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**COVER NOTE**

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From: Secretary-General of the European Commission, signed by Ms Martine DEPREZ, Director

date of receipt: 18 May 2026

To: Ms Thérèse BLANCHET, Secretary-General of the Council of the European Union

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*Accompanying the document 2026 State of Schengen Report*

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Delegations will find attached document SWD(2026) 150 final.

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**COMMISSION STAFF WORKING DOCUMENT**

**Compendium of best practices identified in the framework of the Schengen evaluation  
and monitoring mechanism**

*Accompanying the document*

**2026 State of Schengen Report**

{COM(2026) 150 final}

## **Compendium of best practices identified in the framework of the Schengen evaluation and monitoring mechanism.**

*The well-functioning of the Schengen area relies on Member States' effective and efficient application of the Schengen rules. The Schengen Evaluation and Monitoring Mechanism is a key safeguard to ensure the adequate implementation of the Schengen acquis, which allows not only for the timely detection of vulnerabilities, but also for the identification of best practices and innovative solutions put in place by Member States.*

*The compendium of best practices accompanying the 2026 State of Schengen Report marks its fifth edition since the new Schengen Evaluation and Monitoring Regulation came into force. As a living document, it encompasses the best practices identified in the Schengen evaluations carried out over the years, which significantly improve the implementation of common rules and that could be put into practice by other Member States. New and innovative measures from the evaluations that took place in 2025 are identified in bold.*

*The compendium brings together a wide range of best practices covering several aspects of the Schengen acquis, including national Schengen governance, management of the external borders, visa policy, returns, as well as measures within the Schengen area, such as internal borders and internal security. The aim is to provide insights into innovative strategies, tools, and measures that can support Member State authorities in the implementation of the Schengen acquis and to facilitate peer-to-peer knowledge sharing. Further exchange of knowledge and experience should be fostered within the relevant Council bodies to reinforce this collaborative effort. The compendium serves to complement existing best practices outlined in applicable Commission or Council Recommendations or handbooks with new insights.*

*This compendium is explanatory and has no legally binding status. It is intended as a valuable resource for policymakers, law enforcement officials, and other stakeholders involved in ensuring the smooth and efficient functioning of the Schengen area but also to support possible solutions for remedial actions addressing future recommendations proposed by evaluation teams. It is part of the annual report referred to in Article 25 of Council Regulation (EU) 2022/922.*

# NATIONAL SCHENGEN GOVERNANCE

## 1. National strategies

### Implementation of European Integrated Border Management (EIBM)

#### Governance of National Integrated border Management

- The contingency plan includes detailed procedures for a variety of potential crisis scenarios, defines clear roles and responsibilities for all relevant national authorities (including police, customs, armed forces, and immigration services), as well as local stakeholders (such as municipalities and non-governmental organisations). Such plans are further complemented with procedures for requesting and integrating European support. Several tests of the contingency planning framework were performed involving all national authorities with responsibilities in crises. [*Finland, 2023*]
- The long-term and national development strategy and short-term governmental programme on internal security include priorities on the implementation of EU and Schengen *acquis*, as well as international law enforcement cooperation developments. The Schengen evaluation recommendations are also covered by the programme. Annual analysis and reporting ensure efficient implementation and operationalisation. This national strategic architecture, connecting the EU priorities to the national strategies, facilitates the efficient implementation (resourcing) and operationalisation of the EU and Schengen *acquis* in a systematic manner. [*Croatia, 2024*]
- An overarching strategic document guides national efforts in implementing Schengen rules from 2021 to 2027, aligning with European standards to enhance Schengen cooperation. Public authorities, including various ministerial departments, play key roles in this national Schengen governance concept. The Schengen Implementation Plan 2023 serves as the main tool for accomplishing these goals across different areas of the Schengen framework. The Ministry of Interior is tasked with assessing progress, updating the concept, and reporting to the government biennially, using indicators and timelines to measure success and align with Czechia's European border management objectives. [*Czechia, 2024*]

#### Quality control mechanism

- The Ministry of the Interior has established a national evaluation mechanism for external borders, built on the European and national quality control mechanisms. It brings together the recommendations from the Schengen evaluation mechanism, Frontex vulnerability assessment and national evaluation visits. The latter includes an evaluation of the Schengen Information System/SIRENE and police cooperation issues. [*Austria, 2020*]

- Border management at national and EU level should be systematically subject to the application of the European quality control mechanism covering the entire scope of the EIBM. The permanent national quality control mechanism includes a national evaluators' pool, which is trained in Frontex Schengen Evaluators' courses. [*Thematic Evaluation of national IBM strategies, 2020*]

### **Interagency cooperation**

- Close and effective formalised inter-agency coordination and cooperation between the different national authorities at central, regional, and local level are considered essential for the effective functioning of integrated border management systems. Border guard units are deployed in the territorial waters and on land of the third countries concerned, ensuring constant joint patrolling by sea and air on board vessels and airplanes of the Member State, supported by electronic means such as the integrated external surveillance system (SIVE). [*Thematic Evaluation of national IBM strategies, 2020*]
- The interagency sharing of intelligence information through the same platform, contributes to building a common structured picture that improves the quality of information sharing and supports the main stakeholders in the accomplishment of their institutional mission, avoiding the duplication of efforts. [*Estonia, 2023*]
- A joint investigation cell was established involving other national law enforcement authorities and five other EU members States affected by the migration flow, as well as Europol and Frontex. This allowed for an effective and high-speed exchange of information, enabling a rapid reaction, and thus allowed effective measures to be taken to slow down the migration flow and carry out actions against the facilitators. Cross-checking of persons by concentrating criminal intelligence and open-source information collection in this cell made the joint investigation cell an operational hub supporting the overall management of the external border. [*Lithuania, 2023*]

