

8.8 Comments

Due to the very high caseload and many status comments that the users attach to the RIAT cases, any comment that requires an approval or action, be it a change needed in the reintegration plan, flight details requiring an update in order to ensure a well-organised post-arrival assistance are updated, or something else, an email communication should be sent, including the case number, as well to ensure timely resolution of the requests or actions.

Supporting documents should not be uploaded in the comment section but are requested to be uploaded in the corresponding fields in RIAT.

9. Data Protection

Personal data of TCN, in the context of the EURP, is processed by the Agency on the basis of their consent. Consent has to be obtained in accordance with the conditions of Article 7 of the EUDPR[30]. Consent has to be provided by every individual mentioned on the application form for the processing of his/her personal data. In case of jointly returning minors, the consent is granted by their legal guardian. Consent shall be provided at the moment of submitting the application by the TCN to MS or to the RP. Personal data shall not be processed before the consent has been provided, and shall be kept for no longer than necessary for the purposes for which it was processed.

During the counselling on the EURP, MS and RP shall provide the TCN with the privacy notice (Appendix VI) and explain the main elements related to processing of personal data in the context of the EURP, including about insertion of personal data into RIAT and transfer of the TCN's personal data to Reintegration Partners, including those located in the third countries.

Frontex provides MS and RP with the privacy notice that must be made available to the TCN, and with the general guidance on processing of personal data within the EURP.

MS and RP shall ensure strict confidentiality of the data provided by the TCN.

Allocation of roles and responsibilities between MS and Frontex in the context of the EURP are described in the "Agreement on the allocation of roles and responsibilities for the use and management of the Reintegration Assistance Tool (RIAT), and protection of personal data" / joint controllership agreement.

Allocation of roles and responsibilities between Frontex and RP, as well as data protection obligations of RPs are laid down in separate data processing agreements that are integral part of the Specific Agreements (SA).

In case of data protection questions, MS and RP can contact Frontex DPO at dataprotectionoffice@frontex.europa.eu.

10. Fundamental rights

The Fundamental Rights Officer (FRO) is mandated with monitoring Frontex's implementation of its fundamental rights obligations in accordance with EU and international law and with advising the Executive Director on fundamental rights-related issues. The FRO and the staff of the Fundamental Rights Office have an independent role within the

[29] *If the reintegration plan is not submitted in RIAT within 6 months after the date of departure, the reintegration plan can no longer be granted.*

[30] *Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC*

Agency to support its work from a human rights perspective and to reinforce the respect, protection, and promotion of fundamental rights. In order to effectively monitor the agency's compliance with fundamental rights, the FRO can conduct investigations into any of its activities and carries out regular on-the-spot visits.

In line with FRO guidance reintegration assistance must not be offered if returns are not possible due to human rights and security situation concerns in the particular TC. In unacceptable security and human rights circumstances, reintegration assistance should not be used as an incentive for return.

The Fundamental Rights Officer might engage fundamental rights monitors for monitoring return related activities.

The situation in the TC will be constantly monitored to ensure that any fundamental rights concerns are evaluated, and risks are mitigated. The geographical coverage may be changed during the implementation of the EURP, with countries being activated or deactivated, or implementing RP, as a result of these evaluations.

Building on the Fundamental Rights Due Diligence Procedure on Frontex Cooperation with Third Countries (FRDDP), specific criteria applicable to this section relates to potential security and fundamental rights risks that could directly impact on the completion/success of a given return operation. This impact can be measured inter alia by 1) the current security and political situation of the country of return (whether it represents a real and credible threat to the TCNs); 2) potential fundamental rights concerns that can effectively undermine or hinder the realization of the return operation substantiated by sources of information provided by reliable partners in the field.

Furthermore, the FRO recommends the following safeguards to be in place, as a baseline for ensuring a safe and dignified return to all guarantees: 1) a set of criteria in FAR for all types of return to evaluate eligibility conditions and calls for their application in cooperation with the national authorities (such as region of origin or area of intended stay after the return, whether reintegration scheme or assistance is provided and mention to high-risk areas). FRO also recommends a periodical review of the country situation.

