



# EASO Annual General Report 2016



June 2017





# EASO Annual General Report 2016

June 2017

SUPPORT IS OUR MISSION

***Europe Direct is a service to help you find answers  
to your questions about the European Union.***

**Freephone number (\*):  
00 800 6 7 8 9 10 11**

(\*) The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

The report was adopted by the Management Board on 13 June 2017.

More information on the European Union is available on the internet (<http://europa.eu>).

Luxembourg: Publications Office of the European Union, 2016

Print	ISBN 978-92-9494-465-8	ISSN 2314-9744	doi:10.2847/57328	BZ-AD-17-001-EN-C
PDF	ISBN 978-92-9494-469-6	ISSN 2314-9752	doi:10.2847/23188	BZ-AD-17-001-EN-N

© European Asylum Support Office, 2017

Neither EASO nor any person acting on its behalf may be held responsible for the use which may be made of the information contained therein.

# Table of Contents

<b>List of abbreviations .....</b>	<b>4</b>
<b>Foreword .....</b>	<b>6</b>
<b>1. Introduction .....</b>	<b>8</b>
<b>2. Setting the scene: developments in 2016 .....</b>	<b>9</b>
<b>3. EASO's priorities in 2016 .....</b>	<b>11</b>
<b>4. EASO's achievements in 2016.....</b>	<b>13</b>
4.1 <i>Operational support</i> .....	13
4.1.1 Italy and Greece .....	13
4.1.2 Bulgaria and Cyprus .....	15
4.1.3 Development of support tools for operations and for relocation.....	15
4.2 <i>Information and analysis</i> .....	16
4.2.1 Information and Documentation System .....	16
4.2.2 Early Warning and Preparedness System.....	16
4.2.3 Annual Report on the Situation of Asylum in the European Union .....	17
4.3 <i>Permanent support</i> .....	17
4.3.1 Training .....	17
4.3.2 Asylum processes .....	20
4.3.3 Country of origin information .....	21
4.3.4 Cooperation with members of the courts and tribunals.....	22
4.3.5 EASO activities on vulnerable groups .....	23
4.3.6 Dublin network .....	23
4.3.7 Reception .....	24
4.3.8 Return and integration .....	24
4.3.9 Other tools for permanent support - EASO list of available languages.....	24
4.3.10 Third country support .....	25
4.3.11 Resettlement .....	26
4.4 <i>EASO's horizontal activities</i> .....	26
4.4.1 EASO's cooperation network .....	26
4.4.2 Communication and stakeholder relations.....	26
4.4.3 Consultative Forum .....	28
<b>Annexes .....</b>	<b>30</b>
A.I. <i>EASO's organisational structure</i> .....	30
A.II. <i>EASO budget in 2016</i> .....	31
A.III. <i>EASO staff</i> .....	33

## List of abbreviations

<b>AIP</b>	Asylum Intervention Pool
<b>AMIF</b>	Asylum, Migration and Integration Fund
<b>ATCR</b>	Annual Tripartite Consultations on Resettlement
<b>AST</b>	Asylum Support Team
<b>CEAS</b>	Common European Asylum System
<b>COI</b>	Country of Origin Information
<b>CSO</b>	Civil society organisation
<b>DG HOME</b>	Directorate-General for Migration and Home Affairs
<b>DG NEAR</b>	Directorate-General for Neighbourhood and Enlargement Negotiations
<b>DG RTD</b>	Directorate-General for Research and Innovation
<b>EASO</b>	European Asylum Support Office
<b>ECP</b>	EASO Contact Points
<b>EMAS</b>	Emergency Assistance Grant Scheme
<b>EMN</b>	European Migration Network
<b>EMN REG</b>	European Migration Network Return Expert Group
<b>ENPI</b>	European Neighbourhood and Partnership Instrument
<b>EPAM</b>	European NGO Platform on Asylum and Migration
<b>EPRA</b>	European Platform of Reception Agencies
<b>EPS</b>	Early Warning and Preparedness System
<b>ERIN</b>	European Reintegration Instrument Network
<b>EU</b>	European Union
<b>EU+</b>	EU Member States and associate countries
<b>EU-FRANK</b>	Facilitating Resettlement and Refugee Admission through New Knowledge project
<b>eu-LISA</b>	European Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice
<b>Eurojust</b>	The European Union's Judicial Cooperation Unit
<b>Europol</b>	European Police Office
<b>FRA</b>	European Union Agency for Fundamental Rights
<b>Frontex</b>	European Border and Coast Guard Agency
<b>GPS</b>	Group for the Provision of Statistics
<b>HOP</b>	Hotspot operating plan
<b>HROP</b>	Hotspot relocation operating plan
<b>IAS</b>	Internal Audit Service
<b>IARLJ</b>	International Association of Refugee Law Judges
<b>IDS</b>	Information Documentation System
<b>IOM</b>	International Organization for Migration
<b>IPA</b>	Instrument for Pre-accession Assistance
<b>IPCR</b>	Integrated Political Crisis Response
<b>ISAA</b>	Integrated Situational Awareness and Analysis
<b>JHA</b>	Justice and Home Affairs
<b>JRC</b>	Joint Research Centre
<b>LAL</b>	List of available languages
<b>MedCOI</b>	Medical Country of Origin Information
<b>NCP</b>	National Contact Point
<b>NCPA</b>	National Common Portal Administrator

<b>NGO</b>	Non-Governmental Organisation
<b>NJTB</b>	National Judicial Training Bodies
<b>OECD</b>	Organisation for Economic Cooperation and Development
<b>OVT</b>	Origin verification tool
<b>QIEE</b>	Asylum Systems Quality Initiative in Eastern Europe and South Caucasus
<b>RDPP NA</b>	Regional Development and Protection Programmes – North Africa
<b>SSP</b>	Special Support Plan
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>WB</b>	Western Balkans

# Foreword

By Mr José Carreira, Executive Director of EASO

The year 2016 has been a milestone year for EASO but also one of the most challenging years so far.

Following the entry into force of the EASO Regulation on 19 June 2010, the Agency became operational on 1 February 2011. Hence, EASO reached its fifth year of operation in 2016. We can undoubtedly celebrate the Agency's achievements in these first years knowing that the near future will bring important changes to EASO's responsibilities and its transformation into a fully-fledged agency.

On a personal level, 2016 saw my appointment as the new EASO Executive Director, a year in which we have witnessed important events. The signing of the EU-Turkey Statement on 18 March, numerous Justice and Home Affairs Council conclusions, the Commission communication of 6 April 2016 setting out the priorities for improving the Common European Asylum System, as well as the Commission proposals of 4 May 2016 for a new EU asylum agency, a reform of the Dublin system and amendments to the Eurodac system, and proposals of 13 July 2016 for a reform of the Asylum Procedures,

Qualification and Reception Conditions Directives are pushing EASO to the forefront of asylum-related activities.

New and expanded responsibilities bring new challenges. On the operational front EASO has been highly active in supporting Member States, notably Greece and Italy, in dealing with unprecedented and continued pressure on their asylum procedure. EASO's presence in the hotspots, supported by experts from the EU+ countries, required complex logistical planning and rapid delivery for field operations to kick off and become effective. This was in no way made easier by the challenging conditions our staff and experts have to operate in. Moreover, EASO has not been provided with the numbers of Member State experts that are required to reach full-scale operations in the hotspots.

On 7 November, EASO welcomed Dimitris Avramopoulos, Commissioner for Migration, Home Affairs and Citizenship, to its headquarters in Malta. The Commissioner thanked EASO for its crucial role on the field, in Italy and Greece, and remarked that the Agency



Commissioner Avramopoulos during his visit to EASO, 7 November 2016



managed, in a very short time, to establish itself as a key player in the implementation of the EU Relocation Programme and the EU-Turkey Statement.

Notwithstanding the high level of operational activity, EASO delivered well in its other core business areas: information and analysis, permanent support and horizontal activities.

EASO's stakeholders are key to the success of the Agency's activities. Throughout 2016, we have engaged closely with the Management Board, Member States, Commission, Council, European Parliament, Justice and Home Affairs EU agencies, non-governmental organisations and civil society. The sixth annual plenary meeting of the EASO Consultative Forum, held in Athens on 28 and 29 November 2016, brought together more than 200 participants from 35 EU+ and non-EU countries in an event that provided a forum for dialogue in a fully participatory format.

At the level of EASO's organisation, the year 2016 saw the re-election of Mag. Wolfgang Taucher as Chairman of the EASO Management Board for a second three-year term. A reorganisation of the agency was launched in mid-2016 that has adapted EASO to its new challenges and prepares it to take up new responsibilities. The appointment of new Heads of Department, supported by Heads of Unit and Heads of Sector, has been instrumental in reinforcing the senior management team. The opening of EASO offices in Rome and in Athens highlights EASO's expanding role across the EU as it reaches out closer to the hotspots. Nevertheless, EASO's staff members remain the heart of the Agency and, as I welcome more of them at our Headquarters, regional offices and in the hotspots, I thank them for making 2016 a successful year.



Commissioner Avramopoulos meeting with EASO Staff, 7 November 2016

# 1. Introduction

## EASO's mission

EASO's mission is to contribute to the implementation and development of the Common European Asylum System by providing support and facilitating, coordinating and strengthening practical cooperation among EU+ countries as an independent centre of expertise on asylum.

## EASO's principles

In fulfilling its mission, EASO observes the following principles:

- providing comprehensive and timely support to requesting Member States;
- stimulating quality and efficiency of the asylum and reception systems of Member States;
- acting as an independent and impartial centre of expertise;
- providing accurate and up-to-date data, analysis and assessments on asylum-related matters;
- supporting Member States in taking up their responsibilities in the field of asylum and in showing solidarity with Member States whose asylum systems are under pressure;
- facilitating and stimulating joint and common practical cooperation measures in the field of asylum, thereby fostering mutual trust among Member States;
- providing evidence-based input to EU policymakers on asylum;
- cooperating with EU institutions, EU agencies and bodies, third countries, international organisations and civil society.

## The EASO Annual General Report

The Annual General Report describes the achievements of the Agency in 2016 and is prepared in accordance with Article 29(1)(c) of the EASO Regulation <sup>(1)</sup>. The report is adopted by the EASO Management Board and is sent to the European Parliament, the Council, the Commission, including the Internal Audit Service, and the Court of Auditors no later than 15 June 2017. The Annual General Report is a public document and is translated in all official languages of the EU.

EASO produces a separate annual report on the situation of asylum in the European Union in accordance with Articles 12(1) and 29(1)(d) that is made available publicly.



**EASO Staff with one of the families in the camps in Greece**

<sup>(1)</sup> Regulation (EU) 439/2010 of the European Parliament and of the Council of 19 May 2010 establishing a European Asylum Support Office, OJ L 132, 29.5.2010, p. 11.

## 2. Setting the scene: developments in 2016

The high number of applicants for international protection in the EU+ persisted throughout 2016, placing pressure on the asylum and reception systems of several Member States. This affected particularly the asylum application and determination process, reception standards and access to services. This situation compelled the EU institutions and the Member States to resort to emergency measures, such as the adoption of the EU-Turkey Statement and reinstatement of internal border controls.

The deteriorating situation in many regions neighbouring the EU was a determining factor in the large-scale influx to EU+ countries, highlighting the need for close monitoring of the situation in countries of origin of applicants for international protection, and the need for synchronised contingency planning and flexibility to swiftly provide an appropriate response.

The European Agenda on Migration <sup>(2)</sup>, adopted on 13 May 2015, gave the strategic direction and outlined a series of steps that the EU institutions and the Member States should take to build a coherent and comprehensive approach to reap the benefits and address the challenges deriving from migration.

