



EASO/COS/2013/336

# EASO OPERATING PLAN TO BULGARIA

Bucharest, 17 October 2013



Hereby the Executive Director of EASO and the Deputy Prime Minister and Minister of Interior of Bulgaria agree on the EASO Operating Plan for support and deployment of EASO Asylum Support Teams and the provision of technical and operational assistance to Bulgaria.

**Bucharest, 17 October 2013**

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

*Signed on 17 October 2013*

**Dr. Robert K. Visser**

**The Deputy Prime Minister  
and Minister of Interior  
of Bulgaria**

*Signed on 17 October 2013*

**Tsvetlin Yovchev**



## 1 INTRODUCTION

### **1.1. Specific needs of Bulgaria**

On 14/10/2013 Bulgaria requested EASO for support to improve and enhance the Bulgarian asylum and reception system.

Internally, the Bulgarian asylum and reception authorities have been assessing the situation and on-going discussing the need for enhancing and reinforcing parts of the asylum and reception system.

In the light of the aforementioned facts EASO examined the request and the situation in Bulgaria, amongst others via an assessment mission early October 2013 to Bulgaria, jointly with DG Home, DG ECHO and FRONTEX and came to the conclusion that there is a need for support. The Executive Director of EASO therefore decided on 16/10/2013 to render support to Bulgaria via a joint expertise of EASO and Member States, based on the fact that Bulgaria's present asylum and reception system faces major challenges. The decision implies that EASO will give technical and operational support and deploy asylum support teams to Bulgaria up to the end of September 2014. The EASO Operating Plan to Bulgaria sets out the conditions for deployment of asylum support teams, as stated in Article 18 of the Regulation 439/2010, of 19 May 2010, establishing EASO ("EASO Regulation"), and participation in the specific EASO activities, in accordance with Article 2 (1), (3), (4) and (5) in the EASO Regulation.

The request of support is also very timely with regard to the implementation of the asylum package, which will make additional challenges for the Bulgarian asylum system.

### **1.2. Flexibility Clause**

Given the nature of EASO's support measure which has to be timely, active and flexible, and to take into consideration availability of resources and experts and changing circumstances of the asylum and reception system in the Member States, the foreseen calendar of the activities is just a forecast and may change. Any change will be subject to discussion of EASO and the host state.

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

Support related to the participation in EASO activities under the EASO Operating Plan to Bulgaria 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, and 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 Operating Plan to Bulgaria and shall comply with the rules of their mandates. Whilst taking part in EASO asylum support teams and the EASO support activities, personnel shall respect the applicable International law, European Union law and the national law of the home and requesting Member States. 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 Operating Plan to Bulgaria, 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 as annexed at F.

### **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.

After finalising the implementation of the EASO Operating Plan to Bulgaria, this document 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 Bulgaria will settle a Working Arrangement and will each appoint a Contact Point, a Focal Point and a Measure/Activity Coordination Point in view of the implementation of the EASO Operating Plan to Bulgaria. This will occur through an exchange of letters before the end of October 2013.

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

Stakeholders	Role
State Agency for Refugees	The State Agency for Refugees is the authority responsible for registering, examining, and making decisions on applications for international protection. It organises the admission and temporary accommodation of foreign nationals who have applied for status determination or who have been granted protection within the territory of the Republic of Bulgaria and issues documents for certification purposes. In cooperation with the central government bodies of the executive power, the Bulgarian Red Cross and other non-governmental organisations, it organises the activities relating to the provision of social, medical and psychological assistance to asylum seekers and assists in the integration of persons who have been granted protection. The State Agency for Refugees is responsible for managing the European Refugee Fund.
Ministry of Interior, Chief Directorate Border Police	The Chief Directorate Border Police (CDBP) at the Ministry of the Interior is a specialized police service responsible for border control and surveillance. It operates within the 30km border area, the area of the border checkpoints, the international airports and seaports, the internal seaways, territorial sea, adjacent zone, continental shelf, the Bulgarian part of the Danube River and the other border rivers and water basins. CDBP is one of the main beneficiaries of the assistance under the External Borders Fund.

<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.



Ministry of Interior, Migration Directorate	The Migration Directorate at the Ministry of the Interior is a specialized department on national level responsible for the administrative control of the residence of foreign nationals in the Republic of Bulgaria. The Migration Directorate is also in charge for the issuance, rejection/denial and deprivation of long term residence permits of foreign citizens. It is responsible for the coordination in the area of migration policy and interacts with other state authorities, NGOs and international organisations. The Migration Directorate is in charge of the management, maintenance and security of specialised facilities for temporary accommodation of third country nationals who are subject to return. The Migration Directorate is one of the main beneficiaries of the assistance under the Return Fund.
National Institute of Justice	The National Institute of Justice inter alia is providing professional training for magistrates.

## 2.2 Ongoing activities

### Asylum System:

Due to the highly increased refugee influx, the Security Council under the Council of Ministers was convened in order to develop and approve an Action plan for the implementation of urgent measures. The activities envisaged in the plan are already being implemented by the relevant departments, ministries and agencies.

Bulgaria has activated its political contacts with the Republic of Turkey and the Republic of Greece on a bilateral basis in view of exploring opportunities for joint efforts to cope with the refugee inflow.

Bulgaria provides to the European Commission daily information on the number of asylum seekers from Syria and other countries that enter its territory. The situation along the Bulgarian-Turkish border is regularly reported to the Situation Centre of FRONTEX in Warsaw.