For voluntary returns, FRO suggests that TCN has received information about the current human rights and socio-political situation in the country of return and the related risks concerning their security and wellbeing and that acknowledging these circumstances, the TCN provided his/her consent (in writing) confirming their willingness to return to the country of origin. In case the individual to be returned belongs to any of the recognised vulnerable persons category, additional safeguards need to be in place to guarantee his/her safe and dignified return.

The above considerations have been taken into account when determining the geographical scope of the EURP. Member States and Reintegration Partners are encouraged to report any concerns related to fundamental rights violations.

11. Complaints Mechanism

In accordance with Article 111 of the EBCG Regulation, the Agency set up, in cooperation with the FRO, a Complaints Mechanism to monitor and ensure the respect for fundamental rights in the Agency. Any person who is directly affected by the actions or failure to act of staff involved in an Agency activity and who considers him or herself to have been the subject of a breach of his or her fundamental rights due to those actions or that failure or failure to act may submit a complaint. It must be stressed that only complaints that are substantiated and involve concrete fundamental rights violations shall be admissible.

The complaint may be presented by any party representing such a person and will be handled by FRO.[31] Any other type of complaint can be addressed to the EURP Support Desk at EURP@frontex.europa.eu or to the RP directly, by using their own established complaints mechanism.

12. Reporting requirements

Member States

Further reporting by MS is not required. The RIAT dashboard, which is available for all RIAT users, provides complete information on active cases and their current status.

Reintegration Partners

Reintegration Partner is required to provide:

- A bi-monthly financial monitoring table

[31] *http://www.frontex.europa.eu/fundamental*

- Case related reporting as described in KM3 (see section 9.4)

At the end of the duration of the Specific Agreements, the Reintegration Partner is required to provide:

- Final report on the implementation of activities under the Specific Agreements;
- Final Financial Statement;
- Final Payment Request;
- Final Reintegration Advisory Missions Report (if applicable);
- A list of Post-Arrival Packages on the template provided by Frontex.

13. Quality Monitoring and Evaluation Framework

In view of fulfilling Frontex's role in "applying the quality framework in managing the EURP provided to TCN who are referred to the Agency by MS", the Agency is developing the Quality Monitoring and Evaluation Framework (QMEF) based on the Better Regulation guidelines and toolbox 2023.[32] The aim of the QMEF is to provide evidence-based evaluation and monitoring of the quality of the EURP performance. To achieve this goal, a comprehensive system is set up, composed of 3 main elements: monitoring, evaluation, and reporting.

Monitoring is based on four types of monitoring tools grouped according to the types of data collected:

- quantitative data from RIAT database;
- qualitative data based on surveys;
- qualitative field data gathered during monitoring missions and other visits on the spot;
- risk related data included in the EURP Risk Register.

Based on the information collected during monitoring, the **evaluation** aims to assess the EURP performance systematically and objectively against 5 evaluation criteria. Two types of **reports** are envisaged as outcome of the QMEF:

- Quarterly Dashboard Reports based on key performance indicators from RIAT and enclosed to the quarterly EURP Newsletter in IRMA;
- EURP Annual Evaluation Report based on data collected by all the monitoring tools.

The QMEF is under development and will become an integral part of this *Modus Operandi* once is finalised.

14. Contact details

Frontex

Frontex European Border and Coast Guard Agency
Plac Europejski 6
00-844 Warsaw, Poland

