



# EASO SPECIAL SUPPORT PLAN

TO ITALY

Phase 2

Valletta Harbour and Rome, 11 March 2015



Hereby the Executive Director of EASO and the Head of the Department for Civil Liberties and Immigration of the Italian Ministry of Interior agree on the EASO Special Support Plan (Phase 2) for the provision of technical and operational assistance to Italy.

Valletta Harbour and Rome, 11 March 2015

The Executive Director  
of the European Asylum  
Support Office

Dr. Robert K. Visser

SIGNED, 11/03/2015

The Head of the Department for Civil Liberties and  
Immigration  
Italian Ministry of Interior

Prefect Mario Morcone

SIGNED, 11/03/2015



## 1 INTRODUCTION

### ***1.1. Specific needs of Italy***

On 22 December 2014, Italy requested EASO for continuing the support to further improve and enhance the Italian international protection and reception system. Internally, the Italian international protection and reception authorities have been assessing the situation and on-going discussing the need for enhancing and reinforcing parts of the international protection and reception system.

As a result of the support provided by EASO under the Special Support Plan, Italy managed to cope with the initial challenges, by reinforcing parts of the international protection and reception system, training their staff and developing COI capacity. Significant progress was achieved in terms of increasing their capacity for reception and registration of applicants for international protection, as well as their preparedness and reaction capabilities. The recently enacted new laws will enable the Italian Ministry of Interior to manage a larger number (from 10+10 to 20+20) of Territorial Commissions for the recognition of the international protection, as well as its designated role to strengthen reception measures for unaccompanied minors (UAM), starting with 01/01/2015. Italy, as an EU external border on the South Mediterranean migration route, continues to be under serious migratory and refugee pressure.

The request for operational support by EASO was inspired by the will to ensure sustainability of the good results achieved by the EASO Special Support Plan to Italy so that the current and future challenges can be adequately addressed. In the light of these facts, EASO examined the request and the situation in Italy and came to the conclusion that there is a need for support. The Executive Director of EASO therefore decided on 9 January 2015 to render support to Italy by providing expertise from EASO and the Member States for one year.

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

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

### ***1.2. Flexibility Clause***

Given the nature of EASO' support measures, which have to be timely, active and flexible, and taking into consideration the availability of resources and experts and changing circumstances of the international protection and reception system in the Member States, the foreseen calendar of the activities is just a forecast and may change. Any change will be subject to discussion of EASO and the Host Member State.

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

### ***1.3. Lawfulness and Respect of Fundamental Rights***

Support related to the participation in EASO activities under the EASO Special Support Plan to Italy must be carried out in a way that fully respects human dignity. All persons involved in support activities shall maintain the highest standards of ethical conduct, professionalism, respect and promotion of fundamental rights and international protection. This particularly applies vis-à-vis persons who are in need of international protection. They are expected to meet obligations imposed upon them by the provisions of the EASO Special Support Plan to Italy and shall comply with the rules of their mandates. Whilst taking part in the EASO support activities, personnel shall respect the applicable International law, European Union law and the national law of the Host Member State. They shall maintain the highest standards of integrity and conduct. They are to act responsibly and proportionally to current objectives. Whilst carrying out supporting and functions, personnel must not discriminate persons on grounds of sex, race, religion, ethnic origin, age or sexual orientation. Personnel are



expected to treat every person with courtesy, respect and due consideration for the nature of any legitimate activity in which they are engaged. To perform their duties properly, they shall serve the public interest and refrain from any activities which could undermine or compromise their independence and the appropriate performance of their duties.

During the implementation of the EASO Special Support Plan to Italy, all participants must apply a “zero tolerance” attitude with respect to the infringement of fundamental human rights. All participants in EASO activities shall act in accordance with the Code of Conduct (Annex D).