The Bulgarian government requested the UNHCR representation in Bulgaria and the Bulgarian Helsinki Committee to provide interpreters from the Arabic language in order to improve the communication with asylum seekers. The Bulgarian Red Cross assists with the provision of food packages and individual first aid kits.

Third country nationals who have illegally crossed the Bulgarian-Turkish border are moved by Border Police to the newly established distribution centre. The distribution centre is a place for the initial reception of all third-country nationals who have entered the Bulgarian territory, separation of asylum seekers from the other foreign nationals, and initial registration of asylum seekers. The asylum seekers are then moved to the territorial units of the State Agency for Refugees, while the rest are moved to the special centers for temporary accommodation of third country nationals which are run by the Migration Directorate at the Ministry of the Interior.

On 2 October 2013 the Council of Ministers of the Republic of Bulgaria took a decision to increase the personnel of the State Agency for Refugees by 50 additional positions for civil servants in order to strengthen its administrative capacity.

### Reception System:

The capacity of the reception centers in the country has been exceeded. There are ongoing efforts to find buildings in acceptable technical condition which require minimum means for their renovation and transformation into living accommodations.



The State Agency for Refugees with the Council of Ministers has three territorial units where applicants for international protection are accommodated while their applications are being processed. These are the registration-and-reception centres in Sofia and the village of Bania, Nova Zagora Municipality, as well as the transit centre in Pastrogor, Svilengrad Municipality, which opened in May 2012. The State Agency for Refugees undertook the following measures to increase the accommodation capacity:

- The reception centre in Bania and the transit centre in Pastrogor were accommodated with a total of 190 additional beds. However, the beds are located in common premises which are not suitable for long-term accommodation and are just a temporary solution.
- In November 2012, the administration of the State Agency for Refugees moved to a new building. The previously occupied offices were renovated and accommodated with 320 beds by means of the 2012 European Refugee Fund Annual Programme.
- The construction of 10 cottages in Bania has been planned, which will increase the accommodation capacity with 40 beds. This activity will be financed through the 2012 European Refugee Fund Annual Programme and co-financed by the state budget. The registration-and-reception centre in Bania is planned to accommodate vulnerable persons such as unaccompanied minors, single mothers with their children, etc.
- In the registration-and-reception centre in Sofia, minors are also accommodated in separate rooms.

In addition to these measures:

- The Ministry of Education and Science has provided the State Agency for Refugees with a building in Vrajdebna, Sofia (previously a school) where asylum seekers were accommodated. Its capacity is 300+120 additional places. The building needs to be urgently renovated in order to suit a longer-term stay.
- On 20 September 2013, the Ministry for Foods and Agriculture provided the State Agency for Refugees with a building in Voenna Rampa, Sofia (a former school). Its capacity of 700 has already been exceeded. Urgent renovation is taking place.
- Since 11 October 2013 a new building for accommodation of asylum seekers in Harmanly is functioning.

### **3 MEASURES**

Within the context of Bulgaria's present asylum and reception system facing major challenges, chapter 3 of the EASO Operating Plan to Bulgaria describes the various measures to support the Bulgarian authorities in the field of asylum and reception and are located around three themes, respectively operational support, institutional support and horizontal support.

Bulgaria and EASO will provide the Member States experts with information on the general state of play in the asylum and reception portfolio in Bulgaria and specific information about the state of play of the deliverables as described in the specific measure. The responsible Bulgarian authority, where the experts(s) will participate in the activities, shall provide a working place. EASO will provide for the reimbursement of costs, according to the EASO rules. All deployed experts in Measures 3.1 – 3.10 will be allocated 2 travel days in addition to the length of their mission (e.g. 24 calendar days + 2 travel days), in accordance with EASO MB Decision no.16. All participants in Measures 3.11 – 3.15 will be allocated 1 travel day in addition to the length of their mission, in accordance with EASO ED Decision no.117.

In the course of the participation in EASO activities under the EASO Operating Plan to Bulgaria, EASO will provide technical support to experts with the aim of ensuring that the products developed make good use of the expertise and information available to EASO. EASO shall make use of the products developed under the EASO Operating Plan to Bulgaria and will be entitled to their publication. EASO will publish selected products under the EASO Operating Plan to Bulgaria. EASO will provide the necessary equipment for the asylum support teams.



The impact of the products developed by the experts will be assessed as part of the evaluation process to be carried out under measure 3.15. Annex E provides a generic template for products developed in the context of the EASO Operating Plan to Bulgaria.

### Operational Support

<b>EASO Measure 3.1. Support with identification and pre-registration of mixed flows</b>	
Responsible authority	Ministry of Interior, Chief Directorate Border Police Migration Directorate
State of play	Bulgaria is confronted with a high influx from mixed migratory flows. Identification and further referral to the international protection or return procedure, as appropriate, is needed. The Border Police and the Migration Directorate verify the identity and nationality of third-country nationals as part of the entry into Country Procedures.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Operational support with the identification of mixed migratory flows at the borders is given. Joint teams of ASTs experts and BG officials are set-up and deployed close to the point of entries of the asylum seekers. Identification and initial registration of third country nationals is performed and information to third country nationals is provided.</li> <li>– A workshop on nationality establishment in the context of international protection and return is delivered. This is based on the training content of EASO (Evidence Assessment and Interview Techniques).</li> <li>– Operational support to the setting up of asylum processes, optimising and advising on the identification and pre-registration of mixed migration flows, as well as overall support with the preparation of the asylum files is given.</li> <li>– Assistance with rare languages through use of interpreters for Arabic, Farsi, Pastu, Dari, Urdu, Sorani is provided. Technical discussions are on-going with the European Commission and further technical means to be used are explored.</li> </ul>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– BG will make available the registration form currently used. In close cooperation with BG, EASO will elaborate a bilingual form BG/EN. BG and EASO will agree on the new form and the procedures to collect and store data and on information to be provided. Working language will be English.</li> <li>– Interpretation (if necessary) will be provided by the beneficiary.</li> <li>– EASO assistance with rare languages will be further addressed.</li> </ul>
EASO support	3 ASTs/ 6 experts/ 12 calendar days each/ 2013: Q4, 2014: Q1  1 AST/ 2 experts/ 3 calendar days each/ 2014: Q1  1 AST/ 1 expert/ 90 calendar days/ 2013: Q4, 2014: Q1, Q2