The first key event in 2016 that had a significant impact on EASO was the EU-Turkey Statement of 18 March 2016 that gave EASO a mandate to support the implementation of several measures in Greece, in particular the admissibility procedure. Moreover, EASO supported the implementation of the 1:1 scheme established to substitute irregular and dangerous migrant crossings from Turkey to the Greek islands with the legal channel of resettlement from Turkey to the EU. For every Syrian returned to Turkey, another Syrian is resettled from Turkey to the EU.

These developments had implications on EASO activities in Greece through the so-called hotspots approach. EASO supported the Greek authorities by putting in place the necessary infrastructure in the hotspots, including staff, interpretation services and mobile equipment. ASTs were deployed on the islands to examine requests for international protection, including specific parts of the procedure such as admissibility and eligibility for nationalities with low recognition rates. Moreover, EASO's activities in Greece supported the implementation of the relocation scheme in four areas: provision of information in the hotspots, registration of applications for relocation, support to the Greek Dublin Unit, and support with document fraud detection.



**EASO Staff playing with one of the children in the camps in Greece**

In Italy, EASO supported the implementation of the relocation scheme by pre-identification of eligible applicants who could be relocated and provision of relevant information. The agency also supported registration of applications, handling Dublin 'take charge' requests, and the preparation of decisions on relocation.

On 6 April 2016, the Commission adopted a Communication entitled "Towards a reform of the Common European Asylum System and enhancing legal avenues to Europe" <sup>(3)</sup>, in which it set out five priorities for improving the Common European Asylum System (CEAS). One of these priorities was a new mandate for the EU asylum agency.

Council Conclusions on Asylum Decision Practices, adopted on 21 April 2016 on the initiative of the Dutch Presidency, invited EASO to set up a structure for a senior-level policy network aimed at jointly interpreting Country of Origin Information (COI) and developing country guidance. Moreover, in cooperation with the policy network, EASO was invited to start a pilot exercise on common policy development based on an elaborated common COI report on Afghanistan.

The new tasks assigned to EASO through the EU-Turkey Statement and subsequent Council Conclusions required reprioritisation of the planned activities due to the increased focus on operational support.

<sup>(2)</sup> COM(2015) 240 final.

<sup>(3)</sup> COM(2016) 197 final.



### EASO's slogan: Support is our Mission

On 4 May 2016 the Commission presented, as part of a first package of reform of the CEAS, a proposal for a new Regulation <sup>(4)</sup> that will transform EASO into a fully-fledged agency, as well as proposals for the reform of the Dublin system and for amendments to the Eurodac system. A second set of legislative proposals for a reform of the Asylum Procedures and Qualification Directives as well as the Reception Conditions Directive followed on 13 July 2016. These are intended to deliver the full reform of all parts of the EU asylum system, which includes measures to avoid the disruption of the Dublin mechanism by abuses and asylum shopping by applicants for and beneficiaries of international protection.

With regards to external dimension activities, the Commission set out, in its Communication of 7 June 2016 on establishing a new Partnership Framework with third countries under the European Agenda on Migration <sup>(5)</sup>, a new way to better manage migration with Third Countries based on policies and financial instruments jointly delivered as a European package.

The significant increase in EASO's operational activities relating to the hotspots and relocation required additional financial resources, made available by the Commission in the first quarter of 2016. EASO stated the year with a budget of €19.4 M and closed the year with a budget of €53.1 M. These resources were allocated to key areas, mainly to the operations in Italy and in Greece, for the development of tools for relocation, for the Dublin network and for communication activities related to relocation.

EASO's role in the implementation of the EU-Turkey Statement in Greece, including the deployment of hundreds of experts and interpreters as well as the contracting of ancillary services, exponentially increased EASO's operational expenditure well above any previous budget estimates. Consequently, on 6 June 2016, EASO received Emergency Assistance - AMIF (EMAS) funding to cover the cost of implementation of the EU-Turkey

Joint Action Plan. Additional funding was provided to EASO in the last quarter of 2016 to cover the cost of its operational activities until the end of the year.

The year 2016 also saw important developments in EASO's management. Mr José Carreira was selected by the Management Board as the new EASO Executive Director. He took up duties in April 2016, after serving as interim Executive Director since 1 November 2015. The Chair of EASO's Management Board, Mag. Wolfgang Taucher, was re-elected for a second three-year term at the meeting held in January 2016.



### Mag. Wolfgang Taucher and Mr José Carreira

The operational challenges faced by EASO as well as the changes foreseen in the Commission proposal for a new EU agency for asylum led to a re-organisation of EASO's internal organisational structure to better deliver its expanding role and prepare for the responsibilities that would be introduced by the new mandate. The agency made significant progress in recruitment to fill key posts in the internal structure, including senior management posts, as well as appointing liaison officers to the EU Institutions in Brussels and to Frontex to foster closer relations and facilitate cooperation in areas of mutual interest. In addition, in order to facilitate its operations in Greece and Italy and to reinforce its presence in the Member States in the coming years, EASO opened operational offices in Athens and Rome.

<sup>(4)</sup> COM(2016) 271 final.

<sup>(5)</sup> COM(2016) 385 final.



### 3. EASO's priorities in 2016

EASO defined its priorities for 2016 in the Work Programme 2016, adopted by the Management Board on 24 September 2015 and subsequently adjusted in line with the adopted EU budget. The work programme was amended three times and the budget four times to take into account significant changes that took place during 2016.

EASO's priorities in 2016 were:

- **Hotspots**

In full cooperation and coordination with the European Commission and the other involved Agencies, to contribute to the new hotspot approach and increase the presence of EASO staff and of teams of Member States experts on site, aiming to support in particular Italy and Greece in addressing the increased pressure on their asylum systems.



EASO Staff in Lesbos, Greece



EASO Staff in Idomeni, Greece

- **EU-Turkey Statement**

To support the Greek Asylum Service in the implementation of the EU-Turkey Statement.

- **Relocation**

To support the relocation measures agreed at EU level, such as the relocation of 160,000 persons in clear need of protection from Italy and Greece.

- **Coherent implementation of the CEAS – Information and Analysis**

To enhance EASO's capacity to collect and exchange accurate and up-to-date information and documentation on the functioning of the CEAS and further develop an Early Warning and Preparedness System (EPS) to provide analysis of trends.

To produce more common Country of Origin Information (COI) and promote its effective use.

To explore the production of information relevant for the possible designation of safe countries of origin.

To lead the development of an Information and Documentation System (IDS) serving as a central reference point for information on asylum systems in the European Union and relevant developments with regard to the implementation of the CEAS.

To develop further operational data collection and reports to enhance the situational picture and allow for better operational planning and decision making.

- **Coherent implementation of the CEAS – Improving the quality of asylum processes**

To continue developing tools and guidelines aiming to improve the quality of asylum processes and decisions.

To support better identification of vulnerable persons, including in the context of hotspots and while implementing relocation.

To establish a Dublin Network, a dedicated network of the national Dublin Units, aiming to foster mutual cooperation and consistent application of the Dublin system, including for the purposes of relocation.



**A migrant being informed on the Relocation Programme**

- **Coherent implementation of the CEAS – Reception conditions**

To establish a dedicated network of national reception authorities to foster the exchange of information and best practices.

- **Coherent implementation of the CEAS – Training**

To strengthen the role of common training and professional development in the field of asylum.

To stimulate judicial dialogue in the field of asylum.

- **External dimension**

To carry out EASO activities in the Western Balkans and Turkey through enhanced cooperation with EU agencies (e.g. Frontex) and international organisations to respond to the needs in the region by providing capacity building, as well as operational support, taking into account existing regional arrangements.

To further support the external dimension of the CEAS, including the resettlement of 20,000 persons in need of protection.

- **Horizontal activities**

To strengthen synergies at horizontal level among all relevant stakeholders of EASO's cooperation network.

To develop further EASO's query system to address issues related to policies and practices regarding the functioning of the CEAS.

To involve civil society in an effective manner and to enlarge the outreach of EASO's external communication.

## 4. EASO's achievements in 2016

EASO's results for 2016 are described in detail below under the respective headings for its core business activities.

### 4.1 Operational support

EASO carries out operational support activities aimed at addressing the emerging needs of Member States to fully implement the EU asylum acquis and to respond to particular pressure on their asylum and reception systems. EASO tailors its operational support to the specific needs as well as the requests made by individual Member States.

#### 4.1.1 Italy and Greece

Operational support in Italy and Greece is provided by deploying EU+ countries' experts in Asylum Support Teams (AST) or by providing other support as required, including through Joint Processing. EASO cooperates with the relevant bodies in providing such support, devoting special attention to operational cooperation with Frontex and other stakeholders. To ensure efficient implementation of activities on the ground EASO provides the necessary logistics, equipment, furniture, materials, as well as the necessary services, such as interpretation or cultural mediation services, transportation services and administrative support.

EASO also supports the implementation of relocation measures in Italy and Greece.

#### Italy

<b>EASO's main results in 2016</b>
<b>1 Hotspot Relocation Operating Plan (HROP) signed and implemented</b>
<b>170 experts deployed for HROP measures</b>
<b>3 support measures envisaged in the HROP implemented</b>
<b>2,654 persons relocated by the national asylum authorities with EASO's support</b>
<b>7 experts deployed for Special Support Plan (SSP) measures</b>
<b>2 SSP support measures implemented</b>
<b>1 evaluation of SSP completed</b>
<b>6 experts deployed for evaluation of SSP</b>

In Italy, EASO provided support to the implementation of the Council Decisions on relocation by pre-identification of eligible applicants who could be relocated and provision of relevant information (in hotspots, disembarkations points and reception centres

in the Rome area). EASO also supported registration of applications (in registration hubs and via roving teams covering relevant locations according to needs on an *ad hoc* basis) and handling Dublin 'take charge' requests. Support was also provided for the preparation of decisions on relocation.

EASO established a permanent presence of ASTs providing information on relocation in all four Italian operating hotspots (i.e. in Lampedusa, Trapani, Taranto and Pozzallo) while two mobile teams covered Sicily and Rome. Registration of applicants for international protection, in view of the relocation procedure, was supported by EASO ASTs in regional hubs in Villa Sikania (Agrigento), Milano (until the end of April 2016), Bari, Crotone and Mineo as well as in Rome. Two roving teams for registration were deployed on an *ad hoc* basis to locations indicated by the Italian authorities to support registration and build capacity of local police stakeholders, covering 24 locations all over Italy. EASO also deployed cultural mediators to support the implementation of operational support in Italy.

Technical equipment was provided by EASO to ensure appropriate and efficient working conditions. Five mobile offices or containers were installed and 25 work stations were made available to Italian authorities to support registration. EASO also supported deployment of interim staff in the Dublin Unit.

EASO continued to provide key relocation information and visibility materials on relocation in multiple languages. A mobile app on relocation was launched and made available in multiple language versions (Arabic, Tigrinya and Kurdish). EASO also assisted with several meetings with the press and other stakeholders, contributed to raising awareness of the relocation process, conditions and requirements, and prevented misinformation.



**Children reading about the Relocation Programme in the camps in Greece**

EASO, in its role as an active member of a working group on relocation led by the Italian Ministry of Interior, contributed together with national authorities, Frontex, Europol, United Nations High Commissioner for Refugees (UNHCR) and the International Organisation for Migration (IOM) to the development of Standard Operating Procedures for Italian hotspots and their ongoing revision (including aspects relevant to the situation of unaccompanied children in the hotspots). Contribution was made by EASO to the relocation protocol developed for Italy. EASO also participated in capacity-building meetings for stakeholders in the hotspots held in the summer of 2016.