#### **1.4. Confidentiality and data protection**

Without prejudice to the public right of access to documents as laid down in Regulation (EC) 1049/2001 of the European Parliament and of the Council of 30 May 2001, regarding public access to European Parliament, Council and Commission documents and the EASO implementing rules on access to documents<sup>1</sup>, all versions of this document shall be made available to the authorities referred to in each EU Member State, including and where participating Iceland, Liechtenstein, Norway and Switzerland. This document shall be made available to interested parties on a need to know basis, in accordance with national rules for the dissemination of levels of information. This will be done on a case-by-case basis.

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

Personal data will be processed in accordance with Regulation (EC) 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

## **2 MISSION**

### **2.1. Stakeholders**

EASO and Italy will jointly establish a Working Arrangement and will each appoint a Plan Manager, Plan Coordinator and Measure Coordinators in view of the implementation of the EASO Special Support to Italy. This will occur through an exchange of letters before the end of January 2015.

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

<b>Stakeholders</b>	<b>Role</b>
Department for Civil Liberties and Immigration – Directorate Central of services for immigration and asylum – Directorate Central of policies for immigration and asylum – Special Unit for reception of UAMs (Struttura di missione per l'accoglienza dei MSNA)	The Department for Civil Liberties and Immigration is responsible for the organisation of the assistance/reception of irregular migrants (including vulnerable and trafficked persons); of the assistance/reception of applicants for international protection (including Dubliners) and beneficiaries of international protection.  The Department is responsible for the organisation of the assistance/reception of unaccompanied minors (UAMs).
National Asylum Commission	The National Asylum Commission (NAC) is responsible for the coordination of the Territorial Commissions (TCs); for COI; for the guidelines and training of TCs' staff and for the management of database on applicants for international protection.
Territorial Commissions for the recognition of the international protection	The Territorial Commissions (TCs) are chaired by a deputy prefect and composed of a representative of the local police headquarter, a representative of the municipality and a representative of UNHCR.

<sup>1</sup> Decision No. 6 of the Management Board of EASO of 20 September 2011 laying down practical arrangements regarding public access to the documents of EASO.



	<p>The applications for international protection (lodged at the police headquarters) are registered in an ICT system (Vestanet). The application is examined by the relevant TC. The applicant is personally interviewed by the TC (with the assistance of a guardian in case of unaccompanied minors) at the presence of the relevant interpreter.</p> <p>The Commission makes the decision (accepting or rejecting the application). The decision is registered in the IT system that gives an automatic warning to the Police Headquarter so as it can notify the decision to the applicant for international protection.</p>
<p>Prefectures</p>	<p>The Prefectures are based in 107 provinces throughout the Country and are responsible for the management of Governmental centres in those provinces where centres are present and are generally involved in guaranteeing a suitable reception facility for applicants for international protection.</p>

## 2.2 Current organisation of the international protection and reception system

### International Protection:

The Territorial Commission for the recognition of international protection is the authority competent for taking a decision on the applications for international protection at first instance. Applicants for international protection are authorised to remain on the national territory until the decision of the Territorial Commission.

There are 10 Territorial Commissions whose competence is determined on a geographical basis (the Territorial Commission which is closest to the Questura that registered the application for international protection). Territorial Commissions can be supported by additional Sections to deal with the pending cases of applicants for international protection. The recently enacted new laws will enable the Italian Ministry of Interior to manage a larger number (from 10+10 to 20+20) of Territorial Commissions for the recognition of the international protection.

The law establishes that the formal invitation for the interview with the Territorial Commission must be notified by the Department of Public Security. The appointment for the interview is scheduled by the Territorial Commission on the basis of the existing pending cases; priority is given to vulnerable categories, applicants for international protection with special needs, including children, victims of torture and victims of trafficking; neither an accelerated procedure nor a border procedure is currently adopted. The appointment and the notification of it are entered directly into Vestanet (recorded and contextually automatically displayed).