## **2. National capabilities**

## Training

### Cooperation with CEPOL

- Coordinated and active participation in European law enforcement training is an integral part of the inter-agency cooperation within the Police, Customs and Border Guard permanent governance structure. The training needs are regularly discussed not only by the national Police University College, but also in constant cooperation with Border Guards and Customs training institutions. The participation in CEPOL courses is high and the access to the CEPOL e-learning platform LEED is granted to a wide number of law enforcement officers. CEPOL trainings are included in the national Police, Customs and Border Guard annual training plans and under the coordination of the national Police University College, available CEPOL training seats are shared between the law enforcement authorities based on their needs and competencies. Moreover, the information concerning the possibilities of the CEPOL trainings are easily accessible on the police, Customs and Border Guard intranet. [*Finland, 2023*]

### Returns

- Agreement with an airline company to use aircrafts and simulators on a regular basis to train the pool of escorts on return operations, not only from an operational perspective, but also to simulate emergency situations that could take place during the return operations, such as fires. [*Finland, 2023*]
- Since 2023, a forced-return monitor from the National Council for Refugees has participated as an expert in each training organised by the General Inspectorate for Immigration for national escort officers. Furthermore, the National Council for Refugees organised two training sessions in 2025 on forced-return monitoring and fundamental rights compliance for staff in the two public custody centres (Otopeni and Arad). This practice not only promotes the safeguarding of fundamental rights but also raises the escort officer's awareness of the duties of forced return monitors. [*Romania, 2025*]

### SIRENE Bureau

- The SIRENE Bureau of the National Bureau of Investigation has created a national online training course focusing on the renewed Schengen Information System. The course contains theoretical material and knowledge checks. The online training package is mandatory for police officers, border guards and customs officers and completion of the course is monitored and followed up. [*Finland, 2023*]
- Establishment of a state-of-the-art Training centre within the premises of the SIRENE Bureau, which provides comprehensive practical training opportunities for all the end users of all national Law Enforcement Agencies. The educational activities include practical sessions in computer labs and the availability of e-learning platforms, including the police intranet and CEPOL courses, related to Schengen Information System distance learning. The Police Academy regularly cooperates with the relevant

departments in the police, local universities, and non-governmental organisations to ensure that regular updates are included in the training programme, also in the field of international police cooperation and Schengen matters. A full set of manuals containing all relevant information on Schengen Information System, Automated Fingerprint Identification System and SIRENE matters for all competent national authorities and Police Services is available via e-libraries on the police intranet. [*Cyprus, 2023*]

- The national IT system records information and documents about third-country nationals subject to return, giving a complete picture of their situation. The SIRENE Bureau is in charge of directly converting the national alerts on return to alerts on refusal of entry and stay in the migration authorities' systems upon receiving R-A SIRENE forms from other Member States on national alerts. The same procedure can be performed by the border guards when the person, subject to a return alert, is located at exit out of EU territory. [*Estonia, 2023*]
- The SIRENE national bureau has implemented outstanding training practices on SIS-related topics, offering materials like posters, handbooks, and podcasts to enhance national awareness and usage of SIS. Trainers are available for on-demand sessions and materials have been distributed across relevant national authorities. [*Czechia, 2024*]
- The SIRENE Bureau has implemented a structured on-the-job training programme for all new SIRENE operators, which lasts for up to eighteen months and includes job-shadowing and placements in all three units, as well as study visits to Bureaus in other Member States, providing a comprehensive view of the SIRENE work. [*Switzerland, 2025*]
- Austria implements a robust system to ensure systematic fingerprint queries in the Schengen Information System. All fingerprints taken by police or immigration authorities are automatically checked in SIS-AFIS. In case of a match, an automatic procedure is in place which ensures that two fingerprint experts, both of which are available 24/7, independently verify the match. Confirmed and proven false matches are reported automatically to the SIRENE Bureau. [*Austria, 2025*]
- National authorities issue alerts in the Schengen Information System on invalidated residence permits systematically through an automated process via a national application. Every time the status of a residence permit is updated to 'invalidated but not retrieved', a corresponding alert is created. By merging automation, speed, and precision, this process transforms passive data entry into active, qualitative threat prevention. [*Romania, 2025*]
- National immigration authorities conduct security checks in the Schengen Information System at three stages when issuing a residence permit to a third-country national: when the application is submitted in person, during the application examination (within 30 days) and when the residence permit is collected. This systematic process ensures a thorough examination of the applicant's situation, allowing for immediate follow-up by authorities. [*Romania, 2025*]
- Romanian Immigration, Police, Border Police, and Gendarmerie deploy nationwide

mobile devices that instantly access and display Schengen Information System (SIS) alerts. Upon a SIS hit, officers receive comprehensive alert-related data (excluding ID copies) in the form of biometric scans (fingerprints/facial recognition), MRZ codes, or personal details, including highlights of victim data in cases of misused identity, ensuring rapid, error-free identification. The mobile device's search modes and data display enhance operational efficiency and the security of officers. [*Romania, 2025*]