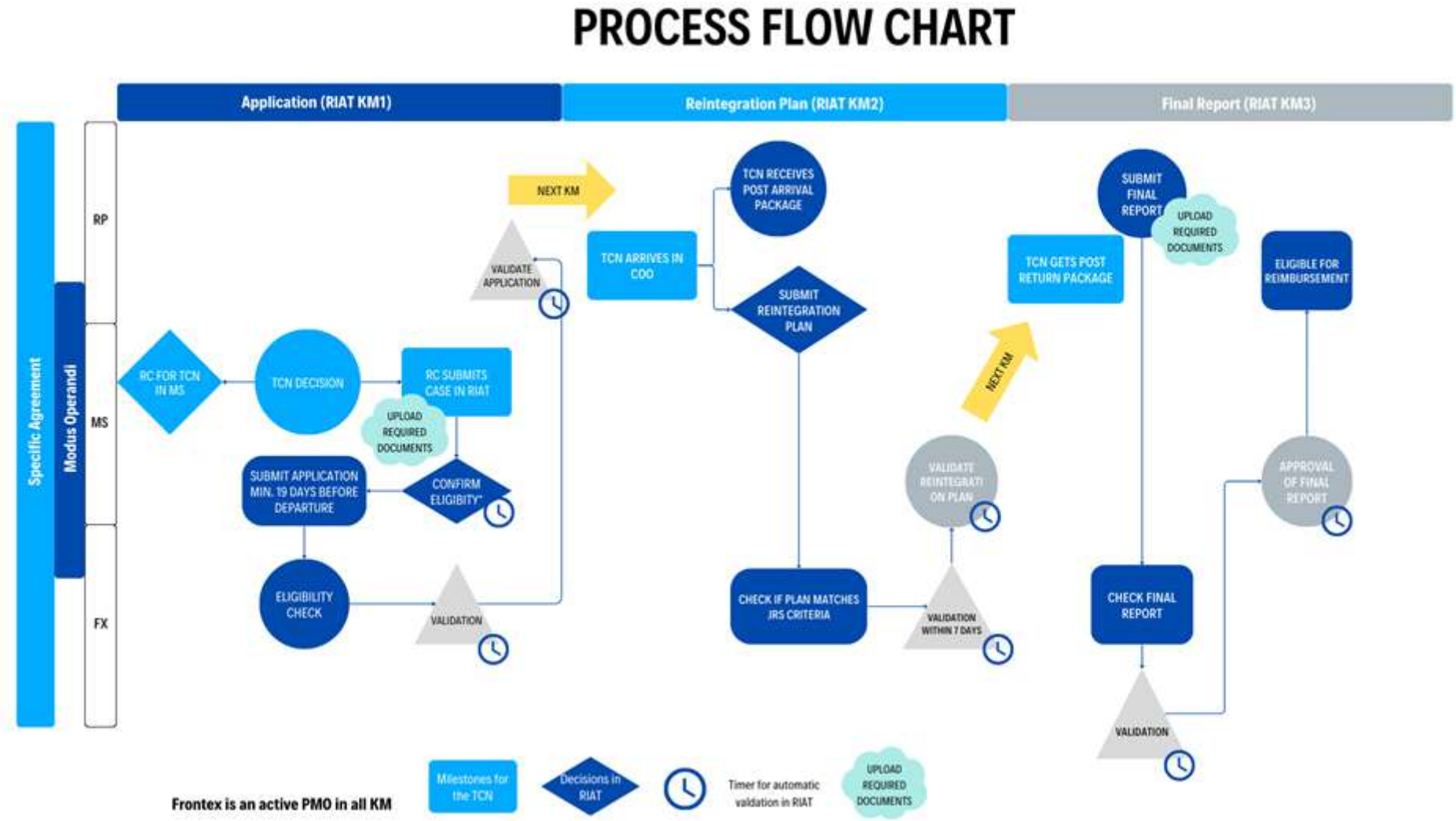
www.frontex.europa.eu
EURP@frontex.europa.eu
Landline: +48 22 2366875 (EU Reintegration Programme Helpline)

