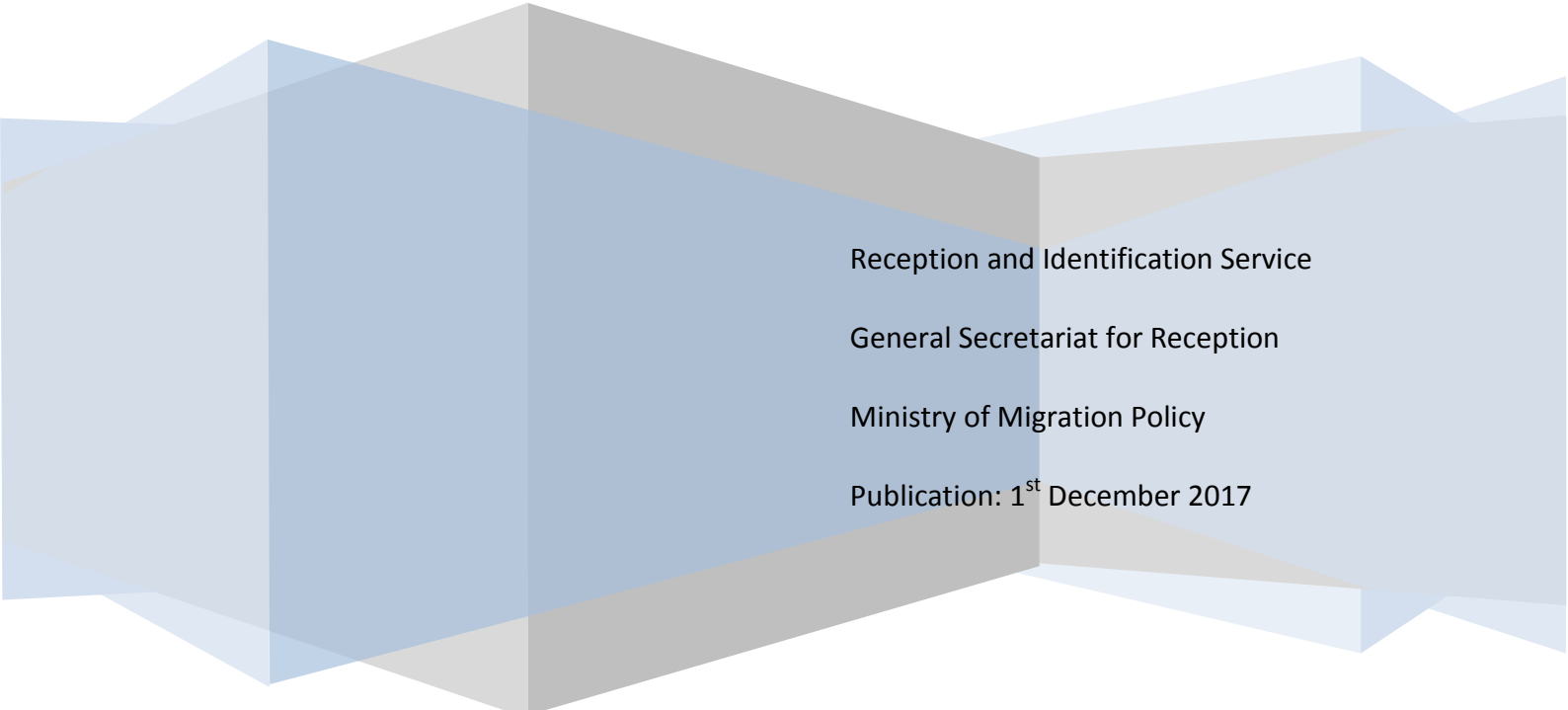


MANUAL OF STANDARD OPERATING PROCEDURES

**applicable to the RECEPTION AND
IDENTIFICATION CENTRES (R.I.Cs)**



Reception and Identification Service

General Secretariat for Reception

Ministry of Migration Policy

Publication: 1st December 2017

These Standard Operating Procedures (SOPs) contain instructions for managing the Reception and Identification Centres (RICs). They define the role and processes to be implemented by personnel employed in the RICs, as well as all involved national and European bodies, international organisations, Civil Society Bodies (NGOs), voluntary and solidarity networks active in the RICs. The procedures listed in this document are to be used for activities organised within the RICs. In the event of discrepancies between this document and the applicable legislation, the latter shall apply.

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Abbreviations

AS: Asylum Service

AU: Asylum Unit

AVRR: Assisted Voluntary Return and Reintegration

EASO: European Asylum Support Office

EKKA: National Centre for Social Solidarity

EU: European Union

EUROPOL: European Union Agency for law enforcement

EURTF: European Union Regional Task Force

EURTF: European Union Regional Task Force

FRA: European Union Agency for Fundamental Rights

FRONTEX: European Border and Coast Guard Agency

HCG: Hellenic Coast Guard

Hotspot area: Designated area as defined in the European Border and Coast Guard Regulation¹

HP: Hellenic Police

IAU: Independent Asylum Unit

IOM: International Organization for Migration

JDT: Joint Debriefing Team

KEPOM: Central Operational Inter-ministerial Body for Migration Coordination

LCCRCM: Local Coordinating Centre for Regional Crisis Management

MoMP: Ministry of Migration Policy

NFI: Non Food Items

NGO: Non-Governmental Organization

RAO: Regional Asylum Office

RIC: Reception and Identification Centre

RIS: Reception and Identification Service

TCN(s): Third country national(s) including by extension, stateless persons, for the sake of the present document

UAM: Unaccompanied Minor

UN: United Nations

UNHCR: UN High Commission for Refugees

¹ REGULATION (EU) 2016/1624 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 14 September 2016

CHAPTER I: INTRODUCTION

A. Introduction - Background

In order to cope successfully with rising migration pressure at the EU external borders, the European Commission has set the management of mixed migration flows as one of its 10 political priorities. The European Agenda on Migration, adopted on 13 May 2015, includes a series of initiatives and measures to be implemented through a wide range of tools, with the aim of managing incoming mixed migration flows more effectively.

One such initiative is the setting up of the 'hotspot' approach, whereby EU Agencies provide operational support to frontline Member States by swiftly identifying, registering and fingerprinting arriving migrants, and channelling them to the relevant follow-up procedures.

These Standard Operating Procedures (SOPs) contain instructions for managing the Reception and Identification Centres (RICs). They define the role and processes to be implemented by personnel employed in the RICs, as well as all involved national and European bodies, international organisations, Civil Society Bodies (NGOs), voluntary and solidarity networks active in the RICs. The procedures listed in this document are to be used for activities organised within the RICs. In the event of discrepancies between this document and the applicable legislation or circulars of the General Secretariat for Reception, the legislation or latest circular shall apply.

The SOPs take into account the specific context brought about by the implementation of the EU-Turkey Statement, the primary goal of which is to combat trafficking networks and provide an alternative legal route towards Europe, without third country nationals putting themselves at risk. According to the EU-Turkey Statement, all irregular migrants arriving to the Greek islands via Turkey as of the 20th of March 2016, will be returned to Turkey, pursuant to the European and international law and in compliance with the non-refoulement principle. In specific, third country nationals arriving to the Greek islands shall be subject to reception and identification procedures and asylum applications shall be processed individually by the Greek authorities, by virtue of the Asylum Procedures Directive. Third country nationals who do not apply for asylum or whose application is declared unfounded or inadmissible based on the above Directive, shall be returned to Turkey.

B. What a RIC is

The purpose of the Reception and Identification Centre (RIC) is to manage the mixed migratory and refugee flows at EU borders.

Facilities are in place in the RICs for the purpose of identification, registration, fingerprinting and debriefing of irregular migrants arriving at the external borders of Greece and, consequently, of the European Union and the Schengen Area. Following the registration and identification procedures, third country nationals are channelled into the appropriate process: asylum procedure, readmission procedure, voluntary or forced return procedures or the permission to stay for humanitarian reasons.