Territorial Commissions are coordinated by the National Commission for the Right of Asylum – placed in Rome. Specifically, the National Commission is in charge of:

1. providing COI on the socio-political and economic situation of the countries of origin of applicants for international protection (kept on a database called SIPO)
2. cooperation with other institutional bodies as well as with similar bodies in EU
3. training aimed at the members of the Territorial Commissions
4. providing information to the President of the Council of Ministers

The National Commission is the VESTANET data owner, but the Territorial Commissions are in charge of data collection. During the interview, the Territorial Commission may ask questions related to applicants' background, relatives, migration routes to reach Italy, grounds to apply for international protection, reasons for leaving and avoidance of return to the country of origin. While the question topics have been agreed among them, there is no unique standardised questionnaire adopted by all Territorial Commissions and the answers to the questions are not used for statistical purposes. After the interview, **Territorial Commission makes a formal decision.**



**Unaccompanied minors** are protected from expulsion as children by Italian law. In addition, they have the right to a proper accommodation, access to special programmes for education and integration, and a priority examination of their application if they decide to apply for international protection in Italy. A Protocol on age determination was finalised in June 2009, but the age assessment procedure is still the main challenge to ensuring the application of the Convention on the Rights of the Child and the guarantees provided for by the national legislation. To put the principle of the best interests of the child into practice, the Committee for Foreign Minors was initially set-up and then abolished by the Legislative Decree n. 95/2012; its assignments passed to the Ministry of Labour and Social Policy – Department of Immigration and Integration Policy.

Moreover, in order to face the increasing flow of UAMs arriving in Italy recorded in the last few years, a new reception system dedicated to minor is going to be implemented. As of January 1<sup>st</sup> 2015, the distinction between UAMs and asylum seeking UAMs is gradually to be overcome, in order to ensure the former wider guarantees.

A Special Unit – “Struttura di missione per l’accoglienza dei MSNA” – of the DLCI has been established by a Decree of the Minister of Interior, so as to coordinate the setting up of first-assistance reception centres dedicated to UAMs. For this purpose the Unit has recently launched a call for tender for setting up specialised centres (a maximum of 2 per region) for UAMs throughout Italy to increase the number of facilities within the SPRAR System. The procedures are still ongoing.

**The Dublin system** is organized. See further details available in EASO report describing the requirements of the offices setting up the EURODAC and DubliNet systems (EASO Special Support Plan to Italy – Measure 3 Support Italian Dublin Unit, Rome, 7-18 October 2013).

#### **Reception System:**

Reception currently includes the following types of facilities. Further details are available in EASO report of the mapping of the Italian reception system (EASO Special Support Plan to Italy – Measure 4 Reception system, Rome, 4-8 November 2013).

Reception Centres for Immigrants (CDA/CPSA): where migrants are provided with first assistance and identified;

CARA (Centres for the Reception of Applicants for International Protection): large centres located mostly in the South of Italy, where applicants for international protection are accommodated during the period required for the formal registration of their application. In practice, the CARAs are managed by NGOs which have been selected by a public tender procedure; the Decree of the MOI of 21 November 2008 defines the common minimum standards of CARA. Applicants for international protection who are hosted in CARA receive services in addition to food and accommodation, which include health-care and mental health-care, training and recreational activities, and legal assistance;

SPRAR (System of Protection for Applicants and Beneficiaries of International Protection): The Ministry of Interior coordinates the activities of SPRAR and a network of reception and integration projects, whose members are Municipalities, Provinces and Regions, managed especially by non-profit organizations, while the Central Service itself provide information, promotion, counselling, monitoring and technical support for local authorities.

Currently the system involves 382 local authorities, covering 30 provinces and 352 municipalities with 434 local projects, of which 351 for ordinary categories (19.720 available places + added places up to 20.900), 52 for unaccompanied minors (729 available places) and 31 for persons with mental distress (295 available places).

The services provided to applicants and beneficiaries of international protection concern reception, protection and integration and in particular: board, housing, health-care, courses of Italian language, orientation to social services across the country, legal assistance, training, apprenticeships, work scholarships, support in finding accommodation and arrangements in order to facilitate the exit from the project, towards autonomy. Specific services are targeted at vulnerable persons.