To facilitate implementation of its activities in Italy, EASO launched an operational office in Rome where several EASO staff are currently based. The office also provides a space for workshops and induction sessions for experts deployed in Italy, as well as for activities developed to support the Italian authorities. The EASO SSP Phase 2, implemented until 31 March 2016, focused on support to the professional development of the National Asylum Commission. Selected support measures in the Country of Origin Information (COI) area were extended and relevant activities took place in the fourth quarter of 2016 within the available budget. A final evaluation of the SSP Phase 2, organised together with the Italian Ministry of Interior, was held in Rome between 12 and 16 December 2017. The evaluation report is expected to be ready in early 2017.

Following a request for support from the Italian authorities, a single Operating Plan for 2017 combining all support activities, including support to the relocation procedure, was agreed between Italy and EASO and signed in December 2016. The first call for experts was launched in December 2016.

## Greece

<b>EASO's main results in 2016</b>
<b>1 Hotspot Operating Plan (HOP) implemented and 2 amendments signed</b>
<b>489 experts deployed: 160 for relocation-related activities and 329 for implementation of the EU-Turkey Statement</b>
<b>4 support measures implemented</b>
<b>7,280 persons relocated by the national asylum authorities with EASO's support</b>
<b>6,774 interviews performed under the implementation of the EU-Turkey Statement</b>
<b>54 experts deployed for Special Support Plan (SSP) measures</b>
<b>6 SSP support measures implemented</b>

EASO's activities in Greece supported the implementation of the relocation mechanism in four

areas: provision of information in the hotspots (located on the Aegean islands of Lesbos, Chios, Samos, Leros and Kos), registration of applications for relocation, support to the Greek Dublin Unit, and support with document fraud detection.

During 2016, a new measure was introduced through an amendment to the Hotspot Operating Plan, support with the implementation of the admissibility procedure, in order to provide support for the implementation of the EU-Turkey Statement. Another amendment was made with respect to pre-registration and to the eligibility and full asylum examination procedure for nationalities with low recognition rate.

In addition to the 7,280 persons that were relocated, 6,737 applications were submitted by Greece to Member States of relocation. These were still in the relocation process at the end of 2016.

In the context of the EU-Turkey Statement, adopted on 18 March 2016, EASO supported the Greek authorities by putting in place the necessary infrastructure in the hotspots, including staff, interpretation services and mobile equipment. ASTs were deployed in Lesbos, Chios, Samos, Leros, Kos and Corinth to examine requests for international protection, including specific parts of the procedure such as admissibility and eligibility for nationalities with low recognition rates. EASO implemented its role in close cooperation with the European Commission Steering Group, the relevant Greek Ministries and the Greek Asylum Service.

The above measures have been formalised with two amendments to the EASO Hotspot Operating Plan: the first in April 2016 to introduce support with the implementation of the admissibility procedure, and the second in July 2016 with respect to pre-registration and the eligibility/full asylum examination procedure for nationalities with low recognition rates.

Under the SSP, EASO provided support to Greece in the following areas: support with the reception procedure, a workshop on the best interest of the child, Trainers' Network meetings, support with EU funds and other financial resources, a practical workshop on exclusion, and a workshop on COI capacity – Syria.

Following a request for support from the Greek authorities, a new Special Operating Plan for 2017 combining all support activities, was agreed between Greece and EASO and signed in December 2016. The plan combines all the support measures and operational activities of EASO in Greece, forging a strengthened cooperation between the Agency and the Greek authorities. The first call for experts was launched in December 2016.



### 4.1.2 Bulgaria and Cyprus

<b>EASO's main results in 2016</b>
<b>Bulgaria:</b>
<b>10 active support measures under implementation</b>
<b>Cyprus:</b>
<b>6 active support measures under implementation</b>

In 2016, EASO provided special support to Bulgaria and Cyprus in the framework of the SSPs signed with the two Member States.

#### **Bulgaria**

A number of activities were implemented in the course of 2016. These included training sessions (CEAS train-the-trainers module, training on interviewing children), workshops (on exclusion, on torture identification, on COI capacity - Syria), a conference on unaccompanied minors, meetings (Quality Matrix of the National Contact Points (NCPs) on Quality, National COI Portal Administrators (NCPA), COI Specialist Network on Iraq, Reception Network, COI Strategic Network, female genital mutilation, Dublin Contact Committee, Group for the provision of statistics (GPS), Quality Management, IDS Network), support with professional development in first instance and judicial instance, and support for interpretation in non-European languages (i.e. Mongolian, Tamil and Sinhalese).

Study visits were held in the United Kingdom, the Netherlands, Hungary, Belgium, Poland and France on closed reception, vulnerable centre, and judicial visits.

Three Member State experts were deployed to Bulgaria in support of the activities and 77 Bulgarian experts were sent to other Member States, e.g. on study visits. The SSP for Bulgaria was amended and extended until 30 June 2017.

#### **Cyprus**

Cyprus benefitted from a number of support activities that included training sessions (judicial training for the Administrative Court, national training on reception, Eurodac training for police and asylum staff) and on-the-job training targeting guardianship systems.

A study visit on the electronic entry-exit system of an open reception centre was organised in Hungary and a study visit on women shelters took place in Belgium.

Five Member State experts were deployed to Cyprus and 16 Cypriot experts were sent to other Member States, e.g. on study visits. The SSP for Cyprus was amended and extended until 28 February 2017.

### 4.1.3 Development of support tools for operations and for relocation

<b>EASO's main results in 2016</b>
<b>For operations:</b>
<b>Development of EASO's Asylum Intervention Pool (AIP) electronic system launched.</b>
<b>2 Handbooks for operations developed</b>
<b>1 meeting of AIP NCPs</b>
<b>For relocation:</b>
<b>11 tools developed</b>
<b>2 training sessions for interpreters</b>

In the course of 2016, EASO worked on the development of a handbook on operational communication, which is in the final stages and is foreseen to be ready in the beginning of 2017. A second handbook on joint processing and its technical report was completed in September 2016. A first version of the Emergency Blueprint has been developed and will be further discussed for a next update.

EASO developed templates for the pledging procedure and guidance for the expression of preferences in the relocation procedure. A practical tool providing guidance aimed at supporting the assessment of the best interests of the child in the context of relocation was completed in May 2016. A second practical tool consisting of child-friendly information material on asylum and relocation procedures is under development. It is aimed at assisting EASO experts present in the field in providing tailored information. A brochure with guidance on the creation of pre-departure information leaflets by the Member States of relocation was published.

Other support process established included bi-monthly quality feedback for the opinions prepared by the EASO experts deployed in Greece for the implementation of the EU-Turkey statement. EASO also prepared training materials for interpreters in order to clarify the roles of the different interactors in interviews within the context of applications for international protection.

A matching tool to support the relocation process is under development with a first useable interface expected to be delivered by the end of the first quarter in 2017.

Building on the Quality Matrix advanced workshop on exclusion organised in February 2016, EASO developed an exclusion screening tool for Syrian applicants in the context of the relocation scheme. An induction session was organised in Athens in August 2016 in order to further raise awareness of its implementation.

Using the EASO COI Network Approach, EASO has jointly with Member State experts compiled and processed

relevant COI, resulting in portfolios structured according to a wide number of topics relevant for origin verification. The two origin verification tools (OVTs) on Syria and Eritrea that were developed are intended for the use of COI researchers and asylum decision makers.

EASO undertook weekly relocation data collection from Italy and Greece, and produced daily reports on the progress of the relocation process and weekly reports on the deployment of experts and forecasts of the need for experts in the following six weeks.

## 4.2 Information and analysis

### 4.2.1 Information and Documentation System

<b>EASO's main results in 2016</b>
<b>30 EU+ countries' national asylum system information collected</b>
<b>18 EU+ countries members of the IDS network</b>
<b>2 IDS network meetings held</b>
<b>5 EU+ countries validated IDS content</b>

The IDS is a searchable library, accessible on the Internet to registered internal users, which provides comprehensive overviews of how each key stage of the asylum process is carried out in individual EU+ countries and in the EU+ in general, including references to relevant documents stored in the system. Information on relevant legislation, jurisprudence and statistical information is also provided. The key thematic sections around which the IDS is organised include: access to procedure, determination at first instance, determination at second instance, Dublin procedures, reception and detention, return and content of protection/integration.

In the course of 2016, EASO further developed its IDS providing a single point of information on the organisation of EU+ countries' asylum and reception systems, as well as an overview of the practical functioning of the CEAS for relevant stakeholders (primarily EU+ countries, at the current stage of development). This fulfils EASO's role of contributing to the implementation of the CEAS by organising, coordinating and promoting the exchange of information on national practices by creating factual, legal and case-law databases to support the exchange of information between the relevant stakeholders concerning the implementation of the asylum acquis. The European Agenda on Migration also calls for a more systematic way of gathering information on the practical functioning of the CEAS.

Within the IDS, EASO is expanding and updating content across a range of topics. Initial information has been collected from a range of sources including EASO Quality

Matrix reports, European Migration Network (EMN) reports, national administration databases, network members' input, and data collected for the Annual Report on the situation of asylum in the European Union.

Information in the IDS is validated and updated with the support of the IDS network consisting of national experts from asylum administrations of EU+ countries. A template for case law collection from the EASO network of court and tribunal members was also developed, resulting in three members of the network providing case law updates.

### 4.2.2 Early Warning and Preparedness System

<b>EASO's main results in 2016</b>
<b>30 out of 30 EU+ countries provided monthly data for the Early Warning and Preparedness System (EPS Stage III)</b>
<b>Weekly data collection on the situation of asylum in the EU+ continued and expanded</b>
<b>18 asylum-related country intelligence reports received during pilot</b>
<b>11 monthly trend analysis reports produced</b>
<b>8 resettlement overviews produced</b>
<b>5 Dublin implementation bi-monthly reports produced</b>
<b>51 weekly reports produced</b>
<b>10 reports on the post-visa liberalisation monitoring mechanism</b>
<b>2 meetings of the Group for the Provision of Statistics</b>
<b>EASO research programme on push-pull factors for different asylum flows ongoing</b>

EASO has developed further its Early Warning and Preparedness System (EPS) that aims to provide EU+ countries, the European Commission, the Council of the European Union and the European Parliament with accurate, timely information and analyses on flows of asylum seekers to and within the EU and the EU+ countries' capacity to deal with them.

The EPS feeds into the early warning, preparedness and crisis management mechanism provided for in Article 33 of the Dublin III Regulation <sup>(6)</sup>. EASO will continue to ensure development in coherence with Eurostat and Frontex data collections in order to foster the creation

<sup>(6)</sup> Regulation (EU) No 604/2013 of the European Parliament and of the Council of 26 June 2013 establishing the criteria and mechanisms for determining the Member State responsible for examining an application for international protection lodged in one of the Member States by a third-country national or a stateless person (recast), OJ L 180, 29.06.2013, p.31.

of an effective situational picture on migration to feed into policy-making and response preparation, as recommended in the European Agenda on Migration.

In 2016, EASO collected and analysed data under Stage III indicators of the EPS. Compliance reached a good level with delays in data provision being generally short and not exceeding three days. Nevertheless, difficulties in submitting data on certain new stage III indicators persist (i.e. on access to the procedure – where no system is in place to register the making of an application - and on return and reception – where there are difficulties in providing data if the activities are not directly managed by the asylum authorities). The Group for the Provision of Statistics (GPS) discussed a revision of the reception indicator at its meeting in November 2016. Work was performed with the EU partners to improve the quality and completeness of data collection on return at EU level. The quality of return indicators was also discussed in the GPS meeting and activities to review the definitions of these two indicators will be carried out.