### **Joint training with other Member States**

- The Member State has embraced the concept of joint training with the police services of its neighbouring countries to improve cooperation in the border areas. Joint trainings with other law enforcement agencies and foreign counterparts stem for instance from the work of the Bilateral Cooperation Committee. Joint trainings are also organised by the Police and Customs Cooperation Centre. [*Germany, 2020; Spain 2022*]

### **Data protection**

- There is well-developed data protection training for expatriate staff at Consular Posts, which is organised in cooperation with the Ministry of Foreign Affairs' Data Protection Officer and the Data Protection Authority. [*Czechia, 2019*]
- The National Schengen Information System controller uses a wide-ranging training, including the provision of e-learning modules and a comprehensive training strategy for new staff members. [*The Netherlands, 2021*]
- The Data Protection Officer organises a comprehensive training on data protection requirements related to the Schengen Information System. It is provided for the National Schengen Information System and SIRENE Bureau's staff members and end users, especially regarding awareness raising efforts. [*Italy, 2021*]
- The Ministry of Foreign Affairs trains and raises awareness of staff on data protection requirements in relation to the visa issuing procedure and to the Visa Information System (including the active involvement of the DPO Office) for end users, in particular for consular staff before posting to embassies/consulates. [*Greece, 2021*]
- The Data Protection Officer of the Ministry of Foreign Affairs provides a handbook on processing and protection of personal data to all Visa Information System end-users. The guide is concise and user-friendly. [*Czechia, 2024*]
- Staff training on data protection in large scale IT-Systems through regular online and in-person sessions, including "train the trainer" courses to maximize reach and promote a data protection culture. Data Protection Officers of the different authorities play a key role in organizing and delivering these trainings. [*Poland, 2024*]

### **Training**

- Regular training was established at all border crossing points, which ensures that border guards are constantly learning and have up-to-date knowledge of border check procedures. The online training consists of daily tests which the border guards have to

take while on duty. There is a pool of 200 multiple choice questions from which 10 per day are attributed randomly. The questions cover legal bases, the handling of equipment and data protection. The shift leader checks the results and, based on gaps identified in the border guards' knowledge of certain topics, organises targeted monthly trainings on those topics. [*Hungary, 2024*]

- The Border Police training program entails a one year program for Agents and a three to four year program for Officers. The training aligns with the Frontex Common Core Curriculum for Border and Coast Guard basic training in the EU and the Sectorial Qualification Framework for Border Guarding. Officers hold a bachelor's degree, while Agents complete post-secondary studies. After initial training, agents undergo 6 months of on-the-job training, while officers undergo a one-year mentoring and later receive refresher training and specialised training, delivered based on a clear strategy and coherent planning. [*Romania, 2025*]
- The Schengen Multifunctional Training Centre was established in 2011 by the Ministry of Home Affairs to provide centralised training on the Schengen acquis to national authorities, police, border guards, and customs officials. Quality is closely monitored, with consistently high satisfaction rates (above 4.8/5). The consistent and effective training on the Schengen acquis fosters cooperation between national authorities, creating widespread awareness about the use and capabilities of available tools and strengthening the national Schengen governance structure. [*Romania, 2025*]

### **Fundamental rights**

- National authorities have online knowledge-refresher tools for border guards with both mandatory and optional courses. As a complement to these platforms, an online platform for refresher training has been developed, focused solely on fundamental rights in border controls and returns. The platform is based on the 2019 Frontex course manual for fundamental rights trainers and is publicly available, well-structured, and user-friendly, connecting fundamental rights standards and safeguards to border control scenarios. [*Croatia, 2024*]

## Equipment

### Mobile devices

- Mobile devices have been deployed to provide patrol officers with access to relevant databases via a mobile application. Both user-friendly and powerful, mobile devices can read vehicle license plates as well as the Machine-Readable Zone (MRZ) of identity documents. They are also equipped with facial recognition capabilities (i.e., by sending photographs for facial recognition purposes to a central database). [*Hungary, 2019*]
- All police officers with the relevant profile have been equipped with smartphones with direct access to (inter)national databases and with a secure communication application. The national police forces use a mobile solution for working outside the office. Via mobile devices (tablets, smartphones, and laptops), every operational police officer can query (inter)national databases (such as identity documents, license plates, and biometrics). Objects, such as license plates, which are scanned with the smartphone are immediately checked against the central database. [*The Netherlands, 2021*]

### Documents to check entry conditions

- Border guards in the first line at the international airport can use a form containing necessary questions to establish the fulfilment of most entry conditions laid down in Article 6(1) of the Schengen Borders Code. The form facilitates the verification of entry conditions for third-country nationals, improves communication between border police officers and travellers, and overcomes potential language barriers. The form is available in 28 languages corresponding to the international traffic at the airport such as Chinese, Korean, Russian, Ukrainian and Albanian, and is used to facilitate the check of entry conditions when there is a communication barrier between passengers and border guards. It requires only a short time to complete the form by the third country national and does not affect the waiting times at the borders. [*Hungary, 2024*]