### 3 MEASURES

Chapter 3 of the EASO Special Support Plan to Italy describes the various measures to support the Italian authorities in the field of international protection and reception.

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

EASO will provide technical support to experts participating in the EASO Special Support Plan to Italy with the aim of ensuring that the products developed make good use of the expertise and information already available to EASO. All intellectual property rights of the work of the experts performed in the context of the Special Support Plan vest in EASO. Selected products developed under the EASO Special Support Plan to Italy may be published.

By June 2015, EASO will conduct in cooperation with the Italian authorities a mid-term review to assess the state of play of the Special Support Plan to inform the continued implementation of the Plan.

The final evaluation will aim to assess EASO's performance, identify key lessons learned and good practices of the Special Support Plan to Italy.

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

<b>EASO Measure IT 1: Support Italian Territorial Commissions</b>	
Responsible authorities	Ministry of Interior – National Asylum Commission Territorial Commissions for the recognition of the international protection
Current situation	Efforts have been taken at national level to enhance the procedure for international protection and perform registration of persons in need of international protection. The current challenges are the following: <ul style="list-style-type: none"> <li>- Appointment of more Territorial Commissions for the recognition of the international protection (from 10+10 to 20+20), targeting at a larger national level. The convocation time for interview is too long and there is an urgent need to speeding up the processing times.</li> <li>- A stronger investment in specialised training of members of TCs by EASO is also needed.</li> </ul>
Objective(s)	Capacity-building support given for the daily activity of the Territorial Commissions for the recognition of the international protection in COI research, along with the implementation of Measure IT 4. Long-term operational support given for the Territorial Commissions and Sections for administrative preparation of the files by technical ICT support.  As a consequence, the daily registration and interview of applications for international protection are processed in a structured and speedy manner, with additional human resources, which will give the TCs more time to handle the cases in a quality manner.  Registration and case prioritisation, relevant COI checks, vulnerability assessment will be part of the practical support. This will allow for more time for the members of the Territorial Commissions to concentrate on cases of a more complex nature and



	the time limits in the Directive on common procedures for granting and withdrawing international protection (2013/32/EU) for issuing a final decision not to be exceeded.
Pre-condition(s)	<ul style="list-style-type: none"> <li>– IT will appoint a Measure Coordinator.</li> <li>– IT and EASO will agree on the geographical distribution of the expert teams in the Territorial Commissions and Sections.</li> <li>– This support should take place at the same time with the activation of the new sections of TCs and last for one year (until 31 December 2015).</li> <li>– Conditions: knowledge of Italian language is essential and national security clearance (level to be determined).</li> </ul>
EASO support	<p>1 activity / 2 experts / 3 calendar days each, 1 travel day each</p> <p>1 activity / 6 experts / 21 calendar days each, 1 travel day each</p> <p>1 activity / 20 experts / 60 calendar days each, 1 travel day each</p>
Implementation	2015: Q1-Q4
Deliverable (s)	<ol style="list-style-type: none"> <li>1. A training plan for using COI in the Territorial Commissions and Sections drafted in cooperation with the COI Unit in the National Asylum Commission.</li> <li>2. A practical COI seminar of max. 2-3 days given to each Territorial Commission, involving at least 1 COI researcher of the National Asylum Commission. The seminar will include one day training on COI principles, tools, sources of information; one day live demonstration sitting with the TC solving COI issues together; and one day monitoring and supporting basic COI work done by the TCs themselves in their regular course of work.</li> <li>3. Support the daily activity of the Territorial Commissions for the recognition of the international protection in preparation of the files/processing of applications for international protection. Registration and case prioritisation, relevant COI checks, vulnerability assessment will be part of the practical support.</li> </ol>