15. List of Appendixes

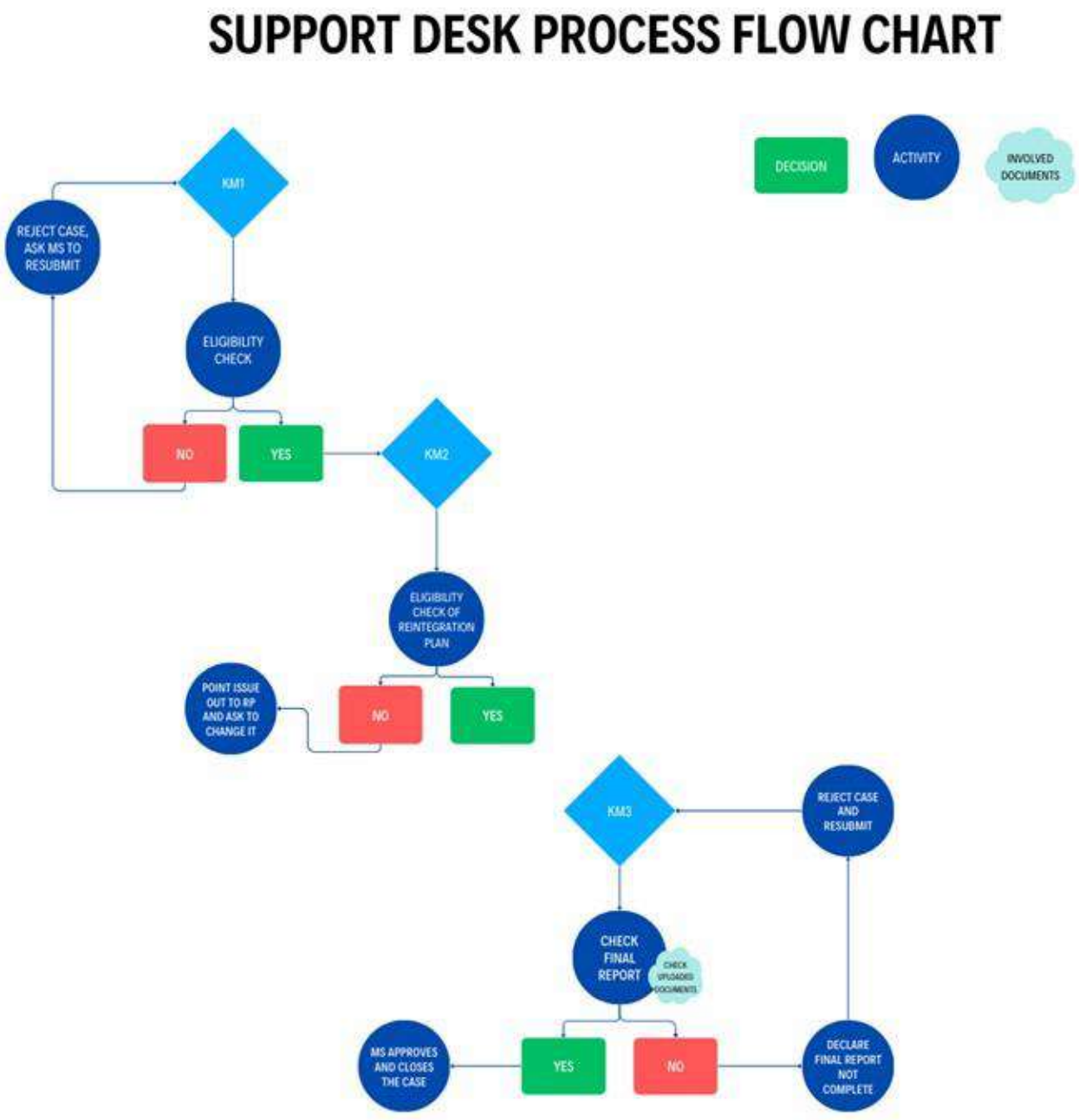
- Appendix I – EURP Process Flow Chart
- Appendix II – EURP Support Desk Process Flow Chart
- Appendix III – Application and Consent Form
- Appendix IV – Eligibility Letter
- Appendix V – Income-generating activity plan template
- Appendix VI – Purchase of goods template
- Appendix VII – Privacy Notice for Returnees

[32] *Better regulation' toolbox – July 2023 edition: Better regulation: Better regulation: guidelines and toolbox (europa.eu)*

Appendix I – EURP Process Flow Chart



Appendix II - EURP Support Desk Process Flow Chart



Appendix III - Application and consent form

Please fill in session 1 and 8 in the application form and upload a signed copy with the scan of ID into RIAT. Sections 2-7 of the form are not mandatory to be filled in. The application must be filled in English. Please note that by signing the consent form, the Third Country National agrees to processing of their personal data on all pages of this form and in RIAT.

1. Case Information

COUNTRY OF RETURN:		EU Country:	
ORGANISATION:			
WHICH REINTEGRATION PARTNER DO YOU WANT TO SEND THE APPLICATION TO?			