The general and daily management of the RICs falls within the responsibility of appointed RIC Commanders, who ensure coordination between all actors involved in the RICs, always in consultation with and as ordered by the RIS.

C. Existing RICs

There are currently five RICs on the sea borders:

- **Lesvos** (Government Gazette 2602 B'/02-12-2015)
- **Kos** (Government Gazette 2602 B'/02-12-2015)
- **Leros** (Government Gazette 2602 B'/02-12-2015)
- **Chios** (Government Gazette 10 B'/08-01-2016)
- **Samos** (Government Gazette 10 B'/08-01-2016)

And one RIC on the land borders:

- **Outpost of Orestias, Evros** (Government Gazette 3543 B' 31-12-2012)

D. Entities involved in the RICs

D.1. National Authorities

D.1.1. Reception and Identification Service (RIS)

The First Reception Service was established by L.3907/2011, it was re-established and renamed Reception and Identification Service (RIS) by L.4375/2016 and falls under the General Secretariat for Reception of the Migration Policy Ministry. The mandate of the RIS is to carry out effectively the reception and identification procedures for third country nationals or stateless persons entering the country without the legal formalities (art. 8 par. 2 of L. 4375/2016).

D.1.2. Hellenic Police (HP)

The HP² shall be responsible for the identification and registration of newly arrived TCNs, as well as for the internal and external security of the RICs. For this purpose, the following units shall operate in each RIC with personnel of the HP (with the exception of the RIC at Evros) (L. 4375/2016 articles 8 to 17):

- *Identification and Nationality Assessment Unit.* Responsible for the registration of TCNs' data and personal belongings, fingerprinting, identification, and verification of nationality, and entry thereof into the relevant databases.
- *External Guard and Security Unit*

In the context of managing irregular migration as part of the hotspot approach³, the HP shall operate with the assistance of FRONTEX and EUROPOL.

The HP staff shall coordinate its operations following relevant instructions by the RIC Commander.

D.1.3. Greek Asylum Service (AS)

The Asylum Service was established by L.3907/2011 and shall be the entity with the material competence to examine applications for international protection made within Greek territory.

Its mandate shall be the granting of international protection to TCNs who have fled their country of origin or habitual residence (and who cannot or do not want to go back due to a well-founded fear of persecution on grounds of race, religion, nationality, political opinion, belonging to a particular social group or due to a real risk of suffering serious harm). The Asylum Service shall receive, examine and decide on applications for international protection, based on national, European and international legislation.

The Asylum Service shall consist of the Central Asylum Service and the Regional Asylum Offices (RAOs) or Independent Asylum Units (IAUs). The RAOs or IAUs shall come under the Central Service, which shall plan, guide, monitor and control their action.

In the context of managing the mixed migration flows in the RICs as part of the general hotspot approach, RAOs or AUs shall operate with the assistance of EASO. The Asylum Service shall cooperate in operations with the RIC Commander.

D.1.4. Hellenic Army (Ministry of National Defence)

²L. 4375/2016 ChapterB' (articles 8 to 17) and *Manual – Memorandum of Actions - duties / obligations of HP staff in the Hotspot areas*

³ For the definition, see 'A European Agenda on migration', p. 6, https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-migration/background-information/docs/communication_on_the_european_agenda_on_migration_en.pdf

The Ministry of National Defence (Government Gazette 630 B'/2016) shall undertake to assist in the daily management of RICs by establishing local coordination bodies (LCCRCM – Local Coordinating Centre for Refugee Crisis Management) and contributing in matters pertaining to construction, technical works and provision of services at the RICs.

More specifically, the mandate of LCCRCMs shall be to monitor and coordinate actions exclusively in relation to transportation, accommodation, infrastructure, food and healthcare of migrants. The LCCRCMs shall be staffed by military personnel of the Armed Forces serving at the Units – Agencies seated in the areas where the above Centres operate, by staff of the HP, HCG, regional sections, as well as by secondment or transfer of regular personnel of other public authorities.

L.C.C.R.C.Ms shall coordinate their operations following relevant instructions by the RIC Commanders.

D.1.5. Public Prosecutor's Office at First Instance

Pursuant to the Presidential Decree 220/2007, Article 19 (1), the Public Prosecutor for Minors or, in lack thereof, the territorially competent First Instance Public Prosecutor shall act as the temporary guardian for unaccompanied minors hosted at the RICs, who shall take the appropriate measures to ensure the minor's necessary legal assistance and representation and proceed to the necessary actions in view of the appointment of a person in charge of the minor's care and protection.

As temporary guardian, the local competent Public Prosecutor for Minors or, in lack thereof, the Public Prosecutor at First Instance, shall be responsible for ensuring the unaccompanied minor's best interest and for providing necessary assistance.

For the unaccompanied minor's departure from the Reception and Identification Centre and referral and escorting to an open hosting structure, the Prosecutor's Order shall be required.

D.2. European Authorities

D.2.1. EUROPOL (European Union Agency for Law Enforcement Cooperation)

In accordance with the European Regulation 2016/794, EUROPOL supports the law enforcement authorities in the European Union, in the prevention and combating of organised crime, terrorism and any other form of serious crimes affecting two or more Member States. EUROPOL has deployed expert staff in the RICs to conduct secondary security checks, supporting, in parallel, the investigations to dismantle smuggling and trafficking networks.

D.2.2. EASO (European Asylum Support Office)

EASO was established on the basis of European Regulation 439/2010 and is seated in Valletta (Malta) with field offices in Greece, Italy, Cyprus and Brussels. EASO provides support to the Greek Authorities, and in particular, not only, to the Greek Asylum Service, by deploying asylum support teams and Member States' experts to support handling of asylum applications and to provide know-how in the various steps of the asylum procedure, in compliance with the applicable legislation (Law 4375/2016). Pursuant to art. 60 par. 4b of L. 4375/2016, as amended by L. 4399/2016 art. 86 par. 13 «interviews with applicants for international protection may also be conducted by personnel made available by the European Asylum Support Office».

D.2.3. FRONTEX (European Border and Coast Guard Agency)

FRONTEX shall support the management of the EU's external borders, as laid down in Regulation (EU) 2016/1624 of the European Parliament and the Council of 14 September 2016 on the European Border and Coast Guard. Frontex shall support the Hellenic Coast Guard and the Hellenic Police in maritime border guarding and management operations. Support consists in surveillance, identification, registration and debriefing activities. FRONTEX shall also support Greece with the implementation of procedures for readmission to Turkey and forced return to third countries.

D.2.4. FRA (European Union Agency for Fundamental Rights)

According to the European Regulation 168/2007, FRA (Agency for Fundamental Rights) provides assistance and expertise on fundamental rights to European Union institutions, bodies and agencies, as well as to the Member States. FRA shall visit the RICs regularly to identify any gaps and risks in terms of fundamental rights, to collect and disseminate good practices and to provide fundamental rights expertise. To do this, FRA staff shall have access to the premises of RICs and shall be entitled to observe procedures and practices relating to the different stages of handling persons who cross the external border of the EU in an unauthorized manner. FRA has concluded a Memorandum of Understanding with the Ministry of Migration Policy of the Hellenic Republic on 30 November 2016.

D.2.5. European Commission

The European Commission contributes financially, technically and operationally in addressing the migration problem. It shall support the Greek Authorities and other stakeholders present in the RICs, according to their different roles and needs. The European Commission shall assist the RIC Commanders in the coordination of EU Agencies' support, with staff permanently deployed in the RICs or through regular visits. It shall also convene regular meetings to discuss and resolve operational issues related to the functioning of the

RICs in the framework of the EU Regional Task Force, chaired by the European Commission with the participation of EU Agencies and relevant Greek authorities.

D.3. International Organisations

D.3.1. United Nations High Commissioner for Refugees (UNHCR)

The United Nations High Commissioner for Refugees shall have a permanent presence in the RICs and carry out activities for the protection of refugee populations, in consultation with the RIC management and in collaboration with all other actors operating therein.