<b>EASO Measure 3.2. Support with registration of asylum seekers and referral of beneficiaries of international protection</b>	
Responsible authority	State Agency for Refugees

State of play	<p>Bulgaria is confronted with a high influx of mixed migratory flows, from which a high number of potential asylum applicants is to be expected. Identification, registration and further referral to the international protection or return procedure, as appropriate, is needed.</p> <p>The Border Police and the Migration Directorate verify the identity and nationality of third-country nationals as part of the entry into Country Procedures. In the Registration and Reception Centres the State Agency for Refugees receives and registers applications for international protection, informs applicants on the procedure, takes fingerprints and photographs, organises compulsory medical examination, takes care of accommodation, conducts Dublin accelerated and general asylum procedure and issues registration cards to asylum seekers. Currently there are two Reception and Registration Centres, one in Banya and one in Sofia, staffed with in total 11 interviewers and 4 registrars. In the Transit Centre in Pastrogor, the State Agency for Refugees registers applicants for international protection, provides accommodation, organises compulsory medical examination and conducts Dublin and accelerated proceedings. The Transit Centre is staffed with 3 interviewers 2 registrars.</p> <p>In the Registration and Reception Centres and in the Transit Centre in Pastrogor only applicants for international protection are accommodated.</p> <p>Case workers in the State Agency for Refugees are in need of upgraded skills in the area of nationality identification for the purpose of credibility assessment of asylum claims. Training needs of the personnel have been identified.</p>
Deliverable (s)	<ul style="list-style-type: none"> <li>– Operational support with the registration of asylum seekers in the Registration and Reception Centres in Banya and in Sofia and in the Transit Centre in Pastrogor is given. Joint teams of ASTs experts and BG officials are set-up; registration of asylum seekers is performed and applicants are informed about the procedures. Referral of vulnerable cases and referral to appropriate procedure takes place.</li> <li>– Three workshops on nationality establishment in the context of international protection are delivered in the Registration and Reception Centres in Banya and Sofia and in the Transit Centre in Pastrogor. This is based on the training content of EASO (Evidence Assessment and Interview Techniques).</li> </ul>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– BG will make available the registration and questionnaire form used for the registration of asylum seekers. EASO and BG will agree on procedures to collect and store data and on information to be provided to applicants. Working language will be English.</li> <li>– Interpretation (if necessary) will be provided by the beneficiary.</li> </ul>
EASO support	<p>4 ASTs/ 8 experts/ 12 calendar days each/ 2013: Q4, 2014: Q1</p> <p>3 ASTs/ 6 experts/ 3 calendar days each/ 2014: Q2, Q3</p>

**EASO Measure 3.3. Support on top 3 countries of origin information**

Responsible authority	State Agency for the Refugees
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State of play	Bulgaria is confronted with a high influx from Syria, Algeria and Iraq and thus in need for adequate standardized country of origin information to facilitate the status determination. Currently the State Agency for Refugees has 3 experts on COI.
Deliverable (s)	<p>A preparatory meeting will be organised by EASO in Malta, in which the mission will be prepared together with the experts selected and the Bulgarian AST Coordination Point. The costs of this meeting will be covered according to ED Decision no. 37.</p> <ul style="list-style-type: none"> <li>– Provision of Factsheets on the top 3 countries of origin, which include standardized information and which enhance the quality of asylum decisions 1<sup>st</sup> instance.</li> <li>– Workshops on each of the 3 countries of origin are given to introduce the factsheets and discuss in depth specific information.</li> </ul>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– Interpretation (if necessary) will be provided by the beneficiary.</li> </ul>
EASO support	<p>1 activity/ 9 persons/ 2 calendar days each/ 2013: Q4</p> <p>Translation of the factsheets into Bulgarian.</p> <p>3 AST/ 6 experts/ 3 calendar days each/ 2014: Q1, Q2</p>

<b>EASO Measure 3.4. Support with decision at first instance</b>	
Responsible authority	State Agency for Refugees
State of play	Bulgaria is confronted with a high influx from mixed migratory flows. Support in preparation of the asylum files and decision at first instance, as appropriate, is needed.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Operational support with the preparation of the asylum files in the Reception Centres in Pastrogor, Banya and Sofia is given. Joint teams of ASTs experts and BG officials are set-up and deployed in the centres in order to prepare the files, by collecting COI, providing and/or seeking expert advice when necessary and preparing the ground for legal checks by collecting national checklists, ECJ and ECHR jurisprudence etc.</li> <li>– Technical support in the personal interview of asylum seekers and drafting of decision at first instance is performed.</li> </ul>
Pre-conditions(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– BG will make available the registration and questionnaire forms currently used. In close cooperation with BG, EASO will elaborate bilingual forms BG/EN. BG and EASO will agree on the new form and the procedures to collect and store data and on information to be provided. Working language will be English.</li> </ul>
EASO support	3 ASTs/ 6 experts/ 12 calendar days each/ 2013: Q4, 2014: Q1