Asylum-related migration intelligence from the main countries of origin and transit was gathered in a pilot exercise conducted by a contractor in the first half of 2016. Eighteen Country Intelligence Reports were provided covering Afghanistan, Iraq, Libya, Pakistan, Syria and Turkey. The quality of certain deliverables was addressed by providing the contractor with a checklist of information sources to be consulted.

EASO weekly reports providing an up-to date overview of the situation of asylum in the EU+ were produced as part of EU-wide crisis management mechanisms. These reports were shared with EU+ countries and with the Commission Integrated Political Crisis Response (IPCR) as input to the Integrated Situational Awareness and Analysis (ISAA) reports. Data collection has been expanded to include the full overview of the citizenships of all applicants per Member State and applicants claiming to be unaccompanied minors.

As part of the development of EASO's early warning and preparedness function, research activities on push-pull factors for different asylum flows progressed during 2016. The final report on a literature review of significant pull-push factors for determining asylum-related migration was published in English in the last quarter of 2016. The final report on a survey of methodologies for the quantitative assessment of asylum-related migration was completed and will be published in 2017. A review of surveys of asylum-related migrants and study of the feasibility of an EASO survey was tendered and awarded in the last quarter of 2016.

EASO organised two events in this area of activity: a Migration Research conference held on 16 May 2016 and a workshop on Big Data and Early Warning on 4

December 2016. A Scientific Committee for its research programme involving leading experts in the field was also set up.

### 4.2.3 Annual Report on the Situation of Asylum in the European Union

#### EASO's main results in 2016

**30 EU+ countries' contributed to the Annual Report**

**Report adopted by the Management Board and launched in a public event**

The EASO Annual Report on the Situation of Asylum in the EU provides a comprehensive overview of the asylum situation in the EU for national and EU policymakers and stakeholders. Thirty EU+ Member States contributed to the report and input was also received from the Commission, Frontex, UNHCR and civil society. Following adoption of the report by the Management Board in June 2016, it was publicly launched in Brussels on 8 July 2016 in a live-streamed event combined with the Annual Journalist Network Meeting. The report was made available on the EASO website and copies were distributed to relevant stakeholders. The main findings were translated into 24 EU+ languages.

## 4.3 Permanent support

EASO's permanent support to Member States aims at supporting the implementation of the CEAS and improving the quality of the asylum processes and systems. Its aim is to promote a consistent implementation of the CEAS within the EU and to share common knowledge and skills, organisation and procedures, information, resources and best practices.

### 4.3.1 Training

#### EASO's main results in 2016

**15 train-the-trainer sessions delivered at EASO (Malta), 218 trainers participated**

**8 regional train-the-trainer sessions delivered in 4 countries, 102 trainers participated**

**361 national training sessions administered on EASO e-learning platform, 5,833 national staff trained**

**10 translated modules built on EASO e-learning platform**

**45 online courses migrated to new e-learning platform**

**10 induction training courses for experts deployed to the Greek hotspots**

<b>EASO's main results in 2016</b>
<b>1 new module finalised, 5 new modules being developed, 2 module updates/upgrades completed and 3 ongoing</b>
<b>1 training handbook published, 1 handbook under development</b>
<b>13 EASO training curriculum modules accredited by external partner</b>
<b>1 annual training report 2015 completed</b>

EASO supports EU+ countries in developing the knowledge, skills and competencies of their staff responsible for asylum matters through qualitative common training. EASO's training contributes to the coherent implementation of the CEAS by supporting the establishment of a common quality level across the EU. To this end, EASO follows a two-track approach: on one hand, by developing relevant training material and, on the other hand, by organising training based on a train-the-trainer system.

In 2016, EASO delivered train-the-trainer sessions at its headquarters in Malta in the following modules: 'Interview Techniques', 'Exclusion', 'Inclusion', 'CEAS', 'COI', 'Evidence Assessment', 'Reception', 'Dublin III Regulation', 'Interviewing Vulnerable Persons', 'Module for Managers', training on the new e-learning platform, 'Gender, Gender Identity and Sexual Orientation', 'Asylum Procedures Directive', 'Interviewing Children', 'Fundamental Rights and International Protection in the EU'. One train-the-trainer session on Inclusion was delivered in Greece as a Special Support measure.

Regional train-the-trainer sessions were delivered in Vienna (two sessions held at FRA's premises) on the 'Exclusion' and 'Inclusion' modules, two sessions in Tallinn (at eu-LISA's premises) on the 'Evidence Assessment' and 'Inclusion modules', one session in Montenegro in the context of the Instrument for Pre-accession Assistance (IPA) on the 'Interview Techniques' module, and three sessions were delivered in Germany on the 'Interviewing Children' and 'Interviewing Vulnerable Persons' modules.

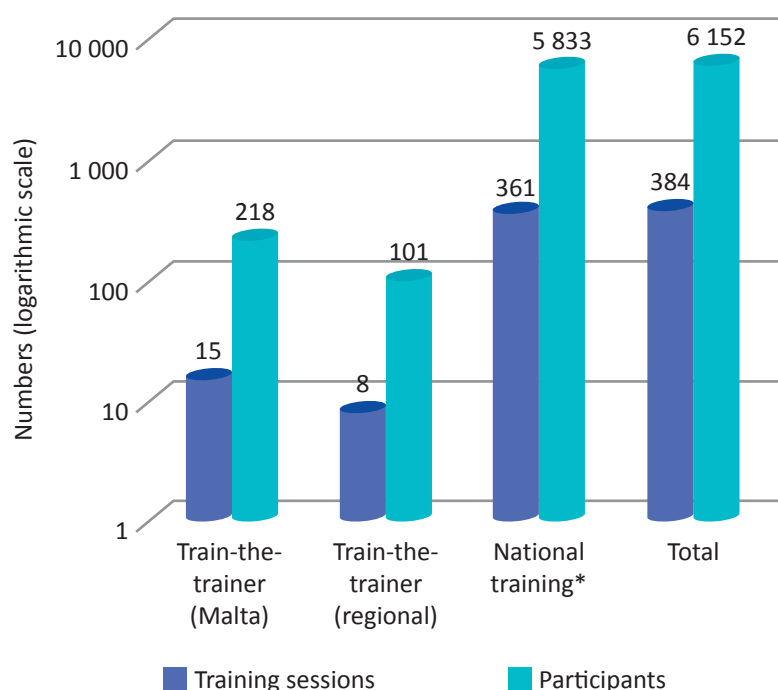
Of the more than 16 EU+ countries participating in national training sessions administered on the EASO e-learning platform, the highest level of participation was in Germany (87 trainees), followed by the Netherlands (81 trainees) and Finland (42 trainees). The modules with the highest uptake, out of the 13 that were accessed, were on 'Inclusion' (2,556 participants), 'Interview Techniques' (1,324 participants) and 'Evidence Assessment' (800 participants).

Migration of the new e-learning solution and of existing courses was completed during 2016. In July, the quality check of the first 15 migrated courses was initiated and was followed by the quality check of the next 40 courses in November 2016. A first training of national trainers on the new solution took place at EASO in October. The solution was introduced during the trainers' sessions in the last quarter of the year. Use of the new e-learning solution for EASO trainers' sessions and for Member States' national training will start in January 2017.



Some of the EASO Training Curriculum handbooks

**Figure 1: Train-the-trainer and national training sessions conducted in 2016 and numbers of participants.**  
 (\*Data for national training available on 17.01.2017)



Development of training material is an ongoing EASO activity. The EASO Training Reference Group as well as Content Expert Groups provide input to the drafting, review and finalisation of manuscripts and manuals.

A module on 'Didactics' was finalised in 2016 and the first pilot training was delivered in the second quarter of the year. Another five modules were under development at the end of 2016:

- 'Introduction to International Protection' module is undergoing final revisions and is expected to be finalised in early 2017;
- 'Fundamental Rights and International Protection' in the EU module is at an advanced stage; the pilot train-the-trainer session in the module was delivered at the end of 2016 and will provide feedback for amendments to the manuscript and trainers' manual to be completed in early 2017;
- 'Trafficking in Human Beings' and 'Advanced Inclusion modules' are in the process of being finalised; the pilot training of the modules are foreseen for the second quarter of 2017;
- 'Interpreting in the asylum context' module is at an earlier stage of development with information gathering having been carried out as well as target group, learning outcomes and a preliminary outline having been identified; the module will be developed in close cooperation with UNHCR: the first working group meeting is scheduled in March 2017.

The upgrading of the modules 'Evidence Assessment' and 'Dublin III', which started in 2015, were concluded

and the pilot train-the-trainer sessions were organised in the second quarter of 2016. The modules 'Interview Techniques', 'Interviewing Vulnerable Persons' and 'Interviewing Children' were reviewed and the upgrade of all three modules was launched.

Moreover, the handbook on 'Gender, Gender Identity and Sexual Orientation' was published and the development of the handbook on 'End of protection' was initiated.

In the course of 2016, tailor-made induction training was conducted for the first time for EASO experts deployed to support the implementation of the Greek border procedures in the context of the EU-Turkey Statement. Training was provided at regular intervals and was supplemented by *ad hoc* workshops, whenever required. The average duration of the training sessions was two days and they were complemented by a set of training materials provided to the experts. A total of 10 induction-training sessions were organised between April and December 2016. This will become a regular activity in support of capacity and capability building for EASO's operational activities in the hotspots.

Progress was made during 2016 towards achieving certification and accreditation of the EASO Training Curriculum. Two Certification and Accreditation Working Group meetings were held in the second and fourth quarters of the year. Learning outcomes for 15 modules were revised by an external expert and 13 modules were accredited.



The process for evaluating and assessing the effectiveness of EASO's training activities in EU+ countries was initiated with an evaluation of bids followed by a contract. A kick-off meeting will be organised at the beginning of 2017.

A number of training-related meetings were held during the year:

- the annual trainers meeting in March 2016; the conclusions were used for the revision of the three interviewing modules ('Interview Techniques', 'Interviewing Vulnerable Persons' and 'Interviewing Children');
- the EASO Training National Contact Points meeting in May 2016; the output was used to launch development of the training module for interpreters in the second semester of 2016, to amend the EASO Training Plan 2016, to consult the Terms of References for the EASO Training Curriculum, and to launch a call for nomination of experts for the upgrade of the and 'Interviewing Children' modules.
- the Reference Group meeting in the last quarter of 2016; the output was used to adjust the timeline for the Group's comments on the manuscripts of the 'Interview Techniques', 'Interviewing Vulnerable Persons' modules, and to increase civil society's involvement in EASO training.

### 4.3.2 Asylum processes

In the course of 2016, EASO continued to enhance its practical cooperation activities initiated under the EASO Quality Matrix Process in accordance with the overall aim of supporting Member States in achieving common standards within the CEAS. The EASO Quality Matrix process covers comprehensively the main elements of the CEAS through a mapping of Member States' current practices and policies followed by development of a set of interrelated deliverables (thematic meetings and reports, list of projects and initiatives). The mapping of Member States' practices and policies also contributes to the collection of information under the monitoring of the CEAS implementation.

EASO is committed to provide practical tools to support the daily implementation of the CEAS by Member States officials:

- A practical tool on 'Access to the Asylum Procedure' was finalised and published. Development of 'Guidance and Indicators on Reception Conditions' was completed and the document was published in November 2016. The latter is being translated into 22 EU languages.