### 3. Large-scale IT systems

#### National applications

##### Alerts and queries

- If the SIRENE Bureau creates, updates, or deletes an alert using the national application, the issuing/requesting authority is automatically notified using an automatic email notification. This simplifies the procedure, reduces the workload, and improves the exchange of information between the different authorities involved. [*Hungary, 2019*]
- The Member State receives passenger data from all flights coming from third countries, the Targeting Centre Borders compiles it, and the data is processed automatically through the national Advance Passenger Information (API) System. The API System consists of national databases, ‘watch lists’, profiles based on risk analysis, the Schengen Information System and the Stolen and Lost Travel Documents (SLTD) database. In case of a match, the operators have access to several databases and use the national application to verify the match and get more information about the alert (photographs, fingerprints, more details about the ‘action to be taken’, etc.). The hit result displays identifiers, ‘reason for request’ and ‘action to be taken’. The suspect’s data and flight details are then sent to the relevant airport or seaport responsible for apprehending the suspect. [*The Netherlands, 2021*]
- Besides the owners of firearms, all imported firearms also have to be registered by the importers and dealers in the police register, with the same automated queries being made. Since August 2022, it has become mandatory to upload photos of the firearms indicating all available markings and serial numbers. This ensures that the photographs are available for attachment to alerts if a weapon is being entered in the Schengen Information System. [*Lithuania, 2023*]
- Croatia uses a user-friendly alert creation process with high automation for national alerts on (national) citizens. It involves the automatic import of national registry data, including photos. This data is directly transferred to Schengen Information System alerts when they are created. [*Croatia, 2024*]
- The national Customs Authority has an automated query system to check vehicle customs declarations against the Schengen Information System using VIN numbers. [*Croatia, 2024*]
- Proactive updates of previously created alerts on persons with the description of their ID/document increase the likelihood of successfully finding an alert during searches. [*Croatia, 2024*]
- The Romanian Advanced Passenger Information application is fully integrated with the border control system, enabling the border guards to easily identify relevant data during their risk assessments and processing by the app’s functionalities of colour coding, notification, reporting, and instructions between first and the second line users. [*Romania, 2025*]

## Hit reporting

- Several practices are in place to ensure the automatic notification of a hit to the SIRENE Bureau. In particular:
  - Displaying information on the second line officer's screens on a hit as soon as it is registered in the first line. The border guards in the SIRENE Bureau also receive information on hits via the border guard application. [*Poland, 2015*]
  - When the National Road Vehicle Agency achieves a hit, the SIRENE Bureau receives an automatic e-mail notification. This allows the SIRENE operator to verify the hit and contact the Agency if the latter has not taken the initiative. [*Luxembourg, 2016*]
  - The border application has a direct 'chat' functionality with the case handler in the SIRENE Bureau, which allows immediate and direct contact with the SIRENE Bureau if an internal hit reporting form is sent off. [*Croatia, 2018*]
- At the airport, border guards have set up an effective follow-up procedure for hits on discreet check alerts in cooperation with customs officers. When border guards notice that a passenger is subject to a request for a discreet check in the Schengen Information System, they will discreetly signal this to customs officers. [*France, 2021*]
- The national application provides the Schengen Information System alerts hit reporting form for the end users, with a pre-filled template which retrieves from the alert all the available data. The end users fill out the hit relevant fields and send it directly to the SIRENE Bureau. A received email message includes HTML format, which can be directly converted into a SIRENE form. Inquiry check questions are prefilled in the hit-reporting form. This ensures a very good level of data quality and hit reporting in real time. [*Lithuania, 2023*]
- Effective procedure to report that a person who is subject to a return decision and return alert has left the Schengen area. In such cases, the border guard authority which had the hit records the departure directly into the application used by the Migration Service. The SIRENE Bureau deletes the return alert and introduces the refusal of entry alert outside office hours when the information of the departure is received from other Schengen Member States or the national Embassies or Consulates. In cases of forced return, the local police units which executed the forced return also record it directly in the system. Such procedure ensures an effective management of the return policy at national level and also ensures that the refusal of entry alert is introduced to the Schengen Information System without delay when the return decision is accompanied by an entry ban. [*Finland, 2023*]
- Automated and user-friendly communication of a hit between the first and the second line at certain border crossing points. In case of a hit, the first-line officer has the possibility to send the hit information from the first line directly to the second line. Subsequently, a notification in red colour will be visible to the second line. In case of a hit on persons for discreet check, the first line discreetly collects available information and in addition attaches screenshots of the passport/ID card/vehicle registration certificate. This will automatically be sent to the second line; a hit reporting form will

be established and sent to SIRENE. [*Hungary, 2024*]

- Upon receiving a national hit form on a foreign Schengen Information System alert, the SIRENE case management system automatically transfers the data already in English to SIRENE G, H or R forms depending on the category of the alert. The necessary manual input is minimal before sending it to other SIRENE bureaus. When the SIRENE Bureau receives a SIRENE R-A form on a national return alert, the form is automatically transferred from the management system to a database used by the Border and Foreign Police authorities. It then automatically converts the alert as needed or deletes it if the return decision is not accompanied by an entry ban. The same process applies for the receipt of SIRENE R-B or R-E forms. There is timely processing of the hit forms and the alerts. For national hit alerts on missing persons, the national hit form includes a mandatory field for consent for sharing location information with the person filing the missing person's report. [*Slovakia, 2024*]
- Switzerland built an App (PolAssist) which provides step-by-step interactive guidance on alert management and hit follow-up procedures for SIRENE operators and SIS end users. This ensures that accurate and relevant information is always available to end users both on desktop and mobile devices and improves the data quality of alerts entered into SIS and of the overall information exchange. [*Switzerland, 2025*]
- The SIRENE Bureau developed an Operational Emergency plan, featuring an impressive logic decision tree diagram which encompasses all possible risks, a Business Continuity Plan. It also contains an emergency journal and text modules to report the IT incident to the national and foreign partner authorities. An offline version of this Operational Emergency plan is kept on an encrypted USB stick, stored in a safe. [*Switzerland, 2025*]
- At the e-gates in airports, an automated hit report is instantly sent to the second line with all available information on the circumstances of the hit, including the flight number and destination. [*Romania, 2025*]