The United Nations High Commissioner for Refugees may support the first response at the points of arrival (shores, ports), with the provision of first medical aid, the distribution of food, water and Non Food Items (NFIs), the provision of information on the location and procedures to follow, and shall contribute to the early identification and referral of persons with special needs.

As provided in article 14 par. 6 in Law 4375/2016, UNHCR shall provide information on the procedures, the rights and obligations, particularly on the asylum process and access thereto, the family reunification procedure, the return/readmission procedures, the rights and obligations of recognized refugees and beneficiaries of international protection in Greece, as well as on the procedures applied for referral of unaccompanied minors and other vulnerable groups to special entities and hosting structures. UNHCR shall also be involved in the identification of vulnerable persons and inform the state authorities (RIS, Asylum Service) for early response to incidents and further referral thereof for meeting their needs.

The United Nations High Commissioner for Refugees shall cooperate with the Greek authorities for the transfer of asylum seekers from the islands to the mainland at open reception structures and for the transfer of vulnerable persons from the RICs to accommodation facilities such as flats, buildings, hotels, etc. throughout the Country.

The United Nations High Commissioner for Refugees may also provide support in the RICs in the fields of infrastructure and shelter, site management support, water, sanitation and hygiene (WASH), food and basic non-food items distribution, health, education, interpretation, communication with communities and transfers between the RICs and other locations (e.g., Hospitals, Asylum Service). UNHCR shall implement its activities in coordination with the Authorities on a needs basis, either directly through UNHCR teams, or through partners.

D.3.2. International Organisation for Migration (IOM)

In cooperation with the RIC (as laid down in article 14 par. 6 in Law 4375/2016,) IOM may provide information to TCNs regarding their rights and obligations, and the reception and identification procedures. In addition, group sessions and individual counselling with regard to the option of Assisted Voluntary Return and Reintegration (AVRR) shall be carried out by IOM. IOM has also assumed the implementation of the AVRR procedures, in cooperation with the state authorities.

IOM shall also support the Greek authorities to better respond to the phenomenon of international migration by providing counselling to TCNs and training to the staff providing services in RICs, for early detection of trafficking in human beings, combating of illicit trafficking and sexual & gender-based violence, in close cooperation with competent authorities.

D.4. NGOs and other entities

In the context of assisting in the operation of the RIC, humanitarian Non-Governmental Organisations meeting appropriate standards of quality and safety, or public bodies such as supervised private law public entities which have been registered in the relevant registries, based on national law, may be present in order to provide services in the fields of health, legal information and support, dedicated care and support for minors, etc. with the exception of those involving the exercise of public authority, based on the possibilities laid down in law 3907/2011 and law 4375/2016.

CHAPTER II: STANDARD OPERATING PROCEDURES (SOPs)

A. General Principles

Reception and identification procedures shall be carried out in the RICs. All third country nationals who enter the country without complying with the legal formalities and those who stay in the country without complying with the legal formalities, shall be submitted to reception and identification procedures (see art.9 par. 2 L. 4375/2016).

Initial checks shall include:

- a) a thorough physical ("body") security check of each arriving TCN;
- b) a first medical assessment upon disembarkation to verify if immediate care is needed.

The reception and identification procedures shall include:

- c) registration of personal data for all incoming TCNs;
- d) assessment of nationality;
- e) taking and transmission of fingerprints of all TCNs (EURODAC Reg.) over 14 years old who were apprehended for having crossed irregularly the external borders;

- f) checks of all arriving TCNs against the national and international security data bases (e.g. SIS II, Interpol, EUROPOL);
- g) medical examination and subsequent provision of any necessary care and psycho-social support;
- h) informing TCNs about their rights and obligations, and about follow-up procedures, international protection, the programme of assisted voluntary return and reintegration (AVRR) and return to Turkey, return to the country of origin or the transit country;
- i) identification and targeted assistance to persons with special needs, in order to refer them to the appropriate structures and provide them with specialized care and protection.

Follow-up procedures shall include:

- j) referring those who wish to apply for international protection to the Regional Asylum Office (or the Independent Asylum Unit, where relevant) to start the application procedure;
- k) referring those who do not apply for international protection to the HP for return and readmission procedures;
- l) referring those who wish to apply for AVRR to IOM;
- m) referring vulnerable persons to E.K.K.A. (national protection system).

[A.1. Applicability of Standard Operating Procedures](#)

The present procedures (which fall within the remit of RIS) shall apply to all authorities and entities working within the RICs. This does not exclude the application of procedures described herein in other contingency cases of migrant and refugee flow management outside the RICs (particularly at the landing points, in relation to the provision of information, commencement of TCN identification, etc.) in the context of operation of mobile units.

[A.2. Administrative Structure of RICs](#)

RICs shall operate as regional services of the RIS and their smooth operation shall be supervised by the Central Reception and Identification Service and the General Secretariat for Reception. The RICs shall be headed by a Commander who coordinates, provides guidance and monitors the work of the staff employed in the RIC and ensures the proper functioning of the RIC in cooperation with all other competent authorities and bodies.

Pursuant to the Organization of the MoMP, art. 25 par. 7, the Department for Coordination and Supervision of Regional Structures shall be responsible, among others, for the support, coordination and assessment of the regional structures' operation.

A.2.1. Duties of the Reception and Identification Centre Commander

The Commander of the Reception and Identification Centre shall supervise the RIC Administrative Support Unit, the Medical Assessment and Psychosocial Support Unit, the Information Unit and, in collaboration with the Head Officers of the Hellenic Police, the Registration and Identification Unit and the External Guard and Security Unit. The Commander shall also coordinate the provision of services by NGOs as foreseen in paragraph D4. In addition, the RIC Commander:

- a) shall opine on the internal regulation of the RIC;
- b) shall be responsible for the smooth and efficient operation of the RIC, in full respect of fundamental rights;
- c) shall define the daily schedule, as well as the visit days and hours and the more specific rules governing the operation of the living quarters of TCNS subject to reception and identification procedures;
- d) shall cooperate for the implementation of the security plan by the competent body (HP) in view of addressing emergencies (making provision for the assistance of other bodies, such as the HP, Fire Brigade, local Health Units, etc.), such as immediate evacuation of the Centre, treatment of accidents, fires, bomb threats, hostage-taking incidents, death, as well as other emergencies;
- e) shall see to the preparation of a daily and weekly report and send it to the Central Reception and Identification Service;
- f) shall receive reports from the HP Head Officers of the External Guard and Security Unit and of the Registration and Identification Unit, on any incident;
- g) shall be responsible for the provision of adequate services to vulnerable persons⁴ as identified by the Medical Screening and Psychosocial Support Department. This includes, where necessary, their referral to the competent social support and care institutions. The Commander shall appoint by own decision child protection officers among the staff of the RIC (or third entities where this is not possible and the number of staff is not sufficient).

The Commander shall cooperate efficiently and effectively with the main stakeholders to ensure smooth running of the RIC. In this context, the Commander shall convene regular meetings with all stakeholders involved in the operation of the Centre. These meetings shall be of informative nature and aim at the coordination of the entities' activities, to achieve the best results in the provision of services.

A.2.2. Duties of the Head of the External Guard and Security Unit and the Identification and Nationality Assessment Unit

⁴ For the definition see page 12

The duties of the Head of the External Guard and Security Unit and of the Identification and Nationality Assessment Unit are indicated in L.4375/2016 as well as in the Manual - Memorandum of Actions - of the HP (1604/16/1660160 of 29/08/2017).

The Head of the External Guard and Security Unit and of the Identification and Nationality Assessment Unit shall also adhere to the following obligations:

- a) deploy the staff of his Units in rotating shifts covering 24/7. The Head of the External Guard and Security Unit and the Identification and Nationality Assessment Unit shall ensure that the RICs are patrolled;
- b) regular and contingency searches conducted throughout the RIC facilities;
- c) internal guarding and surveillance of TCNs;
- d) proceed to any necessary action, assisting in the smooth operation of the premises, pursuant to the applicable provisions and the directions in cooperation with the Centre's Commander.