- A practical guide on 'Exclusion' was finalised in November 2016 and is awaiting publication.
- Additional language versions of the EASO practical guide on 'Evidence assessment' and the EASO tool for the Identification of Persons with Special Needs were made available.

Feedback on the use of EASO practical tools was collected in the Asylum Processes Network annual meeting. Information will be processed further, but preliminary conclusions are that the tools are used at different levels, including directly by their target group and to inform the development or review of national tools.

EASO also shares practical tools and projects that support quality in Member States' asylum decision-making process and other aspects of the CEAS. A Quality Matrix report was made available to the Reception Network as well as the Asylum Processes Network. A mapping of quality management tools and projects was completed in advance of the Quality Management meeting in November 2016. Quality projects, initiatives and relevant resources are compiled and made available to the Asylum Processes Network.

The annual meeting of the Asylum Processes Network was organised in November 2016. It was an opportunity to take stock of developments in 2016 and discuss planning for 2017, including a reflection on the scope and approach to the evaluation exercise envisaged for 2017. Topics for development of practical tools and thematic reports in 2017 were identified and the approach for 2017 activities was agreed.

A workshop on potential exclusion cases from Syria was organised in February 2016, in parallel with a COI workshop on Syria. It enabled the building of synergies between policy experts and COI experts in order to discuss common profiles, challenges and approaches in relation to potential exclusion cases from Syria. The output of the meeting is being used for the development of an exclusion screening tool for Syrian cases which could be used in the relocation procedure as well as the 'Practical Guide on Exclusion'.

The Quality Matrix meeting on Reception Conditions organised in March 2016 served as a launch meeting for the EASO Network of Reception Authorities enabling them to discuss the terms of reference and agreeing on the objectives and modalities of the Network. The outcomes of the meeting will be used for the Quality Matrix Report on Reception Conditions as well as the development of 'Guidance and Indicators on Reception Conditions'.

### 4.3.3 Country of origin information

<b>EASO's main results in 2016</b>
<b>13 new COI reports produced</b>
<b>2 Origin Verification Tools (OVTs) developed</b>
<b>10 country networks, with 225 members in total</b>
<b>Revamped COI portal with 9,732 linked documents, 5 databases connected, 9,378 users, 6,713 documents downloaded</b>
<b>6 meetings/conferences held on Syria, Iraq, Eritrea, West Africa, Female Genital Mutilation and Online Research Tools, with 169 participants in total</b>
<b>Country Guidance Network established</b>

EASO's work in the area of Country of Origin Information (COI) is aimed at developing a comprehensive EU COI system with the objective of raising and harmonising standards of COI together with the EU+ countries and other key stakeholders.

During 2016, EASO produced three new COI reports on Afghanistan, one each on Eritrea, Somalia, Pakistan and Turkey, as well as six on each of the Western Balkan countries: Albania, Bosnia and Herzegovina, Former Yugoslav Republic of Macedonia, Kosovo, Montenegro and Serbia. Moreover two surveys were launched on Afghanistan and Somalia. Positive feedback was received from different user groups including COI Specialist Networks, COI Strategic Network, case workers, and members of Courts and Tribunals.

In addition to regular COI reports, COI support was provided to EASO experts in the Greek hotspots in the context of the admissibility procedure.

Using the EASO COI Network Approach and in collaboration with Member State experts, EASO compiled and processed relevant COI resulting in portfolios structured according to a wide number of

topics relevant for origin verification. The OVTs on Syria and Eritrea were launched in May and August 2016 respectively. The distribution of OVTs is limited to COI researchers and asylum decision makers.

The specialised EASO practical cooperation networks on specific countries of origin reached 10 in number, with the newest for West Africa established in November 2016. The numbers of members and alternates in the country networks are Syria - 34, Somalia - 21, Pakistan - 21, Iraq - 29, Iran -13, Russia - 20, Afghanistan - 24, Eritrea -23, Ukraine -21 and West Africa - 19. A network approach survey was launched and the feedback from StratNet and country networks was analysed. Overall feedback was very positive, especially in terms of the added value of networks for information exchange and knowledge generation. As the level of activity in several networks is rather low, EASO intends to look into reactivating those that are a priority for the Agency.

EASO organised two meetings of the COI Strategic Network in April and October 2016. The strategic input given by the members of this network feeds into the development of EASO's work plan for COI. The members provide human resources to support EASO in reaching COI objectives.

Six practical cooperation meetings on specific topics and specific countries of origin were organised: a Syria and Exclusion workshop, an Iraq Network seminar, an Eritrea seminar, a COI and female genital mutilation meeting, and a West Africa Network launch meeting. A COI conference on online research was organised in 2016 with 52 participants. The outcome is planned to be used to update the EASO practical guide 'Tools and tips for online COI research'. These practical cooperation meetings are supported by external experts that are invited to share their knowledge and expertise.



Country of Origin Reports in various languages

In response to the Council Conclusions on Asylum Decision Practices adopted on 21 April 2016, which called for the creation of a senior policy network and a pilot project on convergence focusing on Afghanistan, an Afghanistan Country Guidance Network was established in June 2016. The Network met a second time in September. To complement these meetings, Afghanistan Country Guidance Notes drafting team meetings were held in September, October and December.

A revamped online COI portal was launched providing public access to EU COI from linked national COI databases. EASO meeting pages were introduced and used for COI meetings. Country pages will be launched in future iterations. A National COI Portal Administrator network meeting was held in March 2016.

Eight COI queries were received and answered during 2016. In addition to the regular queries, a fast-track COI query system on Turkey was launched for EASO experts in the Greek hotspots, in the context of the EU-Turkey statement. Four queries were launched in this *ad hoc* query system.

Initial preparatory work started on the transfer of the MedCOI (Medical COI) project to EASO. A feasibility study was presented in January 2016 followed by discussions on procurement options for the transfer. EASO is initiating the development of a transfer plan.

#### 4.3.4 Cooperation with members of the courts and tribunals

EASO's main results in 2016
<b>2 professional development tools made available, 2 initiated</b>
<b>5 professional development events held, with 81 participants in total</b>
<b>1 conference for Greek judges, with 120 participants</b>
<b>1 meeting of National Judicial Training Bodies, with 17 participants</b>

Throughout 2016, EASO maintained its cooperation with EU+ countries' courts and tribunals with the general objectives of contributing to the coherent implementation of the CEAS and advancing practical cooperation among EU+ countries on asylum. EASO's practical cooperation activities were undertaken in line with the established framework and with full respect of the independence of courts and tribunals.

Professional development tools that were made available included:

- 'Exclusion: Articles 12 and 17 of the Qualification Directive (2011/95/EU) - A Judicial Analysis': this is intended for courts and tribunals dealing with international protection cases to promote

understanding and guide handling of protection issues related to the exclusion grounds contained in the Directive;

- 'An Introduction to the CEAS – A Judicial Analysis': this is intended for courts and tribunals dealing with international protection cases to promote understanding and guide handling of fundamental concepts and issues contained in the CEAS and relevant to its interpretation.

Other professional tools that were initiated include:

- 'Ending International Protection – A Judicial Analysis' and 'Ending International Protection – Judicial Trainer's Guidance Note': these are pending finalisation after consultation with the Network of Courts and Tribunals and are set for completion in early 2017;
- 'Qualification for International Protection – A Judicial Analysis' and 'Qualification for International Protection – Judicial Trainer's Guidance Note': this was completed and is awaiting publication;
- 'Evidence and Credibility Assessment – A Judicial Analysis': the fourth draft was completed and sent for consultation; it is set for completion in February 2017;
- 'Access to Procedures and *Non-refoulement* – A Judicial Analysis': this is a preliminary draft and is set for completion in October 2017;
- 'Exclusion: Articles 12 and 17 of the Qualification Directive (2011/95/EU) – Judicial Trainer's Guidance Note';
- 'An Introduction to the CEAS – Judicial Trainer's Guidance Note'.

In the course of 2016, EASO organised five professional development courses:

- A workshop for Judicial Trainers on implementing the Judicial Analysis on Article 15(c) held in March 2016; the meeting was described as having an impact on participants' professional role as judicial trainers and the knowledge can be used to exercise their duties and train colleagues in their respective Member States;
- A study visit for members of the judiciary from Bulgaria held in April 2016 during which participants were able to gain an insight into the procedures implemented in another Member State. In particular, they were able to profit from an exchange with peers and further their experience of case management, judgeship and hearing management;
- A workshop for German judges on COI held in May 2016 that focused on providing information on the source of COI useful to their daily work; the participants were actively involved in conducting COI research and source evaluation; it was organised in English to further enhance the breadth of sources that can be accessed;



- A pilot workshop for Judicial Trainers on implementing the Judicial Analysis on exclusion held in May 2016; the workshop was described as providing a systematic and exhaustive analysis of each article and condition as well as relevant jurisprudence; the case studies presented hypothetical scenarios and participants had the opportunity to exchange their legal opinions and judicial experiences;
- A workshop for Cypriot judges held in July 2016 in which practical issues were raised, related to the implementation of the relevant EU legislation; the workshop provided effective application of the legislation under examination by the administrative Court;
- A workshop on Introduction to the CEAS held in October 2016; the workshop received the highest possible evaluation.

A conference for Greek administrative judges attended by 120 participants was organised in October 2016 following a request from board members of the Association of Greek Administrative Judges (AGAJ). It was intended as a capacity building exercise for Greek judges as well as having a significant signalling effect of EASO capabilities and willingness to provide support to this stakeholder within the overall context of the pressure on the Greek asylum system. The conference agenda contained a blend of speeches and presentations with smaller working groups, in which cases and methodologies were discussed.

The National Judicial Training Bodies (NJTb) meeting was held in October 2016 with a view to better understand the NJTB in the Member States and to explore needs and possible cooperation in the future. It was an opportunity to provide information on EASO activities but was also intended to provide an opportunity for dialogue between NJTB active in the field of asylum law in the Member States and also to act as a forum for a discussion of possibilities for future collaboration between EASO and NJTB.

#### 4.3.5 EASO activities on vulnerable groups

EASO's main results in 2016
<b>1 practical cooperation tool published, 1 developed, 1 under development</b>
<b>3<sup>rd</sup> EASO annual conference on trafficking in human beings</b>
<b>4<sup>th</sup> annual conference on EASO activities on children</b>
<b>3 working group meetings on topics related to vulnerable groups</b>

EASO continued to provide support and to develop practical cooperation among EU+ countries and other relevant experts on issues relating to vulnerable applicants.

A practical cooperation tool on 'Practical Guide on Family Tracing' was published in 2016. A second tool, 'Best Interests Assessment in the context of relocation' was developed whereas an update of the tool on 'Age Assessment and Best Interests of the Child' is ongoing.

The third EASO Annual Conference on trafficking in human beings and international protection was held in June 2016. The participants gathered to discuss the identification and protection of victims of trafficking in the current migratory crisis.



**Workshops during the Fourth Annual Conference on EASO activities on children, 5-6 December 2016**

The fourth Annual Conference on EASO activities on children was held in December 2016. The theme was the situation of children in the current context of high influx.

Working group meetings on topics related to vulnerable groups were organised. The meeting on 'Age assessment: new methods and approaches' was held in September 2016. The working group discussed the different methods of age assessment, including social assessment, which will be included in the updated version of the EASO Age Assessment publication. A second meeting on the implementation of the best interests of the child in the age assessment process was also held in September. The group discussed the key safeguards and considerations in ensuring that best interests of the child in age assessment procedures. The third meeting was on 'Identification and special procedural guarantees for persons subjected to torture and other serious forms of psychological, physical or sexual violence'. It was held in October 2016 and provided a forum for Member States to exchange ideas and best practices on special procedural guarantees.