<b>EASO Measure IT 2: Support Italian Dublin Unit</b>	
Responsible authorities	Ministry of Interior - Department for Civil Liberties and Immigration – Central Directorate of Services for Immigration and Asylum
Current situation	<p>EASO and Italy have practiced the Joint processing of Dublin-related cases in June 2014. Training and practical skills were developed as part of the EASO Measure 3 in SSP. The current backlog of cases continues to be a burden for the Italian MoI.</p> <p>The new Eurodac Regulation will come into force in July 2015. According to art. 10, Member States need to provide new sets of data to the Eurodac Central System, including transmission of data on applicants for international protection, who have left/been returned from the territory of the EU. EASO will start a data collection on Dublin and an indicator on return based on the changes to the Eurodac Regulation. These indicators will be collected in stage III of EPS from July 2015. EASO will also develop a Quality Tool on Dublin III procedures.</p>
Objective(s)	Based on the theoretical and practical experience collected in these steps, enhance the capacity of central offices (Dublin Unit) of tackling pending cases in Dublin procedure.



	A harmonized procedure in dealing with the Dublin files will be put in place.
Pre-condition(s)	– IT will appoint a Measure Coordinator.
EASO support	2 activities / 6 experts / 30 calendar days each, 1 travel day each 1 activity / 2 experts / 3 days each, 1 travel day each 1 activity / 2 experts / 3 days each, 1 travel day each 1 activity / 2 experts / 12 calendar days each, 1 travel day each
Implementation	2015: Q1-Q4
1. Deliverable (s)	<ol style="list-style-type: none"> <li>1. Expert teams will work together with the colleagues in the Italian Dublin Unit for a limited period of time and jointly process the incoming and outgoing Dublin requests. EASO experts, in close cooperation with the Italian Dublin Unit, will explore possible alternative patterns of the overhead activity of the unit, in order to streamline the whole process and to enhance the relevant results. Among the considerations will be the changes necessary to deliver the new EPS indicators according to the proposed timeframe. All complex aspects (i.e. processing of judicial reviews, drafting of reports, analysis of EU and national documents, drafting of projects) will be taken into account in addition to the case processing of the Dublin files.</li> <li>2. An evaluation report of the operational results of the first phase of the joint processing (activity one) drafted.</li> <li>3. Based on the evaluation, the first activity of joint processing will be repeated as a follow-up of the first experience.</li> <li>4. Training given on the implementation of the Eurodac Regulation, especially concerning the data transmission. This activity will be carried out subject to the prior agreement with the Police Department of the Ministry of the Interior.</li> <li>5. A technical handbook drafted, describing the procedure in the framework of the Italian system, as well as clearly setting out the different technical steps of the procedure in compliance with the overall Italian ICT system (Vestanet and DubliNet).</li> </ol>

<b>EASO Measure IT 3: Strengthening the reception capacity, in particular with regard to unaccompanied minors</b>	
Responsible authorities	Ministry of Interior - Department for Civil Liberties and Immigration – Central Directorate of Services for Immigration and Asylum
Current situation	<p>The “Operational National Plan to face the exceptional flow of third country nationals” of 10 July 2014 underlines the need for a more structured system for the reception of unaccompanied minors. The system should provide:</p> <ol style="list-style-type: none"> <li>a) The activation of governmental structures of very first reception with a high level of specialisation, which assist UAM during the first tracing, with functions of identification, and if required, age and status assessment, also in order to accelerate the possible reunification with relatives present also in other EU member states;</li> <li>b) The planning of a second level of reception of all UAMs in the frame of the SPRAR,</li> </ol>