### Alert creation

- In the SIRENE workflow, a warning message was created to remind the authorities of the necessity to insert biometrics if available when creating an alert in SIS. [*The Netherlands, 2021*]
- High level of data quality and automation in two processes in the Register of Wanted Persons. First, when an alert on a national is created, the register automatically checks whether there is a vehicle or a firearm registered in the national databases to the name of the person and automatically offers to the end-user the possibility to include the object as an extension to the alert, which needs to be confirmed by the end-user. Second, when entering an alert on a resident, the register pre-fills and imports the alphanumeric data (including the ID document information) in the alert from the national registers (the photograph of the ID document is not uploaded automatically, but added manually, when available). In addition, when creating a return alert in the national application on a person whose personal information is in the national registers, the national application imports the alphanumeric and biometric data in the alert as well (including the copy of the ID document, when available). [*Lithuania, 2023*]
- Automatic pre-filling of data in alerts. When entering an alert on a national resident in the warrant registration system, the register pre-fills and imports the alphanumeric data and photograph of the subject to the alert from the relevant national register. [*Hungary, 2024*]

### Exchange of information

- When a national alert for a missing person is entered into the Schengen Information System, the national SIRENE Bureau will receive an automatically generated SIRENE C form. This form includes all relevant supplementary information and can be directly forwarded to other SIRENE Bureaus by the national SIRENE Bureau. The automatic generation of SIRENE C forms for Article 32 alerts enables quick transmission of data to assist other Member States in urgent cases. [*Ireland, 2024*]

## National Schengen and Visa Information Systems and IT systems

- The Security operation centre monitors the security of the entire police network at user level, detecting anomalies that might indicate possible attacks. When the Security operation centre detects a suspicious use, the operation centre intervenes to verify the possible anomaly. The active monitoring of ‘atypical behaviour’ from the end users performing queries allows them to identify signs of improper use of the Schengen Information System and to prevent possible data security risks. [*The Netherlands, 2021*]
- In the national IT visa system, urgent applications (e.g., in a case when an applicant needs to travel very shortly following the submission of the application, such as hospitalisation of a close family member) are permanently flagged. Therefore, urgent applications are easy to identify, and their examination can be easily prioritised. [*Malta, 2022*]
- The monthly data quality reports produced by eu-LISA are received at the National Schengen Information System Office and are then prefiltered to include only the alerts that the SIRENE Bureau needs to check and/or forward to the end users who have created the specific alert. The two-tier verification of possible errors ensures to a high degree the good quality of the data entered into the Schengen Information System by the authorities. [*Lithuania, 2023*]
- The National Schengen Information System application displays in a prominent manner “Immediate reporting” and “Misused identity”, by placing the text at the top of the alert, highlighted in red letters. Such a display allows the end user to be instantly aware of the situation in terms of urgency, complexity, and sensitivity of the alert. [*Cyprus, 2023*]
- The visa processing IT infrastructure significantly facilitates the submission and examination of visa applications in a secure manner, limiting the dependency on the external service provider concerning the management and control of the systems. First, by providing an online visa application form available at the Foreign Ministry’s website and used approximately in 80% of the visa applications, including a “Guide” with useful explanation in many languages regarding the data to be inserted into the different fields. At the end of the process, it is possible to generate a checklist for the necessary supporting documents depending on the place of submission of the application and the purpose of the journey. Second, through a data entry system developed for the external service provider for registering applications and combining them with biometrics and scanned supporting documents, fully managed by the national authorities. Finally, the “core” application processing system for the examination of applications and decision-making has an intuitive, user-friendly interface, allowing the decision-makers to easily contact the consulates, external service providers, border guards, and the police in relation to a

particular application. The VIS Mail is integrated into the system in a user-friendly manner, and the system has various analytical and statistical tools. The log management and control functionality of the system notifies the Ministry's support team of any unusual activities of users processing data. [*Finland, 2023*]