A.2.3. Duties of the Unaccompanied Minors Protection Officer (UAMPO)

The role of the designated minor protection officer shall be to ensure the protection of unaccompanied minors (UAMs) within the RIC and to ensure that appropriate measures are taken where needed. In specific, she/he shall be required to:

- monitor, on a daily basis, the number of unaccompanied minors in the RIC and report to the RIC Commander if a minor goes missing;
- monitor the accommodation conditions and the needs of unaccompanied minors (UAMs) as particularly vulnerable persons;
- continuously assess the risks for minors within the RIC and report to the Commander to ensure prompt response;
- be a visible and available contact for the minors, to whom they can voice any concerns;
- ensure that the child protection policy is known by all stakeholders working and living in the RIC;
- be a focal point and ensure the coordination of all the stakeholders working with minors within the RIC and liaise with all actors involved in procedures concerning minors within the RIC (e.g. EKKA, EASO, UNHCR, Public Prosecutor, Asylum Service, regional/ local authorities, EU Agencies, etc.);
- follow the cases concerning age determination to ensure that children are not treated as adults and vice versa;
- furthermore, where there is doubt concerning the minority, report it to the RIC Commander.

A.3. Access to the RICs

The MoMP shall be responsible for handling access requests and permits, as well as for the authorities, bodies and individuals who have access to the RICs. The RIC Commander may issue a RIC entry permit in exceptional cases (e.g. when the needs are not covered by the existing staff).

All the staff working in the RICs shall carry with them at all times identification cards, not only at the entry but also inside the RICs. Moreover, different stakeholders working in the RICs shall provide RIS with a regularly updated list of all their staff working therein, in order to facilitate their tasks and ensure proper functioning and security. Staff who are in direct and regular contact with children shall be screened and vetted under the responsibility of the Centre's Commander. The Central Service shall see to the issuance of a special identity card indicating clearly the name, capacity/entity, validity (for the staff that is not permanently employed by the RIC).

Sequence of procedures

1 - BEFORE LANDING

(after interception or rescue by HCG)

HCG or HP Inform the RIC Commander on arrival of TCNs:

- Number of arrivals
- Composition of population group
- Other important information
- Time of arrival

The HCG provide basic first aid when necessary and possible and inform the port authorities of the TCNs' medical situation.



2 - AT LANDING*

- Emergency cases are immediately transferred to the hospitals.
- HP: body search and luggage checks
- RIC Information Office:
 - First general information (who we are, location, reasons of presence in the RIC, legal information on their status, asylum application, voluntary return, reception and identification procedures, regulations of the centre)
- RIC Medical and Psychosocial Unit: First screening for any cases in need of immediate medical care and emergency humanitarian assistance.
- Arrivals are transferred to the RIC. If the RIC does not have further capacity, the Commander ensures alternative adequate accommodation.



3(a) REGISTRATION AND IDENTIFICATION PROCEDURE*

[«FIRST RECEPTION» application]
[EURODAC II]

HP Identification and Nationality Assessment Unit in cooperation with FRONTEX staff:

- Registration of personal data
- Taking and recording of fingerprints (+14 year-old)
- Verification of identity and nationality
- Photo-recording of TCNs
- Security checks against SIS2, Interpol SLTD, national databases.
- In parallel, secondary security checks are conducted by EUROPOL.

* All procedures are carried out with the assistance of interpreters

3(b) ENTRY OF TCN PERSONAL DATA INTO THE «FIRST RECEPTION» APPLICATION*

HP Registration and Identification Unit together with the administrative support of RIC:

- * 1st step: If the TCN expresses an intention to apply for asylum, the HP registration staff should register the asylum intention so that it is visible to the Asylum Service. The number certifying the intention to apply for asylum is entered into a list, next to the name and other details of the TCN.
- * 2nd step: Issuance of documents :
 - Issuance of restriction of freedom decision (2 copies)
 - Issuance of Health Card and referral to the Medical



4 – MEDICAL SCREENING AND PSYCHOSOCIAL SUPPORT UNIT* [Priority to vulnerable groups]

- Medical screening and assessment
- Identification of vulnerable persons
- Filling-in of Health Card
- Assessment of mental health, if deemed necessary
- Written recommendations to the RIC Commander in case of vulnerability, doubts on the declared age (minor/adult)



5 - PLACEMENT IN THE CABINS

- RIC staff allocate accommodation in the RIC
- The following factors are considered: Vulnerability, Nationality, Family status, Gender, Age, Other features.



6 – COMPLETION OF «RECEPTION & IDENTIFICATION» PROCEDURES

RIC Commander: Referral of TCNs to the competent Service

- Intention to apply for asylum => referral to the Asylum Service NOT required in hard copy, as the process is done electronically and the AS can view it. In order to safeguard the process, the intention number issued by the application is recorded and kept.
- When no intention has been expressed => referral to the HP.
- Intention to return voluntarily to the country of origin => referral to IOM
- In case of doubt about the age => referral to the Medical Screening & Psychosocial Support Unit

RIC Commander:

- refers vulnerable persons to the competent body for accommodation in more appropriate facilities outside the RIC.
- informs the competent Public Prosecutor once an unaccompanied minor is identified, and E.K.K.A. respectively, for finding suitable accommodation.

B. Transfer to RICs

The Coast Guard shall be responsible for the Search and Rescue of TCNs at sea. The Coast Guard and the Hellenic Police shall be responsible for detection of individuals arriving to the Country. Upon arrival at the places of disembarkation (port), those requiring immediate medical assistance shall be transferred to the hospital. All TCNs shall be provided with dry clothing, water and food, as long as those are available at the point of arrival. Subsequently, the Coast Guard or the Police shall ensure immediate transportation of all TCNs, by bus, to the RIC premises for the reception procedures to commence. Transportation to the RIC by the Coast Guard or Hellenic Police shall be carried out 24/7 to accommodate arrivals outside working hours. The RIC Commander shall ensure that a special area is designated within the RIC to accommodate newly arriving migrants outside working hours in order to ensure adequate provisional shelter until the RIC is ready to process. Adequate shelter includes additional first aid, basic information related to reception, food, water, dry clothes/shoes and blankets. Unaccompanied minors should be separated from adults and families should stay together.

CHAPTER III: RECEPTION AND IDENTIFICATION PROCEDURES

Within the Reception and Identification Centre, third country nationals or stateless persons shall undergo reception and identification procedures, in the following sequence of procedures:

A.1. Reception of new arrivals

Upon arrival of TCNs in the RIC, a record shall be produced by the RIC as to the arrivals concerned. Staff from the RIC's Information Office and the Administrative Support Unit with the assistance of the HP External Guard and Security Unit shall lead them to the waiting area of the RIC.

Persons in urgent need of food and clothing shall be identified and provided with the relevant assistance by RIC staff. In parallel, the Medical Screening and Psychosocial Unit shall proceed to the preliminary medical assessment and identify those who need immediate medical care. Moreover, individuals with obvious vulnerabilities, such as pregnant women, elderly, single parent families, persons with immediately identifiable physical or mental disability and unaccompanied minors shall be identified, so as to be given priority in the procedures.

A.2. Personal security checks and checks of personal effects

The External Guard and Security Unit, which shall be staffed by personnel of the Hellenic Police, shall be responsible for carrying out a body search and search of personal belongings for incoming TCNs, upon their arrival at the RIC premises, as mentioned in Article 42, par. 1, of law 4375/2016.

A body search shall be carried out in full respect of the person's dignity and privacy. In any case, the search shall be carried out by a person of the same gender.

The purpose of the entire process shall be, on one hand, to ensure safety and security of the premises and all those working and staying in the RICs and, on the other hand, to detect objects, documents, devices that may be helpful for the further procedures of nationality assessment, but also in the subsequent police investigations aiming to combat human trafficking and smuggling, or terrorist, networks.