	which will be adequately funded and strengthened.
Objective(s)	Supporting the Italian Ministry of Interior in the implementation of its “Operational National Plan to face the exceptional flow of third country nationals” of 10 July 2014, in particular with regard to reception of unaccompanied minors.
Pre-condition(s)	– IT will appoint a Measure Coordinator.
EASO support	4 activities / 8 experts / 12 calendar days each, 1 travel day each Translation of EASO Quality tool on identification of vulnerable persons Translation of EASO Training Module on Reception into Italian
Implementation	2015: Q1-Q4
Deliverable(s)	<ol style="list-style-type: none"> <li>1. Counselling to the management responsible for reception, namely of UAMs and separated children, including on issues such as age and status assessment and family tracing; training needs identified and training agenda agreed;</li> <li>2. Training sessions organised for staff of reception centres in order to ensure a tailor-made approach to minors in reception;</li> <li>3. Support given in setting up a national mechanism for age assessment of UAM filing in applications of international protection; standard operating procedures (SOPs) developed for newly appointed guardians for UAM, while making use of EASO Quality tool on identification of vulnerable persons (available by July 2015), EASO Handbook on Age Assessment and best practices in the Member States;</li> <li>4. Support given in setting up a national mechanism for ensuring the best interest of the child, family tracing and reunification while being accommodated in the SPRAR network.</li> <li>5. EASO Quality tool on identification of vulnerable persons is translated by EASO in Italian language.</li> <li>6. EASO Training Module on Reception is translated by EASO in Italian language.</li> </ol>

<b>EASO Measure IT 4: Support with capacity building in COI</b>	
Responsible authorities	National Asylum Commission
Current situation	<p>The Italian COI Unit was established in late autumn 2014 and consists of five persons including the Head of Unit. Tasks of the COI Unit include answering COI queries from caseworkers and Courts, drafting fact sheets and analytical reports as well as translating information into Italian.</p> <p>Within the EASO Special Support to Italy, capacity building has started, in cooperation with EASO experts. An inhouse COI database is available with a simple search function. The database stores only answers to COI queries in Italian. Further development of skills for upload information as well as developing internal approval and quality check are needed.</p> <p>EASO Special Support to Italy Phase 1 provided for support to the National Asylum Commission with the re-establishment of SIPO as a COI Portal/database. Due to the high investments in this documentation system, the Italian authorities defined the need to</p>



	<p>start using SIPO again as a priority.</p> <p>During the course of implementation and given the extremely heavy workload during the Italian Presidency of the European Council in the second semester of 2014, the parties discussed and agreed to postpone the implementation of certain activities in EASO Special Support to Italy Phase 1 (i.e. measure 2 and measure 9) towards the first quarter of 2015.</p>
Objective(s)	<p>Enhanced knowledge of COI quality standards and capacity to apply these standards when conducting COI research, answering queries and drawing up COI products.</p> <p>Maximized efficiency of COI research in the recently established COI Unit of the National Asylum Commission (NAC). Such a system may include a system for identifying and prioritising information needs, an analysis of workflows, the creation of standard timeframes and templates for COI queries and the possible development of standard operating procedures (SOPs). This system will support researchers in executing practical COI research tasks, such as answering COI requests or drafting other COI products, while fully applying the EU COI quality standards and engaging in source assessment and quality review.</p> <p>Such support may include e.g. specialised training on research and monitoring techniques found in the EASO practical guide “Tips and tricks for Online Research”; further training on COI quality standards applied to researching, drafting and reviewing COI products (including COI queries) in line with COI quality control; additional training on the Common COI Portal to consolidate knowledge on its use and to strengthen the National Common Portal Administrator (NCPA)’s capacity to engage in internal (Territorial Commissions) trainings for other users; further train the NCPA in maintaining and developing the Italian Upload Area within the Common European COI Portal so as to allow Italian users to access national COI products, but also other national EU+ products; development of a terminology list of most common keywords used in COI research, in English/Italian.</p>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– IT will appoint a Measure Coordinator.</li> <li>– A working group set up, composed of members of NAC, ICT Service of Ministry of Interior; external experts (profound knowledge of: Knowledge Management projects; Databases, portals, document management systems and documentation systems – including contracts for maintenance and developments; good IT knowledge; knowledge of the strategic implementation of databases/ DMS/ documentation system/ portal in COI processes) and EASO staff.</li> </ul>
EASO support	<p>9 activities / 18 experts/ 5 calendar days each, 1 travel day each</p> <p>COI-related activities organized by EASO / 20 IT experts / 2 calendar days each / 1 travel day each</p> <p>Translation of EASO Training Module on COI into Italian.</p>
Implementation	2015: Q1-Q4
Deliverable (s)	<ol style="list-style-type: none"> <li>1. COI Unit mission statement drafted, including a clarification of tasks and services provided (e.g. query responses, factsheets, analytical reports and translations, maintaining COI databases).</li> <li>2. Support delivered for the development of a system for timely and efficient provision</li> </ol>