EASO participated in the Justice and Home Affairs (JHA) Contact Points meetings on trafficking in human beings organised in March, June, September and November by the Office of the EU Anti-Trafficking Coordinator.

#### 4.3.6 Dublin network

EU Member States are responsible for applying the Dublin system and, particularly, for allocating adequate

resources to increase the number of Dublin transfers and reduce delays related to transfers. Member States also need to consistently apply the legal clauses related to family reunification and make broader and more regular use of the discretionary clauses, which allow the Member States to decide to examine an asylum application and consequently relieve the pressure on the Member States with external borders.

In order to support the Member States in the full application of the Dublin system, the EASO Network of Dublin Units was established in line with the European Agenda on Migration. Thirty EU+ countries are participating in the network and each has established a Dublin National Contact Point.

At the launch meeting of the Steering Group held in February 2016 the Network's terms of reference and a template for the periodic update were adopted. Four periodic updates containing statistical data and quantitative information based on input received by the Network members and the European Commission were issued in 2016.

A second Steering Group meeting was organised in November 2016. During this meeting, areas of work and priorities for 2017 were agreed. These will include the organisation of one Steering Group meeting, a thematic meeting on DubliNet <sup>(7)</sup> and development of a tool or guidance. Best practices on Dublin-related topics were exchanged during meetings.

An online Dublin platform accessible to the Network was launched in November 2016 with 25 participating Member States. A total of 32 documents were uploaded and exchanged via the platform.

#### 4.3.7 Reception

EASO is further developing its internal capacity to support EU+ countries with activities aimed at promoting adequate reception conditions.

In March 2016, the EASO Network of Reception Authorities was established in line with the European Agenda on Migration. The launch took place during the EASO Quality Matrix Meeting on Reception Conditions. The new Network's terms of reference were adopted in the second quarter of 2016.

A Reception National Contact Points meeting was organised in October 2016. Discussions held during the meeting will form the basis for the design of the 2017-2018 work plan of the EASO Network of Reception Authorities. Moreover, discussions held during a

workshop on contingency planning will be taken into consideration for development of a guidance on contingency planning in 2017.

A workshop on 'The role of reception authorities in the transition from reception towards integration' organised in coordination with the European Platform of Reception Agencies (EPRA) was held in Brussels in November 2016. Information gathered at the workshop will feed into a report that will reflect the policies, practices and challenges in place with regard to the transition from reception to integration in EU+ countries. Moreover, experience from the meeting will help define EASO's future role in the field of integration.

A Memorandum of Understanding (MoU) was concluded in October 2016 between EASO and EPRA. A supporting Roadmap of Activities defines a transition period of two years during which activities will be jointly implemented. According to the MoU, a joint EASO-EPRA evaluation will be carried out at the end of 2017 to assess the progress achieved during the transition period. It is expected that by the end of 2018 all activities will be handed over from EPRA to the EASO Reception Network.

#### 4.3.8 Return and integration

EASO is developing and supporting the link between the asylum and reception procedure and the procedures that follow the decision on an asylum application, i.e. return or integration.

Return and integration form an integral part of well-functioning asylum and migration policies. Introducing such measures earlier on in the asylum and reception process can enhance their effectiveness.

In 2016 EASO attended eight meetings of the European Migration Network Return Expert Group (EMN REG), Frontex, The European Reintegration Instrument Network (ERIN) and the Common Support Initiative.

EASO is engaged in ongoing work with DG Home, EMN REG, Frontex and Eurostat on harmonising and improving the quality and completeness of return data at EU level.

#### 4.3.9 Other tools for permanent support - EASO list of available languages

EASO supports individual EU+ countries in obtaining easy access to all available languages in the other EU+ countries through the list of available languages (LAL).

The LAL was maintained and monitored during 2016. Four specific requests were received from Slovakia and Bulgaria regarding the Kirundi, Mongolian, Tamil and Sinhalese languages, which were addressed.

Moreover, EASO staff conducted a study visit in the Netherlands in relation to LAL-related activities.

<sup>(7)</sup> Secure electronic network of transmission channels between the national authorities dealing with asylum applications.

#### 4.3.10 Third country support

<b>EASO's main results in 2016</b>
<b>Western Balkans and Turkey:</b> <b>3 regional activities implemented under the regional IPA Programme</b> <b>2 national activities implemented in Serbia and the former Yugoslav Republic of Macedonia under the regional IPA Programme</b> <b>7 External Dimension capacity building activities completed</b>
<b>European Neighbourhood Partnership Instrument:</b> <b>3 activities implemented</b> <b>3 activities identified and in preparation to be followed up in 2017</b>
<b>External Dimension Network:</b> <b>3 meetings and workshops organised</b>

EASO supports the external dimension of the CEAS in agreement with the European Commission, within the framework of the EU external relations policy and in line with the EASO External Action Strategy <sup>(8)</sup>.

In the course of 2016, EASO provided support to the Western Balkans (WB) region and to Turkey within the framework of the IPA II Programme: Regional Support to protection-sensitive migration management in the Western Balkans and Turkey (the Regional IPA Programme). The kick-off meeting was held in Belgrade on 9 to 10 March 2016. A Cooperation Agreement between Frontex and EASO was signed on 5 August 2016. Moreover, field visits to all WB countries to prepare for implementation of the Regional IPA Programme, which is running for three years from 2016 to 2018, were carried out in the period April to July 2016. Three regional activities were implemented and two national activities, to support the former Yugoslav Republic of Macedonia and Serbia, were started. These were complemented by broader External Dimension activities described below.

Activities intended to complement capacity building in the WB included:

- A COI seminar in Serbia in cooperation with the Twinning Project led by the Swedish Migration Agency in Serbia;
- WB participation in two training sessions under the EASO Training Curriculum in Malta;
- WB participation in regional training on EASO 'Inclusion' and 'Exclusion' modules held in Vienna in May and June 2016;

- An asylum law impact assessment conducted in Serbia;
- A needs assessment for the Sector for Asylum of the Ministry of Interior of the former Yugoslav Republic of Macedonia;
- Participation of WB judges in the International Association of Refugee Law Judges (IARLJ) conference, European Chapter in Oslo in May 2016;

As a follow-up to the meeting on the WB Migration Route and the leaders' statement on refugee flows of 25 October 2015, EASO is part of the network on the WB Route and participated in regular videoconferences in this regard.

EASO has also been discussing with DG HOME and DG NEAR on the implementation of a project in the framework of the Regional Development and Protection Programmes - North Africa (RDPP NA), including the broader engagement of EASO in this region. EASO is part of the Steering Committee of the RDPP NA and attended the meeting in 2016.

The European Neighbourhood and Partnership Instrument (ENPI) project supporting national authorities in Tunisia, Morocco and Jordan was concluded on 30 June 2016, with a closure period that ended on 30 August. In total, 93 % of the grant amount was consumed. Activities identified as a follow-up to the ENPI project will be implemented in 2017, following agreement with the relevant national authorities and EASO's ability to respond to the countries' requests. Capacity building activities may include a seminar for administrative judges in Tunisia, a seminar for Jordan on reception (including elements of integration into the national labour market) and training on the CEAS in Morocco.

EASO implements external dimension activities, including training and capacity building, with targeted neighbouring third countries identified in line with the Global Approach to Migration and Mobility and in agreement with the European Commission, as a follow-up to the Valletta Summit joint action plan of November 2015. In this context and within the framework of the ENPI project, EASO held a regional CEAS training in Tunisia in 2016 that included Lebanese and Egyptian participants in addition to those from the ENPI partner countries. Following on from the Valletta Summit joint action plan, EU Delegations in third countries have expressed their interest in cooperating with EASO.

In relation to the Commission Communication of June 2016 on establishing a new Partnership Framework with Third Countries under the European Agenda on Migration, EASO has been called upon to increase its support of the EU approach under so-called 'Compacts' with key third countries. EASO engaged with the Commission to define the activities to be developed.

<sup>(8)</sup> <https://easo.europa.eu/wp-content/uploads/EASO-External-Action-Strategy.pdf>

EASO organised three practical cooperation workshops with the EU+ countries' External Dimension Network to further develop EASO external dimension activities for third country support. The first annual External Dimension Network meeting was held in May 2016 and two External Dimension Operational Skills workshops were held in May and December 2016.

#### 4.3.11 Resettlement

<b>EASO's main results in 2016</b>
<b>1 draft standard operating procedures developed for a Voluntary Humanitarian Admission Scheme with Turkey</b>
<b>1 support activity implemented</b>
<b>8 analytical reports issued</b>

EASO exercises a coordinating role in exchanging information and other actions on resettlement taken by EU+ countries in cooperation with UNHCR and IOM.

In 2016, EASO was tasked with participating in the work of the EU resettlement team in Ankara, set up by the Commission services following the EU-Turkey Statement, with the objective of facilitating resettlement from Turkey. Initially, EASO participated with involvement of its staff and subsequently recruited an expert specifically for this activity with a view to supporting the EU resettlement team in Ankara on a more permanent basis.

EASO has established and developed regular data collections on resettlement. Eight analytical reports were issued since March 2016 on the basis of monthly data collection on resettlement <sup>(9)</sup>. These reports were shared with the EU+ countries, the Commission and UNHCR. Since September, EASO has revised its data collection on resettlement that includes a new resettlement framework and 1:1 mechanism breakdown.

In the course of 2016, EASO engaged in practical cooperation meetings on resettlement. In February, EASO participated in the Annual Tripartite Consultations on Resettlement (ATCR) working group meeting and attended the general ATCR meeting held in June. A kick-off meeting of the EU-FRANK project on resettlement was organised by Sweden in October; EASO staff participated on the panel. In December, EASO attended the meeting on the Syrian Core Group.

In 2016, EASO implemented a support activity with Bulgaria in the framework of the EASO SSP. Bulgaria participated in the ATCR working group meeting and in a study visit to the Netherlands. Further support to Bulgaria in the field of resettlement will be considered in 2017.

## 4.4 EASO's horizontal activities

### 4.4.1 EASO's cooperation network

<b>EASO's main results in 2016</b>
<b>17 EASO queries received, 16 reports issues</b>
<b>2 Contact Committee meetings</b>
<b>2 horizontal scope products developed or updated</b>

EASO operates a query system to address queries related to policies and practices for the implementation of the CEAS. The average processing time for queries in 2016 was 20 working days from receipt. The response rate from Member States varied from 8 to 23 respondents, depending on the subject of the query.

Contact Committee meetings are organised jointly with the Commission. One such meeting on Dublin was organised back to back with the Steering Group meeting of the EASO Dublin Network (as reported in section 4.3.6). EASO also participated in a special Contact Committee meeting on children in first quarter of 2016 that was organised by DG Home.

EASO collaborated with its stakeholders in developing products with a horizontal scope. The JHA Network scorecard was developed under the chairmanship of FRA with input from all JHA agencies including EASO. It contains an overview of areas of bilateral and multilateral cooperation between these agencies. A second product is the practical tools for Access to the asylum procedure that was created by experts from Member States, facilitated by EASO and Frontex in close cooperation with FRA and UNHCR.

### 4.4.2 Communication and stakeholder relations

<b>EASO's main results in 2016</b>
<b>New EASO website launched, increase to 638,094 visitors</b>
<b>352 % growth in Twitter followers, 188 posts</b>
<b>142 % growth in EASO Facebook page followers, 204 posts</b>
<b>3,727 followers on EASO Facebook relocation page, 51 posts</b>
<b>10 editions of the EASO newsletter</b>
<b>32 press releases issued</b>
<b>More than 300 press interviews</b>
<b>1200 requests for information and replies</b>
<b>42 EASO publications</b>

EASO communicates and promotes the Agency's role, values, activities and work in line with the EASO communication strategy. The focus is on the agency's

<sup>(9)</sup> First analytical report covers data from January and February 2016.



task of facilitating, coordinating and strengthening practical cooperation among EU+ countries on the many aspects of asylum.