<b>EASO Measure 3.5: Support Bulgarian Dublin Unit</b>	
Responsible authority	<p>Ministry of Interior, Migration Directorate</p> <p>State Agency for Refugees</p>

	Ministry of Interior, Chief Directorate Border Police
State of play	Enhance the knowledge of the central and territorial offices on the management and implementation of the Dublin procedures.
Deliverable (s)	<ul style="list-style-type: none"> <li>• Support the Bulgarian Asylum System for more effective inter-institutional relations between the central and territorial offices via: <ul style="list-style-type: none"> <li>– A report is prepared by an expert, describing the requirements in infrastructure, staff, resources, training etc. of the offices to set up the EURODAC and DubliNet systems.</li> <li>– A plan on how to further develop the DubliNet working stations in the territorial offices is drafted by an expert.</li> <li>– An internal plan to train staff in all responsible authorities on the DubliNet system, Dublin procedures and best handling of vulnerable cases</li> </ul> </li> <li>• 2 Thematic Workshops are organised on the management and practical implementation of the Dublin Regulation Procedures.</li> </ul>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– Appointment of a focal point.</li> <li>– Appointment of staff responsible for subject-related topics.</li> <li>– Meeting facilities and video-conference device to host the workshops.</li> </ul>
EASO support	1 AST/ 2 experts/ 12 calendar days each/ 2014: Q1 2 ASTs/ 2 experts/ 3 calendar days each/ 2014: Q2

<b>EASO Measure 3.6. Support with the enhancement of a reception system</b>	
Responsible authority	State Agency for Refugees
State of play	The State Agency for the Refugees plans to increase its reception capacity to 5.000 places, divided over different centres.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Providing an assessment of the current situation of the reception system, including the referral of persons to be accommodated, by the SAR</li> <li>– Definition of a set of quality standards and mechanisms for reception, addressing also the implementation of the recast Reception Directive.</li> <li>– Support the BG authorities in planning a strategy to increase capacity of reception facilities and to harmonize the existing reception capacities in line with current needs and resources, tailor-made for the various vulnerable groups in both a short term and a long term perspective.</li> <li>– Development of Standard Operational Procedures for Reception Centres.</li> </ul> <p>Support the SAR in drafting a blueprint for a referral system, including implementation timeline, budget, etc. for the centres of the SAR.</p>
Pre-conditions(s)	BG will appoint an AST Coordination Point.
EASO support	1 AST/ 2 experts/ 26 calendar days each/ 2013: Q4, 2014: Q1, Q2

<b>EASO Measure 3.7. Support with referral of unaccompanied minors and vulnerable persons</b>	
Responsible authority	State Agency for Refugees Ministry of Interior, Chief Directorate Border Police Migration Directorate
State of play	Currently, referral of unaccompanied minors and vulnerable persons, who have filed an application for protection, is organised by SAR.  The appointment of expertise on the appointment of guardians of the unaccompanied minors is done by municipalities and becoming a guardian is a voluntary act. Difficulties arise from the language and cultural differences between the potential guardians and the unaccompanied minors.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Mapping out of existing referral procedures for unaccompanied minors, vulnerable persons and persons with special procedural and reception needs;</li> <li>– Development of a manual and guidelines for identification of vulnerable groups and setting up of an age assessment system, as well as for addressing further needs for reception facilities in this regard;</li> <li>– Provision of expertise on the appointment of guardians of the unaccompanied minors;</li> <li>– Proving a proposal to improve the current referral system/Development of an strategic action plan.</li> </ul>
Pre-conditions(s)	– BG will appoint an AST Coordination Point.
EASO support	1 AST/ 2 experts/ 19 calendar days each/ 2013: Q4, 2014: Q1, Q2

<b>EASO Measure 3.8. Support in dealing with backlog 1<sup>st</sup> instance</b>	
Responsible authority	State Agency for Refugees
State of play	The State Agency for the Refugees is confronted with a large influx, which can not be accommodated by the current capacity of the SAR in the field of status determination. This has led to a backlog on 1 <sup>st</sup> instance asylum decisions.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Assessing the current state of play on the backlog, including the statistical reporting on the backlog.</li> <li>– Strategy to optimise the use of human and financial resources and to speed up the procedure;</li> <li>– Providing a proposal to reduce the backlog to zero within 12 months.</li> </ul>
Pre-conditions(s)	– BG will appoint an AST Coordination Point.
EASO support	1 AST/ 2 experts/ 26 calendar days each/ 2014: Q1



<b>EASO Measure 3.9. Support in absorption of the financial support to Bulgaria provided by the EU Funds under SOLID Programme</b>	
Responsible authority	Ministry of Interior, Responsible Authority for EBF and RF State Agency for Refugees, Responsible Authority for ERF
State of play	Currently, the Ministry of Interior is responsible for the management of the EBF and RF. The State Agency for Refugees is responsible for the management of the ERF. The Ministry of Interior will be the single Responsible Authority for the new Asylum and Migration Fund and Internal Security Fund for the next programming period 2014-2020. Needs are in the following areas: <ul style="list-style-type: none"> <li>- capacity building for implementation of measures (ERF, EBF, RF);</li> <li>- absorption capacity under the on-going annual programmes (ERF, EBF, RF);</li> <li>- design of the management and control systems and elaboration of the national programmes for AMF and ISF (next MFF 2014-2020)</li> </ul>
Deliverable(s)	<ul style="list-style-type: none"> <li>- Support to the RAs is provided for implementation and reporting of the measures under ERF, EBF and RF;</li> <li>- Support and expertise is provided to maximize the use of funding under the Annual programmes 2012 and 2013 for ERF, EBF and RF;</li> <li>- Assistance is delivered in designing an effective management structure of the new funds (AMF and ISF);</li> <li>- Assistance is delivered in elaboration of the national programmes for AMF and ISF.</li> </ul>
Pre-condition(s)	BG will appoint an AST Coordination Point with knowledge about subject-related topics.
EASO support	1 AST / 2 experts/ 270 calendar days each/ 2013: Q4, 2014: Q1, Q2, Q3