	<p>of information on countries of origin, fulfilling the needs of caseworkers.</p> <p>3. Capacity development delivered for the regular updating of COI factsheets and the drafting of new ones based on the COI needs identification system (cf. objectives)</p> <p>4. Enhancement of the in-house COI database in several phases: a) working group set up and the blueprint of SIPO finalised, end-users needs assessed etc; b) two follow-up meetings of the working group organised; c) local visits paid to three selected Territorial Commissions, demonstrations given and accounts activated together with the end-users. After a practice is established, local visits will continue for all the other Territorial Commissions by the Italian NAC and ICT Service.</p> <p>5. 20 Italian COI experts in NAC and Territorial Commissions are attending as Category A the EASO specialised meetings organised in 2015.</p>
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<b>EASO Measure IT 5: Professional development activities and study visits</b>	
Responsible authorities	Ministry of Interior – National Asylum Commission Territorial Commissions for the recognition of the international protection
Current situation	<p>The Italian authorities underline the importance of updating the legal knowledge of the senior management in the international protection field and they would like to benefit from the experiences in other MS and network with their colleagues in the field. During the course of implementation and given the extremely heavy workload during the Italian Presidency of the European Council in the second semester of 2014, the parties discussed and agreed to postpone the implementation of certain activities in EASO Special Support to Italy Phase 1 towards the first quarter of 2015.</p> <p>Therefore, a professional development seminar and a study visit planned to take place in Germany will be implemented in EASO Special Support to Italy Phase 2.</p>
Objective(s)	<p>Enhance the capacity for the National Asylum Commission and the members of the Territorial Commissions and Sections to implement the instruments of the Common European Asylum System and strengthen the cooperation with other Member States.</p> <p>Enhance the capacity of staff in support of the enhancement of quality and harmonisation in the area of international protection, by appropriate professional training in EASO Training Curriculum modules, ultimately contributing to the implementation of the Common European Asylum System.</p>
Pre-condition(s)	– IT will appoint a Measure Coordinator.
EASO support	<p>1 activity in Malta / 5 experts + 35 IT experts / 4 calendar days each / 1 travel day each</p> <p>1 study visit / 12 IT participants / 2 calendar days each / 1 travel day each</p> <p>Training activities organised by EASO / 50 IT experts / 4 calendar days each / 1 travel day each</p> <p>Translation of EASO Training Module on CEAS into Italian.</p>
Implementation	2015: Q1-Q4
Deliverable(s)	1. One Professional Development Seminar is organised for the National Asylum Commission and the members of the Territorial Commissions and Sections on



	<p>presenting the best practices and the challenges in implementing the newly adopted instruments in the Common European Asylum System (CEAS), as well as the working instruments developed by EASO in support of the practical implementation of CEAS.</p> <ol style="list-style-type: none"> <li>2. One study visit is organised in a Member State.</li> <li>3. 50 Italian experts are trained in the EASO Training Curriculum modules, attending as Category A the training courses organised in 2015.</li> <li>4. EASO Training Module on CEAS is translated by EASO in Italian language.</li> </ol>
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<b>EASO Measure IT 6: Mid-term review and final evaluation of the implementation of the EASO Special Support Plan to Italy</b>	
Responsible authority	EASO
Objective(s)	Evaluation of the implementation of the EASO Special Support Plan to Italy.
Pre-condition(s)	<ul style="list-style-type: none"> <li>– Appointment of staff responsible for subject-related topics.</li> <li>– Aggregate and summarise the views of the Italian authorities.</li> <li>– Ensure that the evaluation team has access to and has consulted all relevant information sources and documents related to the Special Support Plan.</li> </ul>
EASO support	2 activities / 8 experts/ 12 calendar days each, 1 travel day each
Implementation	2015: Q2, 2015: Q4
Deliverable(s)	<ol style="list-style-type: none"> <li>1. Completed mid-term evaluation, which will assess the state of play of the EASO Special Support Plan to Italy, to inform the continued implementation of the Plan.</li> <li>2. Completed final evaluation, which will assess the performance of the EASO Special Support Plan to Italy as well as identify key lessons and proposing practical recommendations for follow-up actions.</li> </ol>