Throughout 2016, EASO continued to maintain relations with its stakeholders, primarily in meetings that provide opportunities for dialogue, providing information on EASO's activities and receiving feedback.

Meetings with UNHCR were held on a bi-weekly basis on the field and regularly at the EASO Headquarters in Malta. These meetings were successful in discussing existing cooperation and expanding new fields of cooperation. Agreed action points were reviewed, and next steps discussed and summarised in the Senior Management Consultation. A cooperation agreement with UNHCR was signed for the Asylum Systems Quality Initiative in Eastern Europe and South Caucasus (QIEE) Project, a two-year EU-funded project implemented by UNHCR and focusing on improvement of asylum procedures and refugee protection in Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine. EASO also agreed the transfer of UNHCR social media monitoring activities to EASO.

EASO participated in the four JHA Agencies Network meetings. At the wider EU level, EASO participated in the EU Agencies Network meetings and in the EU Agencies Forum at the European Parliament. Contacts with other EU agencies, particularly the JHA agencies, led to the development of good working relations, closer cooperation and greater synergies between the agencies. They also proved useful for exchanging information and best practices and identifying areas for future cooperation.

EASO engaged in meetings with the EU diplomatic communities. Several bilateral meetings and lunch briefings were held, including with representatives of the Czech Republic, Germany, Spain, Poland, and the Netherlands. Lunch briefings were also held with Ambassadors and Member States' Permanent Representatives.

EASO launched its new website on 19 May 2016. This contains features that improve its user friendliness such as hot keys, a live wall and a more attractive look. The promotion of the new website on social media and on EASO publications has increased the number of visitors by 50 %. A significant increase in EASO's level of exposure on social media, including Twitter and Facebook, was also recorded.

In a move aimed at increasing transparency, the EASO Management Board decided in September 2016 that the names of Members and Representatives of the Board, their Declarations of Interests and the EASO policy document on prevention and management of conflict of interests were to be published on the EASO website. A new feature for the website is the development of a documents registry that is embedded on the EASO website. The documents registry is currently in a pilot stage and is being updated on the content management system with documents and metatags. It is expected that the registry will be launched at the beginning of 2017. In the meantime, more than 40 selected articles have been uploaded on the EASO website.

EASO increased its visibility and enhanced its public profile by participating in open days and info days at the Commission and in Member States. EASO also held a photo exhibition at the European Parliament. An info day celebrating EASO's first five years as an EU Agency was held on 20 June 2016. The event was a strategic opportunity to promote EASO's activities in the EU relocation programme. Relevant material related to EASO's work and to relocation was provided to Member States. In turn, 22 Member States organised their own information desks at the info day and EASO staff gave presentations on related topics.

Relocation was targeted by EASO's communication activities during 2016. A relocation communication package and a series of information tools were produced. These included a general leaflet in 17 EU and non-EU languages, tailored relocation leaflets for Italy and for Greece published in Italian and Greek respectively as well as in English and four non-EU languages, posters in English and in non-EU languages, relocation merchandise



Info Day in Latvia

for the hotspots, three videos featuring relocation success stories, and a mobile app. Moreover, EASO produced a dedicated relocation webpage in Arabic (24 % visits), a webpage menu link to an interactive map on relocation marking the first anniversary (1,650 visits on the launch date), and a relocation Facebook page (3,621 likes). In June and July 2016, EASO participated in the pre-registration campaign with UNHCR in Greece and produced a series of information tools for the event.

EASO's presence in the press increased significantly during 2016 in view of the Agency's higher profile in the hotspots. EASO organised an information meeting in Brussels on 8 July 2016 for journalists working in the area of asylum. Nineteen registered journalists and 92 individual participants attended. A second information and networking meeting was held for EASO's communication multipliers. Twenty participants attended and the output is being used to improve communication products.

#### 4.4.3 Consultative Forum

EASO's main results in 2016
<b>4 consultations on EASO documents with all registered civil society organisations (CSOs), 30 contributions received</b>
<b>25 queries from CSOs addressed</b>
<b>201 participants in 6<sup>th</sup> plenary of the Consultative Forum in Athens</b>
<b>43 participants in two thematic meetings on relocation/hotspots held in Sicily</b>
<b>59 participants in a thematic meeting on relocation/hotspots held in Lisbon</b>

The Consultative Forum is established under Article 51 of the EASO Regulation as a mechanism for the exchange

of information and pooling of knowledge with relevant CSOs and competent bodies operating in the field of asylum policy. EASO continued to engage in a two-way dialogue with relevant CSOs to share expertise and experiences, consult on relevant EASO documents, and to enhance synergies through coordinated activities with civil society.

In 2016, EASO's relationship with civil society grew stronger and the Consultative Forum membership base reached 88 organisations. The sixth annual plenary meeting of the Forum was held in Athens on 28 and 29 November 2016. Participants from 35 EU+ and non-EU countries attended and expressed a high level of satisfaction.

The annual meeting focused on the most significant developments affecting the European asylum context in 2016, such as the establishment of the European relocation programme, the hotspot approach and the different legislative proposals under discussion. The meeting included a fully participatory process with discussions focused on three thematic areas: 'Unpacking relocation and the hotspot approach', 'Information, analysis and communication within a polyphonic context', and 'Addressing the needs of vulnerable groups in the context of high influx - identification, referral, reception and integration'. A report on the proceedings and actions to be committed is being prepared.

In addition to the plenary Consultative Forum meeting, thematic meetings on relocation and hotspots were organised in Sicily, Italy in March 2016 as well as in Lisbon, Portugal in September 2016. Participants welcomed the organisation of such meetings and expressed a high level of satisfaction.

EASO consulted and involved civil society organisations in various areas of its work. Through the launch of four open consultations, it welcomed comments from civil



Consultative Forum info graphic

society on the draft Work Programme 2017, Annual Report 2015 on the Situation of Asylum in the Union, Guidance on Reception, as well as the Judicial Analysis on Qualification for International Protection. In total, 30 contributions were received.

A number of targeted consultation, expert meetings and practical cooperation workshops with CSOs were organised. These included:

- Regular attendance of CSOs at EASO thematic meetings (e.g. COI, trafficking in human beings);
- Participation of eight members of the Consultative Forum in the EASO Conference on EU and Global Asylum-related Migration Research;
- One video conference with the European NGO Platform on Asylum and Migration (EPAM) on the matching process;
- Participation of 11 civil society representatives in the EASO workshop on big data and early warning on migration held in Brussels in December 2016;
- Participation of 10 representatives from civil society in the COI Conference on Online Research held in Malta in November 2016;

- Three back-to-back targeted expert meetings with civil society organised on 29 November 2016 in Athens on quality and training (a reference group meeting), external dimension, and COI.

EASO maintained a dialogue with CSOs by providing the relevant information in response to queries. In 2016, approximately 25 queries were addressed.

EASO contributed to the activities of the Consultative Forum of other JHA Agencies through its participation in three Frontex Consultative Forum meetings and one FRA Fundamental Rights Forum as well as regular input to documents provided as part of the consultation process.

EASO participated in civil society networks in the field of asylum at EU and national levels identifying developments relevant for EASO and providing contributions where appropriate. EASO was present in two meetings of Italian CSOs organised by the Commission and contributed by providing information to the project 'Strengthening NGO involvement and capacities around EU hotspots developments'. EASO also attended the *Terre D'Asile colloque* in France, the Lisbon Forum organised by the Council of Europe, the Vision Europe Summit and the civil society media seminar on migration.

# Annexes

## A.I. EASO's organisational structure

With the significant increase in tasks attributed to the Agency in early 2016, EASO experienced challenges to its response capacity, particularly in field operations in front-line Member States. Consequently, the Agency had its resources repeatedly increased, both, in terms of financial appropriations and staff.

In order to absorb and manage these resources in an effective way, it became necessary to streamline the internal organisational structure taking into account the new additional tasks assigned under the proposed Regulation. The Management Board adopted the new organisational structure of the Agency, as proposed by the Executive Director, on 12 May 2016.

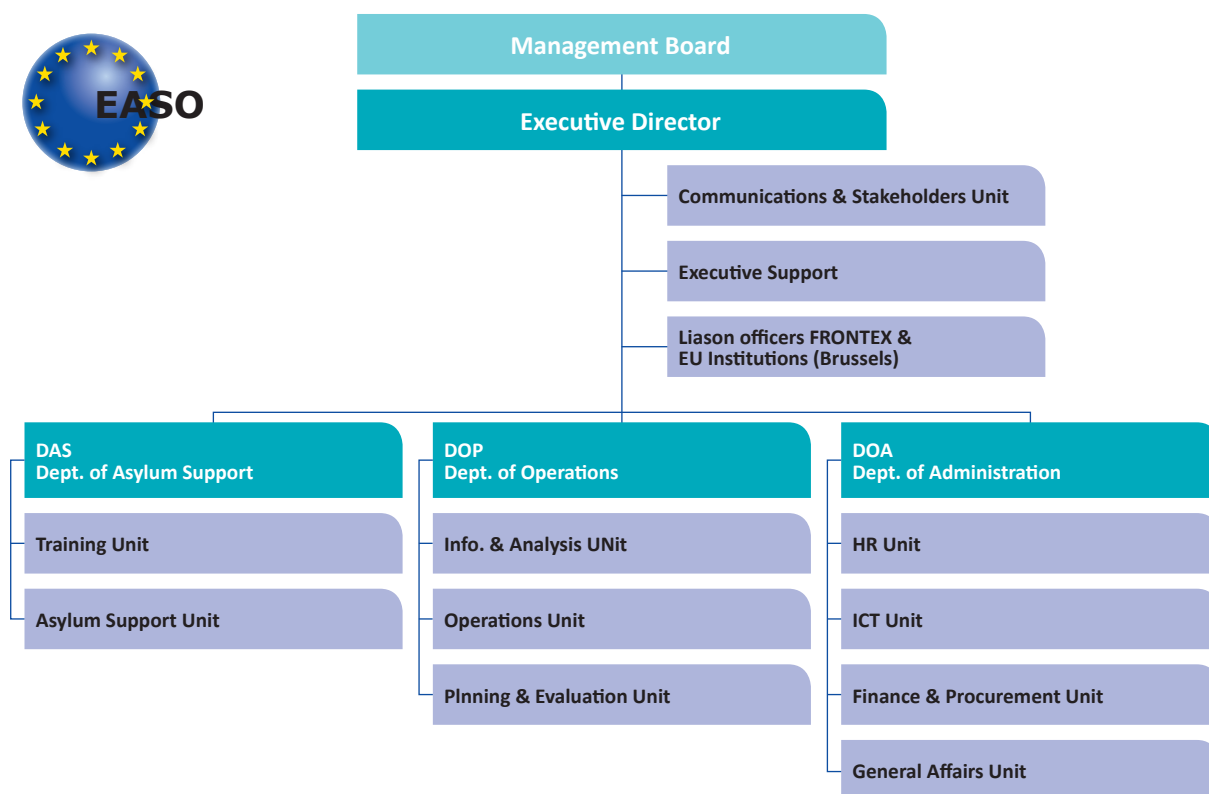
The Executive Director, in exercising the responsibilities laid down in Article 31 of the EASO Regulation, is supported by the Executive Support Office, the Liaison Officers to the EU Institutions and to Frontex, and the Communications and Stakeholders Unit.