1.1. ID and family composition of the return file

Date of return		Nationality	

Family name	
First name(s)	
Nationality by travel document	
National reference code	
Sex (Gender)	☐ male ☐ female
Date of birth	
Did the lead applicant receive a return decision from the government administration?	☐ Return decision ☐ No return decision ☐ Return decision expired ☐ I do not know

1.2. JOINTLY RETURNING ADULT FAMILY MEMBER

National reference code		Nationality	
Family name		First name(s)	
Sex (Gender)	☐ male ☐ female	Date of Birth	

1.3 JOINTLY RETURNING CHILDREN

Family name	First name(s)	Date of Birth	Sex	Nationality	National reference code

2. TRAVEL INFORMATION

Type of return	☐ Voluntary Return ☐ Forced Return by Charter Flight ☐ Forced Return by Scheduled Flight
Which organisation is arranging the return travel?	☐ Frontex (FAR) ☐ Responsible administration of the EU country ☐ Return by own means ☐ IOM ☐ Other
Mode of travel	☐ by air ☐ by land ☐ by sea
Expected date of departure	
Confirmed date of departure	
Flight details	
Final airport destination	
Final return destination	

FRONTEX

3. BUDGET INFORMATION

Is/Are the Applicant/s eligible for the post-arrival package?	☐ Yes ☐ No
Type of reintegration support (in kind, in cash, in cash pre-departure only, both in kind/cash)	
Is the reintegration budget defined prior to return?	☐ Yes ☐ To be defined post-arrival ☐ No

Reintegration budget[1]	**Budgeted amount (EUR)**	**Short description**
To be defined post-arrival		
Income generating activity		
Purchase of professional equipment		
Vocational training/education for adults		
Job Placement (Wage Subsidy)		
Accommodation - Rent		
Accommodation - Renovation		
Accommodation - Household goods		
Medical care		
Psychosocial care		
Children's needs/schooling		
Administrative support		
Costs made upon arrival (urgent assistance)		
Other, please specify		
In cash payments		
Total reintegration budget (EUR)		

[1] *This section informs the implementing Partner on the eligibility of expenses. Pre-departure allocations to specific budget items must be indicated here. If no specific pre-departure allocation, indicate the amount under "To be defined post-arrival". Please note that the local reintegration partner relies on the information that is given here to correctly inform the applicant and to ensure the eligibility of expenses.*

4. CONTACT WITH RETURNEE

Did the counselling meeting take place before departure?	☐ Yes ☐ No
Date of the last counselling meeting (e.g., 17/03/2022)	

5. PREPARATION OF THE REINTEGRATION PLAN

Is the date of arrival in the EU / SAC host country (Lead applicant) known?	☐ Yes, month year ☐ No

Assets and skills that can contribute to the reintegration and that are important for the local reintegration partner to know.		**Short description**
None	☐	
Previous work experience	☐	
Training/educational background	☐	
Language skills	☐	
Financial support	☐	
Family support	☐	
Social network	☐	
Driving license	☐	
Other, please specify	☐	

6. ASSISTANCE NEEDED

Assistance needed or aspired by the applicant(s). Please keep expectations realistic.	
Assistance in setting-up a small income-generating activity/business	☐
Assistance in accessing labour market	☐
Assistance in the purchase of business/professional equipment	☐
Assistance in school enrolment - orientation (school-aged children)	☐
Orientation towards vocational training schemes or other educational services	☐
Support in the search of temporary housing (Accommodation-Rent)	☐
Assistance in the purchase of basic housing equipment	☐
Orientation assistance towards medical service	☐
Psycho-social support	☐
Family tracing/mediation	☐
Administrative and/or legal assistance	☐
Other, please specify:	☐
To be defined post-arrival with local reintegration partner	☐

Please elaborate on the reintegration needs assessment as specified above.

Clarification of the reintegration needs assessment as specified above.

☐ **The person has consented to give her/his contact details**

It is essential for case follow-up that contact details are provided. Failure to provide contact details could compromise service provision.

Contact details in the European country and the country of return.

Are you still registered in the civil registry (or with the relevant local authority) in the Country of Origin?