<b>EASO Measure 3.10. Training in core EASO training modules for newly hired staff</b>	
Responsible authority	State Agency for Refugees
State of play	In Autumn 2013 the SAR will strengthen its capacity with 50 new employees. Part of these new employees will be given a core training on three core modules of the EASO Training Curriculum, in order to enable the SAR new employees to start processing asylum claims as soon as possible.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Part of the employees of the SAR, to be selected by the AST Coordination Point, will be trained by EASO on three core modules of the EASO Training Curriculum: Module Inclusion, Module Evidence Assessment and Module Interview Techniques. This core training session will be organised in Sofia for a certain number of employees, who can use English as a working language.</li> <li>– The employees of the SAR to be selected by the AST Coordination Point, will follow the on-line training, in English, for a total duration of three full days for each module, before the face-to-face part (two days) of the training session takes place in Sofia.</li> </ul>
Pre-conditions(s)	– BG will appoint an AST Coordination Point.



	<ul style="list-style-type: none"> <li>– BG will make available English speaking trainers necessary for this training.</li> <li>– BG will provide a suitable training location in Sofia for the face-to-face part of the training.</li> </ul>
EASO support	3 ASTs/ 6 experts (trainers)/ 3 calendar days each training session/ 2013: Q4. 2014: Q1

### Institutional Support

<b>EASO Measure 3.11. EASO Training Curriculum, Dublin III, Inclusion, Evidence Assessment and Interview Techniques</b>	
Responsible authority	State Agency for the Refugees
State of play	In Autumn 2013 the SAR will strengthen its capacity with 50 new employees. Part of these new employees will be trained as trainers on the three core modules of the EASO Training Curriculum, in order to enable the SAR to train the new employees by Bulgarian trainers. Currently there are no EASO certified Bulgarian trainers for the respective core modules. EASO measure 3.11 (according to the EASO train-the-trainer principle) will provide herein.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Part of the employees of the SAR, to be selected by the AST Coordination Point, will be trained by EASO to become national trainers on three core modules and the Dublin Regulation module of the EASO Training Curriculum: Module Dublin III: starting March 2014, Module Inclusion: starting April 2014, Module Evidence Assessment: starting May 2014, Module Interview Techniques: starting June 2014.</li> </ul> <p>As the train-the-trainer sessions will take place in Malta throughout the year, the face-to-face session could also be exceptionally organised in Sofia for a certain number of employees, who can use English as a working language.</p> <ul style="list-style-type: none"> <li>– The employees of the SAR to be selected by the AST Coordination Point, will be trained in national trainings on three core modules and the Dublin Regulation module of the EASO Training Curriculum. EASO will provide coaching to national trainers.</li> <li>– After the trainees of the SAR have followed the four modules, a common evaluation of the implementation of this measure will take place by SAR and EASO, upon which it can be mutually decided to make more modules of the EASO Training Curriculum available for the SAR.</li> </ul>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– BG will make available English speaking trainers necessary for the trainings.</li> <li>– BG will provide a suitable training location in Sofia for the face-to-face part of the trainings.</li> <li>– BG will provide 20 working days on beforehand for the start of each training the list of participants (names and email addresses) in provided template.</li> </ul>
EASO support	The following EASO Training Modules will be made available into Bulgarian language for the SAR: Module Dublin III, Module Inclusion, Module Evidence Assessment and Module Interview Techniques. Trainings will be provided online and followed by compulsory face-to-face sessions either in Malta for the train-the-trainer session or in Sofia in case of national trainings.



	<p>Train-the-trainer sessions in Malta for the employees of the SAR: 4 activities/ 16 experts (trainees)/ 4 calendar days/ 2014: Q1, Q2, Q3.</p> <p>National trainings for the employees of the SAR: 8 activities (2 for each Module)/ 8 experts (coaches)/ 3 calendar days/ 2014: Q2, Q3.</p>
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<b>EASO Measure 3.12. Support with capacity building in COI</b>	
Responsible authority	State Agency for the Refugees
State of play	Bulgaria is confronted with a high influx of mixed migratory flows. At the same time the SAR will strengthen its capacity with 50 new employees. Thus the research standards regarding COI need to be strengthened to the benefit of asylum case workers as well as COI researchers.
Deliverable (s)	<p>3 Workshops will be organised addressing the following themes:</p> <ul style="list-style-type: none"> <li>– Defining high-quality standards (as to methodology, analysis and research of sources) in country of origin information, in order to improve the quality of decisions.</li> <li>– Presenting available sources in the field of COI and support the case workers in entering and using the COI Net Portal.</li> <li>– Analysis of information and capacity building on useful and reliable COI.</li> </ul>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– BG will make available the trainers necessary for the trainings.</li> <li>– BG will provide a suitable training location in Sofia for the face-to-face part of the trainings.</li> <li>– BG will provide 20 working days on beforehand for the start of each training the list of participants (names and email addresses) in provided template.</li> </ul>
EASO support	3 activities / 6 experts/ 3 calendar days each/ 2014: Q1