- Standardized procedure for capturing photos of third-country nationals in the alien's policy registry following ICAO standards. This results in high-quality photographs and facilitates the identification of persons subject to national alerts on returns and alerts for refusals of entry. [*Hungary, 2024*]
- Automated fingerprint checks are performed based on criminal and immigration risk analysis in addition to establishing the identity of individuals and to confirm hits. [*Hungary, 2024*]
- There is a well-planned and documented process for business continuity at data centres. Identical setups are used for development, preproduction and production environments and there is a georedundant, highly secured secondary site. There is regular testing of uninterruptible power supply, backup restoration and failover systems between the primary data centre and the back-up site. Information security documentation is regularly reviewed and updated; internal audits are conducted regularly. [*Slovakia, 2024*]
- The SIRENE Bureau's case management system includes a robust tool for producing statistical reports, allowing for detailed reports for each police station and border crossing point on the basis of internal hit reporting forms. Statistics can be filtered by various parameters, such as offense type, which aids in monitoring the Schengen Information System's use countrywide and reporting to eu-LISA. [*Croatia, 2024*]
- In situations where direct access to the Schengen Information System is unavailable, end-users can contact the Central Technical Authority via fax or email to manage alerts through the web communication channel in emergency mode. Clear national procedures provide minimum criteria and templates for this process, making sure there is uninterrupted availability of all functionalities in the Schengen Information System for the end-users. [*Poland, 2024*]
- The Privacy Policy Decree 2018 encompasses comprehensive and extensive guidelines and procedures regarding the routine random log check, which improve the self-auditing of the management of the Schengen Information System and the Visa Information System and aim to ensure compliance with the requirements of those large-scale IT systems. [*Austria, 2025*]
- The national Schengen governance model is characterised by permanent coordination structures and well-established working processes, ensuring a high level of implementation of the Schengen system. It includes a comprehensive national quality control mechanism covering all Schengen policy areas - except visa policy in consulates - and is supported by a dedicated Schengen training framework. [*Romania, 2025*]
- Romania has established a georedundant secondary data centre in Braşov county via the use of European funds, which provides high security and independence for critical

operations in the event of major disruptions. Moreover, they have implemented a robust disaster recovery and business continuity plan, hiring local personnel to minimise intervention time and ensure rapid return to operations. [*Romania, 2025*]

- In the primary site in Bucharest, which hosts the national copy of the Schengen Information System's data centre, a backup generator is tested regularly. [*Romania, 2025*]

### **Data Protection requirements in relation to the National Schengen Information System (N.SIS)**

- The authorities managing the N.SIS accept data subject's rights requests made in languages other than the Member States' language. [*Lithuania, 2018*]
- The Data Protection Officer of the N.SIS controller has established a comprehensive data breach notification policy, including procedures, tools, and instructions to staff. [*Germany, 2020; Norway, 2022*]
- The Netherlands uses a decentralised structure of personal data protection monitoring where contact persons for the issues regarding personal data protection are available in every unit of the police whilst two data protection officers (DPOs) are in charge of general supervision. [*The Netherlands, 2021*]
- The Data Protection Officer is in charge of performing vulnerability management, coordinating the vulnerability assessment activity, and performing risk assessment and auditing; they cooperate with the data controller in a proactive and collaborative manner, e.g. regarding the project for the realisation of a Cyber Security Operation Centre that allows prompt and effective incident management. [*Italy, 2021*]
- The user authorisation management of the National Police Board prevents unauthorised access to personal data. In addition to the situation where the post or tasks change, the superior of the user controls and assesses annually that the subordinates' user authorisations are appropriate and, if necessary, launches an internal procedure to update them. The responsible system coordinator must annually check that the user rights given to stakeholder groups and external persons are appropriate and updated. [*Finland, 2023*]
- The new Security Information and Event Management (SIEM) tool is implemented as a log analysis tool which significantly improves the detection of anomalies and potential misuse of the Schengen Information System. This lowers the vulnerability of the system. [*Sweden 2022*]
- Proactive provision of information on the data subjects' rights by the Airport Police. They provide a link to the police data protection portal through QR codes, which are placed visibly at the first and second line at the border-crossing points. [*Hungary, 2024*]

## Data Protection requirements in relation to the visa issuing procedure / Visa Information System

- N.VIS controller conducts extensive activities in relation to the supervision of the consulates and of the external service provider, including data security and data protection issues. In particular, a series of self-audits were performed in the last years by the N.VIS controller. [*Spain, 2017; Italy, 2021*]
- The Data Protection Officer of the Ministry of Foreign Affairs, European Union and Cooperation is involved in the Ministry's inspections of the visa issuing procedure and is also in general strongly involved in many data protection aspects of the visa issuing procedure. [*Spain, 2022*]
- Extensive log control is carried out by an automated software tool to detect incidents in the log files. [*Denmark, 2022; Sweden 2022*]
- The Security Information and Event Management (SIEM) solution implemented in the IT system of the Ministry for Foreign Affairs is designed with numerous predefined rules triggering alarms and notifying by email the Ministry VISA support team in case of any unusual activity of users processing data in the Central Visa Information System (C-VIS). As the VISA system (the national core application processing system for the examination of applications and decision-making) logs all processing of data in the VISA and C-VIS by all end-user authorities with access rights, the log control covers all those authorities, as well. The Ministry's Data Protection team has a well-established procedure for assessing data breaches and what additional steps need to be taken, including the timeframe for notifying the Data Protection Authority. [*Finland, 2023*]