If the third country national wishes so, he/she can deliver any cash or valuable items to RIC for safekeeping, if adequate safekeeping infrastructure is available at location (e.g. a safe). The TCN shall take back the cash before departing from the RIC, upon preparation of a relevant delivery-receipt protocol, a copy of which shall be taken by the deliverer.

A.3. Identification, age determination and nationality assessment

A.3.1. First identification and screening, document checks, verification of fingerprints and checks in national, European and international databases

The Identification and Nationality Assessment Unit, which shall be staffed by personnel made available by the HP, shall proceed to an assessment of the identity, age and nationality of third country nationals with the assistance of FRONTEX staff. The HP, in cooperation with FRONTEX officers, shall be responsible for checking the travel documents possessed by TCNs.

The identity, age and nationality shall be established by means of the persons' passport, identity card or other official document issued by authorities of their country of origin or any other country.

In case a foreign national appears in possession of identity documents, he/she shall be subjected to a second line of control, where documents shall be thoroughly checked using adequate technical equipment. In all cases, cross-checks shall be carried out by the HP and Advanced-Level Document Officers deployed by FRONTEX in European and international databases (SIS, Interpol - SLTD).

In case a fake document is detected, the HP shall follow the procedures laid down in the applicable legislation.

In the absence of supporting documents, the identity data shall be registered based on the person's own declaration.

Fingerprints and palm prints shall be taken and registered electronically into a national database, while only fingerprints shall be uploaded electronically in the central database EURODAC II. Fingerprinting of TCNs shall be carried out by Police Officers with the support of FRONTEX deployed officers and the presence of accredited interpreters. Where available evidence indicates that the TCN may be under the age of 14 years old, the person shall be exempt from fingerprinting pending an age assessment; until the age determination ruling is issued, the person shall be considered to be below 14 years of age and shall receive the relevant treatment.

The fingerprinting process involves physical contact. For this reason, personnel of both genders should be present at all shifts, to avoid any tension or refusal to participate in the process.

The personal data of new arrivals shall then be registered in the special program/data base "Police-on-line" (POL), followed by registration of any supporting documents and photo-recording. Data shall be recorded in Latin alphabet.

In case a previous registration with different details is detected, the third country national shall be informed accordingly and asked to provide clarifications.

Upon completion of the registration, the relevant documents produced in the "First Reception" section of POL shall be printed out, the decision on restriction of liberty shall be issued in two copies and signed by the RIC Commander. One copy shall be delivered to the TCN, and explained in a language they can understand, while the other one shall be archived. The restriction decision must be issued strictly within three days (par. 2, Article 14, L. 4375/2016) from entry into the RIC and, if the Reception and Identification procedures have not been completed after the lapse of the three days, a decision may be issued to extend the restriction of liberty for an additional period not exceeding twenty-five days (without prejudice to Article 46 of L.4375/2016).

TCNs wishing to apply for international protection shall express their intention at this stage and this shall be recorded in the relevant asylum database.

A.3.2. Debriefing procedures

The HP, with the support of FRONTEX debriefing experts and interpreters, shall conduct interviews of TCNs in order to collect information for risk analysis and combating cross-border crime purposes, including personal data.

Information gathered through the Joint Debriefing Teams (JDTs) shall be supplemented by information collected during the Search and Rescue procedures (HCG and FRONTEX), the border surveillance activities (HCG, HP and FRONTEX), as well as the disembarkation procedure, aiming at enhancing situational awareness and the quality of operational risk assessment.

The information shall also be forwarded to EUROPOL officers for possible secondary security checks in accordance with EUROPOL's mandate.

A.4. Information activities on the current legislation on migration and international protection procedures

After the personal security checks and checks of personal effects, the RIC's Information Office, with the assistance of interpreters, shall group and inform third country nationals on the following:

- the place where they are and why they were transferred to the RIC;
- their legal status during their stay in Greece and the consequences of their irregular entry;
- the right to apply for international protection or to ask for family reunification (in the context of Dublin III Regulation);
- the possibility to benefit from voluntary return programmes, the relevant requirements and conditions, such as the cut-off date for registration;
- the possibility to be forcibly returned to the transit country (i.e. Turkey in application of the EU-Turkey Statement);
- the reception and identification procedures within the RIC;
- the content of the medical screening and the possibility to request/obtain psychosocial support;
- the restriction of liberty to move out of the RIC;
- the geographical limitation to the island;
- the obligation to cooperate with the Authorities and the importance of an accurate and true statement of their personal details in case they do not carry official identity documents;
- the internal regulation, rules of procedure and daily living conditions in the Reception and Identification Centre.

Emphasis shall be placed on the delivery of information in an age-, gender-, and culturally sensitive manner. Note that the Information Unit shall remain available to provide TCNs hosted at the RIC with further general information via the info point operating within the RIC.

Once the information activity is complete and priority has been given to the vulnerable groups and families, the identification procedure shall commence.

A.5. Medical assessment and psychosocial support

A.5.1. Medical assessment

The Medical and Psychosocial Unit, consisting of personnel of affiliated NGOs or staff employed by RIS or the Ministry of Health or the Hellenic Centre for Disease Control & Prevention under private law contract, shall carry out an initial medical examination, using the principle of triage. TCNs shall be categorised as either Red (requiring immediate medical

assistance), Yellow (non-life threatening injuries, requiring medical attention) or Green (no symptoms or indications of injury); vulnerable TCNs shall be examined first⁵. Relevant conclusions from the medical process should be sufficiently justified in order to channel into a suitable medical pathway. Access to the medical records shall be granted to the AS with the applicant's consent.

The main task of the Medical and Psychosocial Unit within the RICs shall be to provide, where deemed necessary, the right therapeutic intervention and ensure, as appropriate, the referral of patients to competent health structures for further healthcare irrespective of its duration, to protect public health against communicable diseases, ensure the health of TCNs and safeguard the non-discriminatory application of the right to health, pursuant to the provisions of EU law and, when appropriate, international conventions.

The said Unit shall also have the obligation to oversee the compliance with hygiene rules in all facilities of the RIC.

To assess and address medical needs and identify cases in potential need of special assistance, the triage system shall be used (diagnosis and prompt identification of patients). For extremely urgent cases, the National Instant Aid Centre (EKAB) shall be called and the standard procedure be followed.

Priority shall be given to persons belonging to vulnerable groups. Where infectious disease is suspected following the first medical examination (e.g., fever, cough, rash, skin infection, etc.) the individuals should be taken to a separate facility, if necessary, until contagiousness has been determined and treatment initiated, and receive instructions on measures to prevent contagion.

A physical medical file/medical history shall be created for each TCN assuring medical confidentiality, as laid down in the Medical Code of Ethics (*L.3418/2005*). In cases where the person is in possession of any sort of certificates (of health, vaccination, identity), those shall be taken into account and recorded, provided they are considered to be valid. Information shall be gathered through: a) the individual memory, b) the history of current disease, c) the clinical examination performed. The medical file shall accompany the TCN during his/her transfers to other camps to serve as a reference to the medical team of the new camp.

The Health Card shall be filled out and delivered to the person staying in the RIC. The Health Card shall indicate the vaccination details and medication taken by the TCN. The TCN shall have the right to request a copy of the medical file.

If, at any stage of the Reception and Identification procedures, reasoned doubts arise as to whether a TCN is a minor or not, the RIC Commander shall refer him/her to the Medical Screening and Psychosocial Support Unit for age assessment, with respect to the legal safeguards regarding consent that stem from EU law. The age shall be determined with sensitivity to the gender and cultural particularities (Article 6 M.D. 2745/2013). Referral to the Medical and Psychosocial Unit shall also be required for TCNs who appear to need special support as potential victims of torture or other serious harm, of any sort of physical, psychological or sexual violence, or suffering from a serious illness, be it mental or physical.

⁵ Pursuant to Ministerial decision no.Y1.Γ.Π.οκ.92490/4.10.2013

In cases where the Medical and Psychosocial Unit rules on the vulnerability of a TCN on medical grounds, it shall inform the RIC Commander in writing, citing the grounds and facts that led to the relevant conclusion, and the RIC Commander shall refer to the competent body depending on the case.