☐ Yes
☐ No
☐ Not defined

7. Assessment by the Return Counsellor

Direct needs upon arrival[2]	
Are there any urgent needs to be addressed by the reintegration partner directly upon arrival?	☐ Yes, provide a short description ☐ No
Airport reception[3]	
Onward transportation[4]	
Temporary accommodation[5]	
Medical (continuity of care)[6]	
Other, please comment	

[2] *A (local) reintegration partner can be requested to provide assistance immediately after arrival. Before requesting this assistance, the counsellor should assess the necessity and provide sufficient information for the reintegration partner to make the necessary arrangement. Please note that in some cases, urgent assistance might be deducted from the reintegration budget. Please contact your Responsible Authority for more information*

[3] *Please provide flight details of the entire journey (use upload in "travel arrangements").*

[4] *Please provide final destination*

[5] *Please provide the anticipated number of days required. Please note that the accommodation has to be booked in advance.*

[6] *This section only refers to medical care that has to be insured immediately after arrival. Provide a description of services required, including a timeline. Use the "Upload" section for any additional documentation.*

Vulnerability	
Presence of specific vulnerability	
None	☐
Medical	☐
Unaccompanied minor	☐
Victim of trafficking	☐
Pregnant women	☐
Elderly person	☐
Single parent	☐
Other, please specify	☐
Please elaborate on specific vulnerabilities as specified above	
Are you aware of criminal records? ☐ Yes ☐ No	

8. CONSENT FORM

Consent

By signing this declaration, I give my consent to Frontex and (Member State)

to process my following personal data for the purpose of provision of EU Reintegration Programme, including disclosure of my personal data to Reintegration Partner (name of reintegration partner)

established in (country or origin) and, if necessary, transfer of my personal data to local partners established in (country or origin) :

- Information contained in all sections of the Frontex Application Form
- A copy of my identity document(s) (please specify):

- My travel itinerary
- Copies of the following documents confirming my vulnerability (please specify, if none, write "none"):

Name of lead applicant:	Name of jointly returning adult:	Name of legal guardian of minor(s) and adults under legal guardianship:
Date and place:	Date and place:	Date and place:
Signature of lead applicant:	Signature of jointly returning adult:	Signature of legal guardian of minor(s) and adults under legal guardianship:

Appendix IV - Eligibility letter

[insert national authority LOGO, contact details, etc here]

Confirmation of Eligibility and Referral

Your correspondent	*[name of counsellor or contact person in the MS, or name and address of structure responsible for reintegration support]*
E-mail	*[email address of counsellor or contact person/structure in MS]*
Phone	*[phone number address of counsellor or contact person/structure in MS]*
Your reference	*[used only if needed or RIAT case number if available]*
Our reference	*[national case number]*
Annexes	*[list of documents annexed to this letter, for ex: medical records, etc]*

Dear Madam/Sir,
After your arrival in *[country of origin]*, you can contact our local partner "*[local partner's name]*", within a maximum of 6 months after the date of departure, to discuss your options for reintegration support/medical follow up.
Please find their contact details below:
[Local Reintegration Partner]
[Address]
Phone: *[landline, mobile]*
Email: *[email]*
Skype/Whatsapp/Telegram: *[number, other means of contact]*

Opening hours:
[ex: Sunday - Thursday: 08:30 - 16:30]

Kind regards,

[insert name and/or signature here]

Appendix V - Income-generating activity plan template

REINTEGRATION PLAN: Income-generating activity

1. Business idea					
[Please describe the rationale of the plan in minimum 2 sentences]					
2. Applicant's experience					
Does the applicant have a relevant experience?	☒ yes, comparable ☐ to some extent ☐ no				
[Please describe known applicant's experience, from Country of Origin or from the Member State]					
3. Feasibility assessment					
[Address where the activity is performed]					
[Choice of the place to perform the activity]					
[Description of products/services offered]					
[Customers' target group]					
[Promotion plan]					
4. Financial planning					
Expected monthly income:	[Please provide a calculation]				[amounts in EUR]
Expected monthly expenditure:	[Please provide a list of costs]				[amounts in EUR]
Total income:		**Total costs:**		**Total profit:**	
5. Applicant's cost of living					
[Estimated monthly living expenses of the applicant (or applicant with his/her family)]					[amount in EUR]
6. Member State's requirements					

[Please describe if any MS requirements had to be taken into account in drafting the plan - optional]