## SIRENE Bureau

### SIRENE procedures

- The Prosecutor's Office has a duty desk that is available 24/7 for referrals from the SIRENE Bureau. [*Denmark, 2017*]
- SIRENE staff are involved in on-spot activities during large-scale police operations. [*Switzerland, 2018*]
- There is a facility to submit fingerprints from the Schengen Information System to the national Automated Fingerprint Identification System through the SIRENE workflow system and get hit/no-hit responses automatically. This process is only initiated when a case file is created in the SIRENE workflow system. In accordance with the legislation, the process does not entail the storage of the SIS fingerprints in the national AFIS. [*Ireland, 2021*]
- All relevant authorities related to the police internal secured network have their official dedicated mail accounts, used to exchange information. All police reports of incidents are visible to all offices with dedicated mail accounts, including the SIRENE officers who proactively search against the available databases, including the SIS, all EU and third-country nationals involved in the reported incidents. As a result of these queries, in case a positive match is produced, the SIRENE Bureau immediately contacts the Police station in charge of the case (that has reported the incident) and requests further action to be taken regarding the subject of the alert. The proactive approach developed by the SIRENE Bureau ensures that no hits are missed during the queries performed against the SIS. [*Cyprus, 2023*]
- A national judicial authority has been assigned to the SIRENE Bureau to ensure the efficient and accurate execution of European Arrest Warrants within its territory. This assignment enables prompt and effective communication between the judicial authority and the SIRENE Bureau, facilitating coordination and legality in all activities related to the European Arrest Warrant. [*Romania, 2025*]

### SIRENE workflow system

- In the case-management applications, when there is a hit in an alert that contains aliases, misused identities and/or links, a window pops up highlighting the presence of this relevant information. This notification effectively addresses one of the most common problems among the query solutions in the different Member States: the difficulty of making this information visible to the end user. [*Hungary, 2019*]
- The SIRENE workflow system automatically checks all incoming messages from all international channels (including also SIRENE forms), against pre-defined keywords.

Personal data included in the forms is automatically checked against the connected databases. Positive results from such screening are marked as ‘hot hits’ to indicate that those forms should be handled as a priority. Thanks to this solution, the SIRENE Bureau can effectively manage incoming requests without any backlog. [*Liechtenstein, 2021*]

- Incoming A and M forms (used to exchange information on European arrest warrants and extradition requests, and on miscellaneous supplementary information when no procedure is laid down, respectively) on persons are processed automatically in the SIRENE case management system, which automatically transfers the incoming forms on alerts related to terrorism to the Danish Security and Intelligence Service. [*Denmark, 2022*]
- The SIRENE forms created by officers are pre-filled with alert data and have predefined texts available that can be added just with one click. The predefined texts are tailored for each form and type of alert. [*Slovakia, 2019*]
- The SIRENE case management system is a single IT application that handles all messages in a highly automated way: incoming SIRENE forms are registered automatically to existing cases and assigned to the competent case officer; incoming A forms are processed automatically and checked against the national databases based on keywords. This process allows for all incoming A forms including these keywords to be automatically sent once per day in a batch to the relevant departments and units. The A forms are assigned to an operator for manual handling only in case of a match. The dedicated national hit-forms are automatically sent from a preview window in the Schengen Information System alert by the end-users from the police browser/registers and received in the ILO’s incoming messages mailbox and then converted into SIRENE hit-reporting forms. These processes significantly facilitate the performance of the tasks of the SIRENE Bureau and support the timely effectiveness of the exchange of supplementary information and forms. [*Lithuania, 2023*]

#### 4. Fundamental Rights aspects

##### Forced-return monitoring

- Adequate monitoring is ensured by the full independence of the National Guarantor, the scope of its action, the trainings provided to the return escorts on fundamental rights (including on the rights of vulnerable groups of persons) and the principle of *non-refoulement*, as well as the regional network of trained forced return monitors operating on the whole territory. [*Italy, 2021*]
- The regular online publication of the forced-return monitoring reports by the Public Defender of Rights, including in English as part of the annual general report of the Ombudsman ensures an additional layer of scrutiny over the removal process, enhancing

its transparency and further supports the effectiveness of the forced-return monitoring mechanism. [*Czechia, 2019*]

- The Border Guard Headquarters has a designated human rights advisor to mainstream and support fundamental rights-compliant border management practices. Regional Border Guard divisions also have such designated human rights advisors, who take part in delivering training on fundamental rights at regional and local levels. [*Poland, 2024*]
- In 2021, the Tripartite Memorandum of Understanding between the Border Police, the Bulgarian Helsinki Committee, and UNHCR was amended to authorise the Bulgarian Helsinki Committee to monitor all stages of Bulgaria's return procedure. This encompasses activities from initial apprehension, interviews with returnees, verification of documentation, visits to pre-removal detention centres, through to the final removal to a third country. This monitoring approach exceeds the requirements outlined in Article 8(6) of the EU Return Directive. If the Bulgarian Helsinki Committee provides recommendations in its reports, the Border Police must consider these before applying coercive measures, ensuring comprehensive safeguards and cooperation. [*Bulgaria, 2025*]

## **5. Data protection supervision**

- The Data State Inspectorate organises supervision of the Schengen and Visa Information Systems within the Business Process Model and Notation - a graphical representation for defining business processes in a business process model. Business Process Model and Notation allows employees to understand their responsibilities at each stage, as well as the entire process of supervision. [*Latvia, 2023*]
- The Commission for Personal Data Protection has created a tool for supervisory activities, featuring a comprehensive questionnaire that addresses both general and specific aspects concerning EU large scale IT systems. The questionnaire covers areas such as technical, organisational, network, and information security measures by the controller. It also includes a dedicated section for inspecting the National Schengen Information System and the National Visa Information System, with questions on legislation, public awareness, and data subject rights. [*Bulgaria, 2025*]