Where examination by a special physician or hospitalization is needed, or in severe emergency cases requiring admission to a hospital, a referral note shall be issued by the RIS for transport to an adequate Health Unit (such as a hospital, clinic or medical centre).

Staff of the Medical and Psychosocial Unit with the assistance of an interpreter, if necessary and possible, shall accompany the patient and provide to the attending physicians any possible information, so as for the patient to receive the necessary care.

Hunger strike management in RICs shall follow the international treaties. During the strike, health shall be protected through monitoring, counselling, as well as the right treatment for every TCN on hunger strike.

The Medical and Psychosocial Unit shall be reporting to the RIC Commander on a daily and weekly basis on the number of visits, any emergency cases, pointing out any violations of the Health & Hygiene rules in the RIC.

A.5.2. Psychosocial Care

Where this is deemed necessary, a psychosocial assessment shall follow on completion of the medical. Psychologists and social workers shall carry out a thorough examination for early diagnosis of abuse, mental disorders and detection of certain categories of vulnerability. Subsequently, they shall fill out the respective Mental Health History and Social History forms for each examined person and a file shall be kept containing the aforementioned documents. Psychosocial files are confidential and sharing of information is to be strictly limited.

Upon recommendation of the Medical Screening and Psychosocial Support Unit, which is validated by the RIC Commander, severe cases shall be referred to an adequate structure for psychiatric assessment and treatment. A copy of the medical screening and psychosocial support file shall be sent, when the person is referred to a psychiatric clinic or other hospital. In any other case, a copy of the recommended medication or the tests the TCN should have shall be sent to the Head of the Open Temporary Reception or Accommodation Structure or to the competent social support and protection institution, as per case, where the person is being referred to, in accordance with Art 14 (8) of Law 4375/2016, in order to ensure the continuity of the medical treatment followed.

The competencies of the Medical and Psychosocial Unit shall include the organisation of psychosocial assistance team activities to support vulnerable groups.

In addition to the initial psychosocial screening, support shall also be provided during the TCNs' stay in the RIC, if deemed necessary, by regular or ad hoc sessions. The RIC

Commander shall be briefed on a weekly basis. The Medical and Psychosocial Unit shall issue separate guidance on preventing and responding to self-harm attempts.

B.1. Care for vulnerable groups

B.1.1. Vulnerability identification

The needs of vulnerable groups can be identified at different phases of the TCN's stay in the RIC. Psychosocial and medical assistance shall be available and staff shall be accessible to all TCNs within the RICs, for possible follow-up and for possible further identification of specific vulnerable persons, such as human trafficking victims. RIC's staff may identify and deal with these cases at any stage of the procedure, referring respectively to the Medical and Psychosocial Unit, while informing the RIC Commander.

Where substantial information, grounded suspicion or strong indications of TCN's vulnerability exist, both at registration and during their stay, the case shall be referred to the Medical Assessment and Psychosocial Support Unit, which shall then present their expert assessment to the RIC Commander in line with the procedure described above (medical assessment). Then, the Commander shall refer the TCN to E.K.K.A., which is the competent social support entity. The documents relevant to the vulnerability assessment shall be issued by the Medical Assessment and Psychosocial Support Unit.

Vulnerable groups based on L. 4375/2016 (Article 14, par. 8) include the following:

1. Unaccompanied Minors.
2. Persons who have a disability or suffering from an incurable or serious illness.
3. The elderly.
4. Women in pregnancy or having recently given birth.
5. Single parents with minor children.
6. Victims of torture, rape or other serious forms of psychological, physical or sexual violence or exploitation, persons with a post-traumatic stress disorder, in particular survivors and relatives of victims of ship-wrecks.
7. Victims of trafficking in human beings.

When relevant, persons belonging to vulnerable groups should remain in adapted facilities within the Reception and Identification Centres, until completion of the reception and identification procedures.

Whenever an unaccompanied minor is detected, the RIC Commander shall immediately notify the Public Prosecutor as the temporary guardian, as well as the National Centre for Social Solidarity (EKKA) in order to find appropriate accommodation for the UAM. In case a separated child is identified, the RIC Commander shall immediately inform the Public Prosecutor for a decision to be taken and give formal approval to the care-giver as a temporary guardian.

The RIC Commander should ensure that a daily count of all unaccompanied minors is carried out. Where UAM are discovered to be missing from the RIC, the staff shall immediately inform both the Public Prosecutor and the HP so that a full and comprehensive search can be conducted to establish the whereabouts of the missing unaccompanied minors, under the guidance of the Public Prosecutor. The HP shall record missing children in SIS.

Additional information on this topic can be found in the Vulnerable Groups Manual at the following link:

http://firstreception.gov.gr/PRIImages/Prints/33_VULNERABLE_GROUPS_PRINT.pdf

B.1.2. Identification of potential UAMs⁶

The term 'unaccompanied minor' is used to describe an individual below the age of 18, who arrives in Greece unaccompanied by an adult exercising parental care on him/her according to Greek legislation and for as long as such parental care has not been assigned by law and exercised in practise, or a minor who is left unaccompanied after he/she has entered Greece.

Particular attention shall be given to the procedures, within the RIC facilities, for unaccompanied minors and other persons with special needs, starting from arrival and the identification phase. These persons must receive specific information from the RIC's Information Unit, adapted to their age or maturity, about their legal status and the possibilities offered at subsequent phases of the process.

During their stay in the RIC, unaccompanied minors shall be separated from adults and accommodated in separate open, though guarded, areas, where they shall be supported by specialised staff on a daily basis. They shall be treated with due diligence for full assurance of their protection and interest until they are moved from the RIC and referred to an adequate open accommodation structure.

In any case, the RIC shall ensure that the competent Prosecutor is informed of the presence of an unaccompanied minor in the RIC, the age assessment process, or any changes that may occur during the UAM's stay in the RIC.

In case of doubts as to the person's age (above or below 18) and where further verification of age is not possible, the persons shall continue to be considered to be minors.

The identification procedure for an UAM is laid down in M.D. no. Y1.Γ.Π.οικ.92490/2013, (Government Gazette B' 2745/2013). Specifically, if there is reasoned doubt as to the age of a TCN at any stage of the Reception and Identification procedures, he/she shall be referred by the RIC Commander to the Medical and Psychosocial Unit for age assessment. This process should take place only in exceptional cases of doubt as to the declared age, considering the child's best interest.

⁶Establishment of minority pursuant to Ministerial Decision Y1.Γ.Π.οικ.92490/4.10.2013 (Gazette 2745, B')

Throughout the process of reception and identification, care shall be taken to ensure that the minor and his/her legal representative/guardian are informed about the age determination process and give their consent, in a language they understand.

In any case, the principles of the child's best interests, equal treatment, and proportionality must be a primary consideration. During the age assessment procedure, and in case of doubt after its completion, the minority presumption shall prevail.

Upon completion of the procedure, the Commander must inform the person concerned and his/her legal representative in a language they understand, about the content of the age determination act and the right of appeal, in accordance to the code of administrative proceedings, which can be lodged to the Secretariat of RIC within a deadline of ten (10) days from notification thereof.

Additional information on this topic can be found in the age assessment manual issued by the Central Service, at the link:

[http://firstreception.gov.gr/PRIImages/Prints/42_477_15foreas%20\(1\).pdf](http://firstreception.gov.gr/PRIImages/Prints/42_477_15foreas%20(1).pdf).

B.1.3. Victims of trafficking in human beings

The European Union defines trafficking in human beings as "The recruitment, transportation, transfer, harbouring or reception of persons, including the exchange or transfer of control over those persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation"⁷. If the case involves a minor, then the means are not necessary as the child cannot consent to exploitation.