#### **4 COOPERATION WITH UNHCR**

In accordance with Article 50 of the EASO Regulation, EASO aims at continuing in a coherent and complementary way the fruitful cooperation with UNHCR. In this framework, in particular in line with its mandate and active role in Italy, as part of the Territorial Commissions for the recognition of the international protection, UNHCR will support relevant measures in the EASO Special Support Plan to Italy and offer complementary support in the context of the implementation of the Special Support Plan.

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

#### **5 FINAL PROVISIONS**

##### **5.1. General reporting provisions**

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



## ***5.2. Incident reporting***

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

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

### ANNEXES

***Annex A: Format for the Final Report***

***Annex B: Incident reporting template***

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

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



**Annex A: Format for the Final Report**

**EASO Special Support Plan to Italy Phase 2**

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

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

Specific objectives and deliverables agreed to prior to the participation

- 
- 
-

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

- 
- 
-

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

- 
- 
-

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

-



- 
- 

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

- 
- 
- 

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

- 
- 
- 

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

- 
- 
- 

**Annex:**

- 
- Technical reports/deliverables



## Annex B: Incident reporting template

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

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

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

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

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





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

### **Table of Contents**

#### **Introduction**

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

#### **Legal framework**

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

#### **Technical recommendations/guidance**

#### **Implementation plan**

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

#### **Appendix**

- Reference materials



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

### CHAPTER I

#### **GENERAL PROVISIONS**

##### **Article 1**

###### **Objectives, scope and subject matter**

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

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

##### **Article 2**

###### **Definitions**

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

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

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



## CHAPTER II

### PRINCIPLES

#### Article 3

##### Lawfulness

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

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

#### Article 4

##### Fundamental Rights

Participants in EASO activities shall:

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

#### Article 5

##### Close cooperation

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

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

#### Article 6

##### International protection

Participants in EASO operational support activities shall:

- (a) promote, in full compliance with the principle of *non-refoulement*, that persons seeking international protection are recognised, receive adequate assistance, are informed, in an appropriate way, about their rights and relevant procedures and are referred to the national authorities responsible for receiving their applications for international protection;
- (b) give special consideration to particularly vulnerable groups of people, including women, unaccompanied minors, disabled persons susceptible to exploitation and victims of exploitation or trafficking in human beings;



- (c) ensure that where necessary persons in the asylum and reception procedure that require healthcare are referred to the national authorities and are given access to healthcare in accordance with the provisions and laws of the host Member State.

## **Article 7**

### **Performance of duties**

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

## **Article 8**

### **Responsibility**

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

## **Article 9**

### **Conflict of interests**

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

## **Article 10**

### **Confidentiality**

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

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

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

## **Article 11**

### **Behavioural standards**

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

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



## CHAPTER III

### PROHIBITED CONDUCTS

#### Article 12

##### Abuse of authority

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

#### Article 13

##### Discrimination

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

#### Article 14

##### Harassment

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

#### Article 15

##### Corruption

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

Consent to any form of corrupt activity is forbidden.

#### Article 16

##### Use of narcotics and drugs

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

#### Article 17

##### Consumption of alcohol

The consumption of alcohol while on duty is forbidden.

#### Article 18

##### Civil and criminal liability

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

## CHAPTER IV

### FINAL PROVISIONS

#### Article 19

##### Reporting

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

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



## **Article 20**

### **Sanctions**

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

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