<b>EASO Measure 3.13. Support with decision at second instance</b>	
Responsible authority	National Institute of Justice
State of play	Support to the professional development of ordinary judges who deal with asylum-related cases, in the event of appeals filed by asylum seekers against first instance decisions.
Deliverable (s)	<ul style="list-style-type: none"> <li>– Assess the specific needs in the field of professional development activities of judiciary involved in appeals.</li> <li>– Based on the aforementioned assessment, one tailor made workshop will be provided by EASO and MS experts, covering relevant legal aspects on the implementation of the CEAS, COI needs (including research and practice on selected caseloads) and relevant techniques (including interview techniques).</li> <li>– Building on the workshop, a professional development plan will be jointly developed and implemented. further workshops according to the needs.</li> </ul>



Pre-condition(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– A minimum number of 5 judges to attend the workshops is necessary to ensure the effectiveness of the measure.</li> </ul>
EASO support	<p>1 activity/ 2 experts/ 3 calendar days each/ 2014: Q2</p> <p>1 activity/ 2 experts/ 2 calendar days each/ 2014: Q3</p>

### Horizontal support

<b>EASO Measure 3.14. Workshops / ad-hoc thematic seminars</b>	
Responsible authority	<p>State Agency for Refugees</p> <p>Ministry of Interior, Chief Directorate Border Police</p> <p>Migration Directorate</p>
State of play	The SAR is currently building up and further strengthening its capacity.
Deliverable(s)	4 Workshops /ad-hoc thematic seminars are delivered, duration of each workshop in total, including preparation, 3 days each. Workshop topics to be indicated by the SAR.
Pre-condition(s)	<ul style="list-style-type: none"> <li>– BG will appoint an Activity Coordination Point.</li> <li>– Interpretation (if necessary) will be provided by the beneficiary.</li> <li>– Workshop location will be provided by the beneficiary.</li> </ul>
EASO support	4 activities/ 8 experts/ 3 calendar days each/ 2014: Q1, Q2, Q3

<b>EASO Measure 3.15. Final evaluation of the implementation of the EASO Operating Plan to Bulgaria</b>	
Responsible authority	EASO
State of play	Evaluation of the support offered via EASO to Bulgaria under the EASO Operating Plan to Bulgaria.
Deliverable(s)	<p><b>Evaluation report drafted.</b></p> <p>The evaluation report will make an overall assessment about the past performance of the EASO Operating Plan to Bulgaria, paying particular attention to the impact of the operating plan against its objectives; it will identify key lessons and propose practical recommendations for follow-up actions; cross-cutting issues such as human rights, good governance and gender will also be assessed.</p> <p>The report should cover the main evaluation criteria:</p> <p><b>RELEVANCE</b> - The extent to which the objectives of the intervention are consistent with beneficiaries requirements, country needs, global priorities and EU/EASO's policies.</p> <p>The analysis of relevance will focus, among others, on the following questions:</p> <ul style="list-style-type: none"> <li>– coherence with current/on-going initiatives;</li> <li>– the extent to which stated objectives correctly address the identified problems and needs, clarity and internal consistency of the stated objectives;</li> </ul>

	<ul style="list-style-type: none"> <li>– the degree of flexibility and adaptability to facilitate rapid responses to changes in circumstances;</li> <li>– the quality of the identification of key stakeholders and target groups (including gender analysis and analysis of vulnerable groups) and of institutional capacity issues.</li> </ul> <p><b><u>EFFECTIVENESS</u></b> - The effectiveness criterion, concerns how far the results were attained, and the specific objective(s) achieved, or are expected to be achieved.</p> <p><b><u>EFFICIENCY</u></b> - The efficiency criterion concerns how well the various activities transformed the available resources into the intended results (sometimes referred to as outputs), in terms of quantity, quality and timeliness. Comparison should be made against what was planned. This criterion also refers to sound management and value for money.</p> <p><b><u>IMPACT</u></b> - The term impact denotes the relationship between the specific and overall objectives. At Impact level the final evaluation will make an analysis of the following aspects:</p> <ul style="list-style-type: none"> <li>– Extent to which the objectives of the operating plan have been achieved as intended in the planned overall objective.</li> <li>– Whether the effects of the activities have produced the expected results and have changed the situation on the ground.</li> </ul> <p><b><u>SUSTAINABILITY</u></b> -The sustainability criterion relates to whether the positive outcomes of the project and the flow of benefits are likely to continue after external EASO support ends.</p> <p>The report will focus on: the ownership of objectives and achievements, institutional sustainability, to which extent the changes triggered by the activities under the operating plan are embedded in local institutional structures; if it involved creating a new institution, how far good relations with existing institutions have been established; whether the institution appears likely to be capable of for taking over, technically, financially and managerially; financial and economic sustainability.</p>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– BG will appoint an AST Coordination Point.</li> <li>– Appointment of staff responsible for subject-related topics.</li> <li>– To aggregate and summarise the views of the Bulgarian responsible services</li> <li>– To ensure that the evaluation team has access to and has consulted all relevant information sources and documents related to the operating plan.</li> </ul>
EASO support	<p>Involvement of EASO specialised staff</p> <p>1 activity/ 2 experts/ 60 calendar days/ 2014: Q3</p>

#### 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 the UNHCR.



## 5 FINAL PROVISIONS

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

A reporting system will be established for monitoring the implementation of the Operating Plan and to define improvements within the Bulgarian asylum procedure so as to assess any further needs or changes. In particular: Asylum Support Teams will provide a Final Report to the EASO Focal Point via the corresponding template to be found in Annex B.

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

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

Any accidents that may occur throughout the deployment of the Asylum Support Teams shall be reported through the same channels.