REINTEGRATION BUDGET

Reintegration budget breakdown	Description	Expense (EUR)
Income-generating activity	[initial investment needed – please list the items and expand the section if needed]	
Purchase of professional equipment		
Other, please specify		
Total budget		

Total investment:		**Amount covered by Post-Return Package:**		**Amount covered by the applicant:**	

Appendix VI - Purchase of goods template

PURCHASE OF GOODS (IGA, Professional, Household, Medical, Others)

Name of Business	Business Address and Contact Details
Short Description of Business (optional)	
Invoice Number	Invoice Date

Applicant's name	RIAT Case Number

	Item Description	QTY.	Units	Unit Price	Total
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
TOTAL EXPENDITURE					

Paid by RP (optional)	
Paid by applicant (optional)	

Name of the translator	Date and location

Appendix VII – Privacy Notice for Returnees

DATA PROTECTION NOTICE

For the EU Reintegration Programme (EURP)

Frontex, the European Border and Coast Guard Agency, and the Member State responsible for handling your application process your personal data for the purpose of providing you with reintegration assistance after your return. Frontex also processes personal data for the purposes of financial verification in accordance with Regulation (EU) 2019/715[33].

The reintegration assistance is provided through the EU Reintegration Programme (EURP).

Frontex and the Member States are joint controllers for processing your personal data. The Head of the Post-Return Unit, Returns Division of Frontex is the Controller of the processing of the data at Frontex.

Frontex provides the Member States with technical assistance to deliver the necessary reintegration services as mentioned in your application. Frontex has contracted Reintegration Partners in each of the third countries who are directly responsible for assisting you. Assessment of your application and your reintegration needs is done exclusively by the Member State handling your application.

Frontex processes your personal data in accordance with Regulation (EU)2018/1725[34] and Management Board Decision 4/2024[35] on the general rules for processing personal data by the Agency.

Personal data processed for the purposes of EU Reintegration Programme is the data you include in your application, your identity document(s), your travel itinerary, and any information included in the supporting documents you provided, such as documentation confirming your vulnerability or special needs. Following categories of personal data can be processed by the Processor: name and surname, nationality, marital status, family composition: information on spouse, children, email address, phone number, home address, date of birth, place of birth, gender, health-related information, photograph where an individual is identifiable, passport/ID card details/copies, social security number or other national identifiers, education level/diplomas, work experience, criminal convictions/offences.

Legal basis for processing your personal data is your freely given consent, that you provide when submitting application for EU Reintegration Programme. You can withdraw your consent at any time, but please remember that you will not receive further reintegration assistance after you withdraw your consent.

In order to provide you with the reintegration assistance through EU Reintegration Programme, your personal data is shared with Reintegration Partners. Please note that most of the Reintegration Partners and their subcontractors are not established in the European Union. Therefore, there will be a transfer of your personal data to the (Local) Reintegration Partners in third countries.

Your personal data is processed on paper and electronically in the Reintegration Assistance Tool (RIAT) which is a digital case-handling and data collection IT tool, managed by the European Commission developed for monitoring of reintegration cases.

The application form and any personal data contain in the application form or provided during the application process will be deleted from RIAT at the latest 30 days after the closure of the case. Personal data contained in the financial documentation will be retained for the maximum period of 10 years in accordance with Article 47 of the Regulation (EU) 2019/715.

There will be no automated decision-making or profiling upon your data.

You have the right to access your data, to object to processing your data, have it deleted, restricted or rectified at any time. You may contact the Controller at Frontex at EURP@frontex.europa.eu.

You may also contact Frontex Data Protection Officer at dataprotectionoffice@frontex.europa.eu.

You have the right to lodge a complaint with the European Data Protection Supervisor at edps@edps.europa.eu.

Any request to either the Controller or the DPO which is not related to data protection and the exercise of the rights granted under Regulation 2018/1725 will be forwarded to the appropriate entity.

---

[33] *Commission Delegated Regulation (EU) 2019/715 of 18 December 2018 on the framework financial regulation for the bodies set up under the TFEU and Euratom Treaty and referred to in Article 70 of Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council.*

[34] *Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.*

[35] *Management Board Decision 4/2024of 18 January 2024 adopting the general rules on the application of the Data Protection Regulation by the Agency.*