Greek Law 4198/2013 transposed Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims, and amended the Greek Penal Code. In addition to the definition under Law 4198/2013, there is other Greek legislation that deals with trafficking in human beings. According to the Greek Immigration and Social Integration Code (Law 4251/2014), a victim of trafficking means a victim of any of the crimes described in: Articles 323 (Slaves Trade); 323A (Human Trafficking); 339 (Seduction of minors) (1) and (4); 342 (Abuse of minors) (1) and (2); 348A (Child pornography); 348B (Recruitment of children for sexual purposes); 349 (Pandering); 351 (Human Trafficking for sexual exploitation) and 351A (Lewd act against minors for payment) of the Greek Penal Code.

Particular attention shall be paid to detecting potential victims of human trafficking, including minors, taking into account factors that may prevent the victims from talking, such as language barriers, social and cultural differences, fear, feeling of embarrassment, fear of being stigmatized, etc.

⁷ See Art. 2(1) of the Directive (2011/36/EU) on preventing and combating trafficking in human beings, and protecting its victims.

Presumed victims of human trafficking can be detected/ located during identification, control and provision of information, and the case must be reported at once to the Central Service, so that the National Reporting Mechanism for the Protection of Victims of Trafficking in Human Beings is activated and the potential victim is referred for further special procedures. In any case, whenever a potential case of trafficking in human beings is detected, with the explicit consent and in a discrete manner, the person in question should be separated from other TCNs until he/she can be transferred to a place that is adequate for such cases. The procedures should take into account the victim's gender and particular attention should be given to the case of child-victims, including unaccompanied minors, ensuring special assistance and support. In cases of potential trafficking in human beings involving minors, the Public Prosecutor for Minors must be informed in writing.

Additional information on this topic and identification of potential victims can be found in the Manual on trafficking and exploitation of human beings

[http://firstreception.gov.gr/PRImages/Prints/44_331_15foreas%20\(1\).pdf](http://firstreception.gov.gr/PRImages/Prints/44_331_15foreas%20(1).pdf)

C.1. Completion of registration and Reception and Identification procedures

On completion of registration, the relevant documents generated by the Application POL shall be printed out by the registration staff.

The RIC Commander shall sign the a “freedom-restriction decision” as soon as possible, and no later than three days, and shall ensure that the TCN understands the content of this decision. In case the reception and identification procedure is not completed within the three-day period, the Commander shall issue a «freedom-restriction extension decision» for 25 more days, which must contain the reasons in fact and in law.

Upon completion of the above procedures and lapse of validity of the freedom restriction decision within the RIC, as long as the TCNs have been referred to the asylum process, TCNs may also be subject to a restriction to stay in the area where the RIC is located. They shall not be permitted to move out of the islands until this geographical limitation is lifted by decision of the Asylum Service or the HP.

C.1.1 Referral to Asylum

Third Country Nationals may express their wish to apply for international protection (intention to apply for international protection) either during the identification and assessment of nationality or at any other stage of the procedures or, in any case, any time during their stay at the Centre.

In the first case, the HP Identification and Nationality Assessment Unit will make a relevant entry in the IT system which is linked to the Asylum Service.

If the wish to apply for asylum is expressed at a later stage, the RIC Commander shall ensure that the staff of the Identification and Nationality Assessment Unit enters the intention into the electronic system which is linked to the Asylum Service. The unique identifier of the intention issued by the IT system shall be recorded.

The responsible Regional Asylum Office or Independent Asylum Unit shall become aware of the intention via the IT system (no need for separate form of referral to the RAO).

Applicants for international protection may remain in the RIC or other centre or accommodation structure within the area of their restriction, until they receive the necessary official documents from the Asylum Service, allowing them to move to the rest of the country.

If the application or any appeals filed by the applicant are rejected irrevocably while the applicant still resides at the Reception and Identification Centre, the RAO shall refer the applicant to the HP to be subject to return procedures, where the conditions are met, and shall inform the RIC Commander.

In any case, the RIC may send any additional documents or information to the competent RAO/IAU, in order to update the applicant's file and proceed with any further action, if required (such as: changes regarding the applicant's details, relevant information on health and vulnerability, age assessment, referral of UAMs to shelters, criminal offenses), regarding those residing at the RIC's facilities.

C.1.2. Referral to the Hellenic Police

TCNs shall be referred to the HP for matters falling within the police's administrative jurisdiction.

Third Country Nationals who have not applied for international protection shall be referred to the competent police authority by the RIC Commander, to be subject to deportation, return or readmission procedures pursuant to the applicable provisions. The HP shall deliver a return decision ordering the concerned TCN to leave either within a period for voluntary departure or immediately, taking measures for their return. In cases where a final decision to reject the application has been made by RAO and notified to the TCN (such decisions shall also be notified daily to the RIC Commander), the Commander shall ensure that the competent police authorities are assisted in removing TCNs from the RIC and bringing them under return procedures.

C.1.3. Departure from the RIC

At any time during their stay at the RIC, in case of vulnerability that may put an asylum seeker at high risk, the possibility of accommodation in a suitable place (apartment,

hotel) outside the RIC area may be examined in collaboration with the UNHCR, if the criteria are met and there is availability.

Only TCNs for whom the AS or/and the HP have lifted the geographical restriction, are to leave the island. In cooperation with other entities, RIS shall ensure that they are directed to Open Accommodation Sites for Asylum Seekers on the mainland.

The process followed regarding departure from the island is laid down in no. 34/16.10.2017 circular of the Secretary General for Reception.

C.1.4. Assisted Voluntary Return and Reintegration (AVRR) – IOM

The assisted voluntary return and reintegration programme is addressed to third country nationals who do not meet the legal requirements to remain in Greece or do not wish to do so, and asylum-seekers who withdraw their applications for international protection. Certain nationalities are not entitled to participate in the AVRR due to the risks involved in returning to their country of origin; each decision shall be taken on a case by case basis by IOM.

The AVRR programme may be subject to conditions imposed by the Greek Authorities, such as a cut-off date for applications. When such cut-off date is linked to a negative asylum decision, upon notification of the relevant decision, asylum seekers shall be provided with information material prepared by IOM and referred to IOM for further information. Where the risk assessment or the “fitness to travel” examination carried out by IOM prior to the departure do not allow for the return, the TCN shall be informed of his/her alternative options.

In addition, IOM shall inform newly-arrived TCNs upon their arrival in the RICs regarding the possibility to participate in the AVRR programme and the relevant deadline for submission of an application. The brochures distributed by IOM clearly indicate the relevant period in which a request to participate in the voluntary return and reintegration programme should be submitted (the cut-off date), as well as the cash grant and reintegration assistance to be provided under the programme.

CHAPTER IV: STAY IN THE RECEPTION AND IDENTIFICATION CENTRES

A.1. Residency status

Third country nationals arriving at the Reception and Identification Centres shall be subject to restriction of their liberty, by decision of the Commander issued within three (3) days from arrival to the Centre.

If the reception and identification procedures are not completed within the three-day period, the Commander may decide, subject to the applicability of article 46 of L. 4375/2016, which applies *mutatis mutandis*, to prolong the restriction of liberty until these procedures are completed for an additional time not exceeding in total twenty-five (25) days from arrival to the Centre.

Restriction of freedom means that TCNs shall not be allowed to exit the RIC and that they have to remain inside the premises. By way of exception, on serious grounds such as health considerations regarding residents or their relatives, the RIC Commander may grant a temporary leave to exit the RIC's premises.

B.1. Assignment to dormitories – matters of residency

Once registration and identification procedures are completed, the staff shall give newcomers bedclothes and personal hygiene articles and assign them to dormitories, with the Commander's care.

Families must stay together and any vulnerability factors should be considered (unaccompanied children, single mothers, etc.).

In the assignment to dormitories, particular cultural characteristics and racial factors shall be taken into consideration (religion, ethnicity, age, gender and other peculiarities), and should be assigned to separate wings, whenever possible.