Incident reporting templates can be found at Annex C.

## ANNEXES

***Annex A: Legal Basis***

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

***Annex C: Incident reporting template***

***Annex D: Evaluation Format***

***Annex E: Generic template for products developed in the context of the EASO Operating Plan to Bulgaria***

***Annex F: EASO Operating Plan - Code of Conduct for participants***



## Annex A: Legal Basis

(1) EASO was established to improve the implementation of the Common European Asylum System, to strengthen practical cooperation among Member States on asylum and to provide and coordinate the provision of operational support to Member States subject to particular pressure on their asylum and reception systems.

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

(3) In this context, EASO shall support Member States in enhancing their asylum systems' effectiveness and quality by outlining and implementing tailor-made actions and measures. EASO shall fulfil this purpose in conditions which enable it to serve as an independent centre for expertise providing high quality support. EASO shall work closely with the Member States' asylum authorities, with immigration and asylum services and other national authorities, such as members of the courts and tribunals.

The scope of this special support allows defining different measures and actions within the duties foreseen in EASO's mandate. In order to provide effective support to Member States with special and specific needs, these measures range from training to Country of Origin Information (COI), from information gathering and analysis to the application of the Dublin system.

(4) With regard to data collection and analysis, Article 11 of the EASO Regulation stipulates that EASO shall gather and analyse information provided from Member States. On the other hand, Regulation 862/2007 on Community statistics on migration and international protection obliges Member States to collect and provide several statistics on international protection.

Hence, in order to strengthen the effectiveness of Member States in providing information, EASO shall support their data collection and analysis capacity.

(5) Regarding COI, EASO shall offer training regarding the production and use of COI, in accordance with Article 6 (4) (e) of the EASO Regulation. Moreover, Article 4 (d) of the EASO Regulation assigns EASO the duty of developing a common format and a common methodology for presenting, verifying and using COI.

Furthermore, Article 4 (3) of Directive 2011/95 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 ("Qualification Directive") foresees that the assessment of an application for international protection should take into account relevant COI. Moreover, according to Article 8 (2) of the Qualification Directive, Member States shall ensure that precise and up-to-date information is obtained from relevant sources, such as EASO and UNHCR. On the other hand, Articles 23, 30, 31 of Directive 2005/85 of 1 December 2005, on minimum standards on procedures in Member States for granting and withdrawing refugee status, refer to information relating to country of origin.

Consequently, EASO shall support Member States with specific needs regarding their capacity to optimise the use of COI in their decision making process.

(6) Concerning training to the members of the courts and tribunals, Article 6 of the EASO Regulation foresees that EASO shall establish and develop training available to members of courts and tribunals. The training may be general, specific or thematic and may include "train-the-trainer" methodology. It may address, among others, issues relating to international human rights and the EU asylum acquis, the handling of asylum applications or the use of legal reports in asylum procedures.

(7) The Dublin system lays down the rules to determine which Member State is responsible for the examination of an application for asylum. It also establishes the procedures to be applied by Member States to request another Member State to acknowledge its responsibility and "take charge" (or "take back", according to the situation) an applicant.



EASO shall support Member States with specific needs in order to improve their application of the Dublin system and procedures, according to Article 2 (1) and 6 (4) of the EASO Regulation.

(8) A Member State or Member States subject to particular pressure may request the Support Office for deployment of an asylum support team. The requesting Member State or Member States shall provide, in particular a description of the situation, indicate the objectives of the request for deployment and specify the estimated deployment requirements.

(9) In response to such a request, the Support Office may coordinate the necessary technical and operational assistance to the requesting Member State or Member States and the deployment, for a limited time, of an asylum support team in the territory of that Member State or those Member States on the basis of an operating plan.



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

**European Asylum Support Office**

Measure no [X]	<i>[please insert title]</i>		
Project Manager	<i>[name and surname]</i>	Date of submission	
Expert(s)	<i>[name and surname]</i>	Time-frame	<i>[date of participation]</i>
Expertise area	<i>[profile]</i>	BG operational focal point	<i>[please insert name and surname]</i>
Member State	<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 beneficiaries and deliverables for each activity)*

- 
- 
- 

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

- 
- 
- 

Coordination with IT, EASO and other relevant stakeholders *(eg. 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 D : Evaluation Format**

The evaluation report will make an overall assessment of EASO's support, paying particular attention to the relevance, effectiveness, efficiency, impact and sustainability of the measures vis-à-vis its objectives; it will identify key lessons learned and propose practical recommendations for enhancement of future actions; cross-cutting issues such as human rights, good governance and gender will also be assessed.

### **A. BACKGROUND**

Please **briefly** describe the support measures addressing the following points:

- *Legal basis/ causes*
- *Overall objectives, purpose*
- *Description of the activities*
- *Cost*
- *Input of human capacity*
- *Duration and schedule*

### **B. METHODOLOGY**

Please refer to the 5 main evaluation criteria:

**RELEVANCE** - The extent to which the objectives of the intervention are consistent with beneficiaries requirements, country needs, global priorities and EU/EASO's policies.

The analysis of relevance will focus, among others, on the following questions:

- coherence with current/on-going initiatives;
- the extent to which stated objectives correctly address the identified problems and needs, clarity and internal consistency of the stated objectives;
- the degree of flexibility and adaptability to facilitate rapid responses to changes in circumstances;
- the quality of the identification of key stakeholders and target groups (including gender analysis and analysis of vulnerable groups) and of institutional capacity issues.

**EFFECTIVENESS** - The effectiveness criterion, concerns how far the results were attained, and the specific objective(s) achieved, or are expected to be achieved.