The Department of Asylum Support contributes to the implementation of the CEAS by providing support with the aim of enhancing the capacities of EU+ countries to implement the CEAS through common training, coordinated practical cooperation and through the development and monitoring of operational standards and guidance.

The Department of Operations develops and implements a comprehensive approach for EASO activities in the field of operations, bringing together situational and country of origin information and intelligence, operational planning and intra and extra-EU operational support under one coordinated framework. Operations will be underpinned by operational protocols and tools and a continuous monitoring and evaluation mechanism to ensure optimal results.

The Department of Administration provides support systems and services to the core areas of work.

**Figure A.1: EASO's organisational chart**





## A.II. EASO budget in 2016

Table A.1: Budget execution of commitment appropriations per fund source

Commitment appropriations				
Budget title	Fund Source	Budgeted (€)	Implemented (€)	Ratio (%)
Title 1 – Staff expenditure	C1	8,647,858.00	8,615,142.99	99.62
	C5	481.02	481.02	100.00
	C8	188,312.52	121,722.59	64.64
	R0	280,000.00	63,779.06	22.78
Total Title 1		9,116,651.54	8,801,125.66	96.54
Title 2 – Infrastructure and operating expenditure	C1	5,689,080.94	5,594,489.17	98.34
	C2	425,000.00	220,142.68	51.80
	C5	30,196.45	30,196.45	100.00
	C8	1,076,583.31	1,005,853.59	93.43
	R0	309,761.47	108,630.11	35.07
Total Title 2		7,530,622.17	6,959,312.00	92.41
Title 3 – Operational expenditure	C1	27,419,978.28	27,184,481.70	99.14
	C4	2,820.00	-	-
	C8	3,765,185.20	3,602,358.58	95.68
	R0	2,933,866.12	1,924,923.92	65.61
Total Title 3		34,121,849.60	32,711,764.20	95.87
Title 4 – Other external projects	C1	1,682.78	1,682.78	100.00
	R0	20,744,493.62	9,196,178.64	44.33
Total Title 4		20,746,176.40	9,197,861.42	44.34
Total commitment appropriations		71,515,299.71	57,670,063.28	80.64

Table A.2 Budget execution of payment appropriations per fund source

Payment appropriations				
Budget title	Fund Source	Budgeted (€)	Consumed (€)	Ratio (%)
Title 1 – Staff expenditure	C1	8,647,858.00	8,177,934.59	94.57
	C5	481.02	481.02	100.00
	C8	188,312.52	121,722.59	64.64
	R0	280,000.00	63,779.06	22.78
Total Title 1		9,116,651.54	8,363,917.26	91.74
Title 2 – Infrastructure and operating expenditure	C1	5,689,080.94	3,139,865.22	55.19
	C2	425,000.00	220,142.68	51.80
	C5	30,196.45	-	-
	C8	1,076,583.31	1,005,853.59	93.43
	R0	309,761.47	67,491.26	21.79
Total Title 2		7,530,622.17	4,433,352.75	58.87
Title 3 – Operational expenditure	C1	15,124,978.28	14,089,512.49	93.15
	C4	2,820.00	2,820.00	100.00
	C8	0.00	-	0.00
	R0	2,933,866.12	1,588,402.96	54.14
Total Title 3		18,061,664.40	15,680,735.45	86.62
Title 4 – Other external projects	C1	1,682.78	1,682.78	100.00
	R0	20,744,493.62	6,678,676.07	32.19
Total Title 4		20,746,176.40	6,680,358.85	32.20
Total payment appropriations		55,455,114.51	35,158,364.31	63.40

### A.III. EASO staff

On 31 December 2016, EASO had 136 staff members appointed and in service of which 86 were Temporary Agents, 43 were Contract Agents and 7 were Seconded National Experts.

**Table A.3: EASO establishment plan 2016**

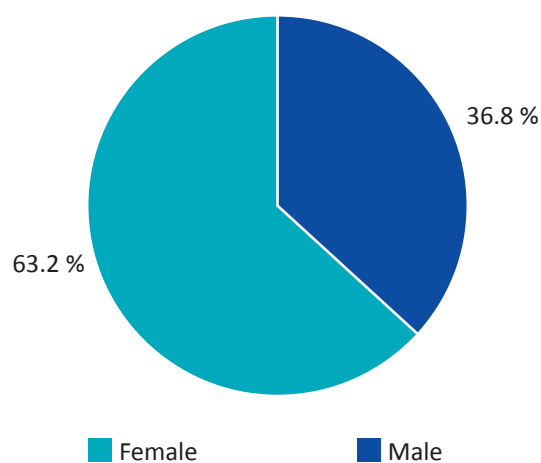
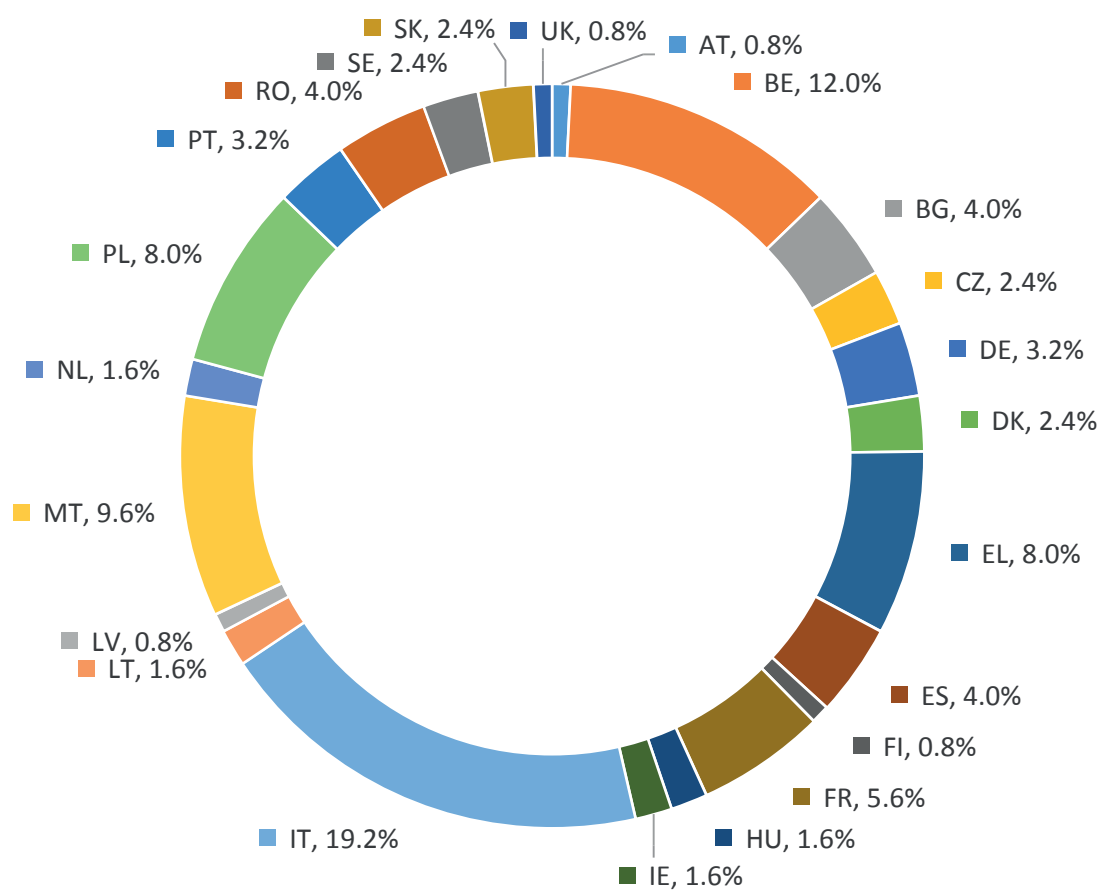
Category and grade	Authorised under the Union Budget 2016		Amending Budget 1/2016		Amending Budget 2/2016		Amending Budget 3/2016		Amending Budget 4/2016		Plan at end of 2016 <sup>(10)</sup>	
	Official	TA	Official	TA	Official	TA	Official	TA	Official	TA	Official	TA
AD 16	-	0	-	0	-	0	-	0	-	0	-	0
AD 15	-	1	-	0	-	0	-	0	-	0	-	1
AD 14	-	0	-	0	-	0	-	0	-	0	-	0
AD 13	-	0	-	0	-	0	-	0	-	0	-	0
AD 12	-	0	-	0	-	0	-	0	-	0	-	4 <sup>(11)</sup>
AD 11	-	1	-	0	-	0	-	0	-	0	-	1
AD 10	-	9	-	0	-	0	-	0	-	0	-	8 <sup>(12)</sup>
AD 9	-	8	-	0	-	0	-	0	-	0	-	5
AD 8	-	10	-	0	-	0	-	0	-	0	-	10
AD 7	-	28	-	0	-	0	-	0	-	0	-	28
AD 6	-	5	-	0	-	0	-	0	-	0	-	5
AD 5	-	11	-	0	-	0	-	0	-	0	-	11
Total AD	-	73	-	0	-	0	-	0	-	0	-	73
AST 11	-	0	-	0	-	0	-	0	-	0	-	0
AST 10	-	0	-	0	-	0	-	0	-	0	-	0
AST 9	-	0	-	0	-	0	-	0	-	0	-	0
AST 8	-	0	-	0	-	0	-	0	-	0	-	0
AST 7	-	0	-	0	-	0	-	0	-	0	-	0
AST 6	-	0	-	0	-	0	-	0	-	0	-	0
AST 5	-	0	-	0	-	0	-	0	-	0	-	2 <sup>(13)</sup>
AST 4	-	6	-	0	-	0	-	0	-	0	-	6
AST 3	-	6	-	0	-	0	-	0	-	0	-	6
AST 2	-	2	-	0	-	0	-	0	-	0	-	2
AST 1	-	4	-	0	-	0	-	0	-	0	-	2
Total AST	-	18	-	0	-	0	-	0	-	0	-	18
TOTAL	0	91	0	0	0	0	0	0	0	0	0	91

<sup>(10)</sup> The establishment plan was not modified by budget amendments; modifications were made during 2016 by application of the flexibility rule.

<sup>(11)</sup> Includes upgrade of 4 TA AD 10 to TA AD 12

<sup>(12)</sup> Includes upgrade of 3 TA AD 9 to TA AD 10

<sup>(13)</sup> Includes upgrade of 2 TA AST 1 to TA AST 5

**Chart A.1: Distribution of EASO staff on 31.12.2016 by gender****Chart A.2: Distribution of EASO staff on 31.12.2016 by nationality**

## HOW TO OBTAIN EU PUBLICATIONS

### Free publications:

- one copy:  
via EU Bookshop (<http://bookshop.europa.eu>);
- more than one copy or posters/maps:  
from the European Union's representations ([http://ec.europa.eu/represent\\_en.htm](http://ec.europa.eu/represent_en.htm));  
from the delegations in non-EU countries ([http://eeas.europa.eu/delegations/index\\_en.htm](http://eeas.europa.eu/delegations/index_en.htm));  
by contacting the Europe Direct service ([http://europa.eu/europedirect/index\\_en.htm](http://europa.eu/europedirect/index_en.htm)) or  
calling 00 800 6 7 8 9 10 11 (freephone number from anywhere in the EU) (\*).

(\*) The information given is free, as are most calls (though some operators, phone boxes or hotels may charge you).

### Priced publications:

- via EU Bookshop (<http://bookshop.europa.eu>).