Special needs and vulnerabilities identified by the staff throughout the reception and identification procedure shall be communicated to the competent personnel of the RIC so that they are taken into account in the assignment to cabins. The RIC Commander, depending on the severity of the vulnerability and the Centre's accommodation capacity, may refer TCNs to other entities, such as international organizations or NGOs running accommodation facilities, to ensure accommodation in a suitable place (apartment, hotel) outside the RIC area, insofar as the criteria are met and there is availability.

B.1.1. Provided Services

Third country nationals going through Reception and Identification procedures or residing at RICs shall be provided with:

1. Food, i.e. nourishing food, adequate in terms of covering their nutritional needs, prepared and served in hygienic conditions. Residents shall be offered three daily meals and access to clean drinkable water. Special care shall be taken for the diet of

infants and babies, of pregnant women and those having recently given birth, and those with special nutrition needs linked to health issues. Religious restrictions, e.g. not serving pork to Muslims or veal to Hindus, should also be considered in providing food.

2. Suitable accommodation space. This space shall be adequate, appropriately lit including at night, with heating, aeration and gender differentiated sanitation facilities. Supervision measures may be adopted regarding the special areas for unaccompanied minors and other vulnerable groups when necessary, in order to preserve the areas, protect the minors and avoid any security risk.
3. Necessary clothing and shoes, if residents are unable to procure those items themselves.
4. Opportunity to see to their personal hygiene and to clean their accommodation. For this purpose, they shall be supplied with the necessary personal hygiene and cleaning products. They shall also be offered the necessary hygienic facilities, separate for males and females, and special arrangements for persons with disabilities, which are accessible and secure.
5. Opportunity to participate in intercultural activities and activities to cater for their leisure and educational needs.
6. Activities for children in child-friendly spaces.
7. Access to the RICs facilities for the disabled and elderly.

B.1.2. Rights of TCNs

Third country nationals going through Reception and Identification procedures or residing at RICs shall have a right to:

1. decent and safe accommodation in a protective environment.
2. preservation of their family unity, unless the assessment of vulnerabilities has highlighted specific elements upon which it would be reasonable to recommend otherwise.
3. access to health care and any required medical treatment or psycho-social support.
4. if vulnerable, appropriate treatment and relevant services during the different phases of their stay.
5. clear, consistent and adequate information about their rights and obligations.
6. access to legal assistance and guidance: meetings with lawyers shall be conducted in conditions of confidentiality and visiting hours by lawyers shall be fixed by the RIC's Commander.

7. access to correspondence and telephone communication. RICs shall provide every possible assistance for this purpose. Correspondence and all forms of communication shall be inviolable.
8. communication with and visits by family members residing outside the RICs, unless specific security reasons apply.
9. communication with authorities and international organisations or bodies other than the Reception and Identification Centre, to see to matters that concern them.
10. communication with the consular authorities of their countries if they so desire.
11. maintain contacts with social agencies and civil society organisations which are active in migration and human rights and provide legal or social assistance.
12. reporting to the RIC Commander and the Director of the Reception and Identification Service. All reports, oral or written, shall be reviewed without delay by the Commander (Code of Administrative Procedure), in order to assess the circumstances of the report and ensure a follow-up.

In all cases, the RIC staff shall respect the rights of TCNs and take into account age, gender and cultural particularities.

B.1.3. Obligations of TCNs

Third country nationals or stateless persons residing at the RICs shall be subject to the Greek national law and shall:

- behave in a manner that does not endanger the health and safety of the other persons residing or working at the RIC or, generally, the smooth operation of the premises;
- use in a proper and responsible manner the accommodation facilities allocated to them and any other items associated with these facilities;
- comply with the orders and instructions of responsible employees;
- respect and comply with the operating rules of the RIC.

To ensure safety and protection of residents and the smooth operation and security of the premises, the Commander may, in case of delinquent behaviour, take measures against a third country national, such as delivering warnings or strict admonishments.

In accordance with the International and the National and European Law, the HP, upon approval of the Commander, may take measures considered necessary and proportionate against TCNs going through reception and identification procedures, on grounds of health considerations or to protect their physical integrity or the integrity of other persons residing in the premises or to prevent disruption and deter damage to

property. Should the Commander be absent, he shall be informed at the earliest opportunity about the restrictive measures taken.

CHAPTER V: DUTIES OF STAFF

A.1. General duties of staff

The staff in RICs, irrespective of the entity of origin, shall carry out the tasks specified by the law governing the operation of the Reception and Identification Centres or any special provisions or according to their employment contract or works contract, in accordance with the instructions and guidelines of the RIC Commander, to ensure the good operation of the premises and the unhindered exercise of the rights of third-country nationals or stateless persons.

The staff shall inform the RIC administration forthwith of any problems arising with regard to the operation of the centre or the living conditions of TCNs residing therein. They shall inform the responsible physician as soon as possible of any extraordinary circumstances concerning the health and lives of TCN residents. In case a RIC employee becomes aware or is informed that a TCN resident has been mistreated, they shall report this to the RIC Commander forthwith so that the latter may adopt appropriate measures.

If a member of staff, in the execution of his/her duties, becomes aware of any indictable offense, he/she shall inform the RIC Commander forthwith. The RIC Commander shall decide on any subsequent action and notify the responsible Prosecutor pursuant to article 37 of the Code of Penal Procedure.

The entities involved in the operation of RICs shall be required to submit to the Commander a solemn declaration in writing stating that their staff has not been convicted for the offenses under par. 1 of article 67 of the Penal Code, as supplemented by article 4 of L.4267/14.

The RIC shall ensure that the necessary and appropriate training is provided, especially regarding vulnerable persons. Staff providing services within the RIC shall have to be informed by publications of the Central Service, which shall be constantly supplemented by new material. For example:

- [http://firstreception.gov.gr/PRImages/Prints/44_331_15foreas%20\(1\).pdf](http://firstreception.gov.gr/PRImages/Prints/44_331_15foreas%20(1).pdf) Manual on trafficking and exploitation of human beings.

- http://firstreception.gov.gr/PRIImages/Prints/33_VULNERABLE_GROUPS_PRINT.pdf Manual on vulnerable groups.
- [http://firstreception.gov.gr/PRIImages/Prints/7_RevisedEgxeiridio-210x148mm_48pages\[30-5\].pdf](http://firstreception.gov.gr/PRIImages/Prints/7_RevisedEgxeiridio-210x148mm_48pages[30-5].pdf) Manual on human rights.
- http://firstreception.gov.gr/PRIImages/Prints/34_MUSLIMS_PRINT_CULTURAL_AND_RELIGIOUS_DIVERSITIES.pdf Manual on cultural differences of Muslims.

B.1. Confidentiality issues

Employees, as well as all other persons providing services inside RIC premises, either during the term of employment or any other work arrangement or other manner of provision of services, or following termination of employment for any reason whatsoever, shall not disclose or use outside of the relevant authorities, any information or detail related to the people who reside at the RIC. This especially relates to details connected to sexual gender-based violence incidents, trafficking of human beings, sexual orientated issues, religious matters, racial issues, etc. They shall also use their best efforts to prevent such information from being imparted to other than the relevant authorities.

In case of applications for international protection, the aforementioned shall not inform nor communicate in any manner whatsoever to the alleged persecutors or serious harm doers, including the consular authorities of applicants' countries of origin, any information related to the applicants or to the submission of the application for international protection. Furthermore, they shall not request information from the above actors in a way that endangers the bodily integrity of applicants and their dependants or the freedom or safety of the applicants' family members that may still be living in the country of origin or elsewhere. Workers at the RIC – whatever the form of the employment relationship – shall not keep in private digital storage media any copies of documents related to the RIC.

On termination of employment for any reason whatsoever or upon retirement of persons who were providing services in any manner within the RICs, these persons shall be required to return immediately to the RIC any material related to the provision of services therein. All correspondence, documents, memos, notes, files, reports, folders, specifications, the POL card, and any other items belonging to the Service must be returned. Third parties may not be allowed access to or come to possess or acquire knowledge of the administrative documents generated in the RIC.