**EFFICIENCY** - The efficiency criterion concerns how well the various activities transformed the available resources into the intended results (sometimes referred to as outputs), in terms of quantity, quality and timeliness. Comparison should be made against what was planned. This criterion also refers to sound management and value for money.

**IMPACT** - The term impact denotes the relationship between the specific and overall objectives. At Impact level the final evaluation will make an analysis of the following aspects:

- Extent to which the objectives of the plan have been achieved as intended in the planned overall objective.
- Whether the effects of the activities have produced the expected results and have changed the situation on the ground.



**SUSTAINABILITY** -The sustainability criterion relates to whether the positive outcomes of the project and the flow of benefits are likely to continue after EASO support ends.

The report will focus on: the ownership of objectives and achievements, institutional sustainability, to which extent the changes triggered by the activities under the operating plan are embedded in local institutional structures; if it involved creating a new institution, how far good relations with existing institutions have been established; whether the institution appears likely to be capable of taking over, technically, financially and managerially; financial and economic sustainability.

#### **C. CONCLUSIONS**

#### **D. RECOMMENDATIONS**



## **Annex E: Generic template for products developed in the context of the EASO Operating Plan to Bulgaria**

### **Table of Contents**

#### **Introduction**

- Background and current situation.
- Context – EASO Operating Plan measure; brief outline of objectives; previous/on-going assistance provided in the field and synergies with other activities under the EASO Operating Plan.
- Statistical overview.
- Intended beneficiaries – Direct, and indirect users/beneficiaries 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 IT 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 F: EASO Operating Plan - Code of Conduct for participants**

### **EASO CODE OF CONDUCT FOR PARTICIPATING IN EASO ACTIVITIES IN BULGARIA**

#### **CHAPTER I - GENERAL PROVISIONS**

##### **Article 1**

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

1. The present Code of Conduct aims to promote professional values based on the principles of the rule of law and the respect of fundamental rights and to establish the ethical behavioural standards that guide all persons participating in EASO activities in Bulgaria.
2. In this regard it sets out principles and rules which guide the conduct of all persons participating in EASO activities in Bulgaria.

##### **Article 2**

##### **Definitions**

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

- a) The term “participant” refers to any person participating in EASO activities.
- b) The term “EASO activities” means any activity co-ordinated or led by EASO within the framework of its tasks as described in EASO Regulation and accompanying the EASO Operating Plan to Bulgaria.
- c) The term “Member State” also includes those countries which have concluded agreements with the Union by virtue of which they have adopted and apply the law of the Union in the field covered by EASO Regulation and where those countries are participating in activities in Bulgaria as described under the EASO Operating Plan.
- d) The term “host Member State” refers to the Member State where participants are deployed under the EASO, namely Bulgaria.
- e) 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.
- f) 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.

#### **CHAPTER II - PRINCIPLES**

##### **Article 3**

##### **Lawfulness**

1. Participants in EASO activities serve the public interest and shall comply with international law, European Union law, the national law of both home and host Member States and the present Code of Conduct.
2. They shall also meet the obligations imposed on them by the provisions stated in EASO Regulation, the accompanying EASO Operating Plan to Bulgaria 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

- a) The experts participating in EASO activities shall work in hosting Member States in compliance with the EASO Operating Plan.
- b) On taking up duty, participants in EASO activities will cooperate with the UN High Commissioner for Refugees (UNHCR), other EU bodies such as the European Agency for the Management of Operational Cooperation at the External Borders (Frontex) and the Agency for Fundamental Rights (FRA), the European Commission and the Member States.

#### Article 6

##### International Protection

Participants in EASO 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 the asylum requests;
- 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 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 activities shall ensure that instructions, directives and required duties are carried out promptly and diligently.

#### Article 8

##### Responsibility

Participants in EASO 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 activities shall refrain from any activities which would undermine or compromise their independence and the appropriate performance of their duties.

### Article 10

#### Confidentiality

- 1 Confidential or sensitive information in the possession of a participant of EASO activities shall not be publicly disclosed, including in social media or environment, unless the performance of duty or the needs of justice strictly require disclosure or disclosure has been appropriately authorised.
- 2 Participants shall not relay information or express personal opinions or facts regarding EASO activities in the media unless explicit authorisation is given by the Executive Director of the EASO.
- 3 Participants are bound by the obligation to behave with discretion regarding current, past and planned or potential EASO activities.

### Article 11

#### Behavioural standards

Participants in EASO activities whether on or off duty shall:

- a) Abstain from all behaviour likely to compromise the prestige and the nature of the public mission in which they are invested or to bring discredit upon their organisation, the host Member State or the EASO.
- b) act with fairness and impartiality in their dealings with the public and other participants in EASO 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 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 activities are forbidden.

### Article 14

#### Harassment

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

### Article 15

#### Corruption

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



2. Consent to any form of corrupt activity is forbidden.

Article 16

Use of narcotics and drugs

The use or possession of narcotics and 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 Article 21 and 22 of EU Regulation No. 439/2010, establishing the European Asylum Support Office, participants from Member States shall be subject to the provisions contained therein on civil and criminal liability.

**CHAPTER IV - FINAL PROVISIONS**

Article 19

Reporting

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

Article 20

Sanctions

1. In the case of violation of the present Code of Conduct by a participating member of EASO staff, the Executive Director of the EASO will take adequate measures which may include the immediate removal of the deployed EASO staff member from their current activities under the EASO Operating Plan.

2. 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 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, to remove the person concerned from the respective EASO intervention pool for a defined period.