## EXTERNAL DIMENSION

### Cooperation with third countries

#### Liaison officers

- There is direct access from the International Liaison Office intranet to the Database of dactyloscopy data that allows the officers to query the national AFIS with a NIST file attached to an alert, allowing them to retrieve any matches in a matter of minutes. When the automatic search results in a match, this match is also subject to verification by a fingerprint expert. This functionality allows not only to query the national databases with alphanumeric parameters but also with biometrics, which increases the accuracy of the identification of the person. [*Lithuania, 2023*]
- Visa advisors or liaison officers are deployed in priority third countries, tasked with identifying potential irregular migration to the Schengen area and gathering intelligence on new methods or trends. When fraudulent documents or identities are detected by visa authorities, not only is the Schengen visa refused but an entry ban is also issued to prevent the third-country national from attempting entry through another Member State. The intelligence collected by these officers is regularly shared with relevant authorities through coordinated meetings, enhancing preparedness at external borders and for return procedures. This intelligence aids in forming national and regional plans, allowing targeted actions against entities involved in facilitating irregular migration. Irregular migrants identified in these operations are directed to the appropriate return processes. [*Hungary, 2024*]
- Liaison officers have been given direct access to the case management system managed by the Single Point of Contact, enabling real-time information retrieval from national and international databases. This access improves their decision-making, supports cross-border investigations, and enhances operational efficiency with international collaborators. Additionally, oversight by the Single Point of Contact ensures that communications between liaison officers and law enforcement are coordinated, transparent and secure. [*Czechia, 2024*].
- The Bulgarian Migration Department in charge of legal migration conducts automated security checks in the Schengen Information System using its own application at three stages of the processing of residence permits for third-country nationals. First, when an application is submitted in person; second, during the application examination procedure – after having consulted the State Agency for National Security and vetted against 29 legal grounds to refuse residence permits and long stay visas at the time the decision is taken; and third, when the residence permit is collected in person. Additional checks are also performed when new information on the third-country national is received. This systematic process ensures a thorough examination of the applicant's situation and allows immediate follow-up by authorities. [*Bulgaria, 2025*]

## **International cooperation**

- The establishment of multilateral cooperation and bilateral agreements with several third countries allows data exchange in real time on maritime surveillance and in the border crossing points for checks on ferries and other border-related information. The authorities actively support the development of national capabilities for border control in third countries by donating assets. [*Italy, 2021*]
- The national authorities manage the migration flows and tackle cross-border crime from outside the Schengen area through the implementation of a regional concept of border surveillance. It includes the deployment of liaison officers from third countries to the regional coordination centres of the Member State and vice versa, which aims to facilitate direct cooperation and exchange of information. Border guard units are deployed in third countries (including in territorial waters), ensuring constant joint patrolling by sea and air. A search and rescue mechanism complements the regional border surveillance system with vessels coordinated by the national search and rescue agency. [*Spain, 2022*]
- The "Safe Tourist Destination" project runs since 2006, hosting and deploying police officers internationally to better serve tourists and nationals abroad. With growing participation of foreign police organisations, 2023 saw involvement from 24 organizations across 21 countries. Foreign police officers operate under agreed powers, providing services in tourists' languages which lowers barriers to seek police help. Visible in their national uniforms, guest police officers contribute to crime prevention and enhance safety. [*Croatia, 2024*]
- Arrangements established with neighbouring third countries according to which guest officers are deployed at the border to support surveillance and other control activities, such as border checks. It increases reaction capabilities and information exchange. Within one neighbouring territory, border police officers from a partner third country are patrolling in cooperation with local border officers on a daily basis to prevent illegal migration and identify facilitators of human smuggling. Based on a bilateral agreement with another partner country, an officer is currently working at specific border crossing points to support checks and facilitate communication with passengers. [*Hungary, 2024*]
- Courts and Prosecutor's offices create alerts for wanted persons along with a European Arrest Warrant (EAW) in both Polish and English. Attaching the English version to the alert expedites procedures in the other MS for actions on international hits. [*Poland, 2024*]
- A national judicial authority has been assigned to the SIRENE Bureau to ensure the efficient and accurate execution of European Arrest Warrants within its territory. This assignment enables prompt and effective communication between the judicial authority and the SIRENE Bureau, facilitating coordination and legality in all activities related to the European Arrest Warrant. [*Romania, 2025*]

## Visa Policy

### External Service Provider

- Imposing financial sanctions on external service providers in case of non-compliance with the contract, combined with reinforced monitoring of their work, is an effective way to bring the external service provider in conformity with the provisions of the contract and improve its performance. [*Austria, 2022*]
- The local staff working on visa processing in New Delhi attended training activities organised by the Swiss and German embassies on document fraud and the verification process. Thanks to these activities, the staff were well equipped to recognise the authenticity of supporting documents. [*Romania, 2025*]

## MANAGEMENT OF THE EXTERNAL BORDERS

### National and European situational awareness and early warning system

#### Cooperation (situational awareness)

- The coordination between the National Coordination Centres of two neighbouring Member States allows for a common situational picture, efficient exchange of information, improved situational awareness at the common borders and an increased response capacity, as the positioning of the assets is also shared between the two countries. [*Portugal/ Spain, 2017*]
- Direct access to national databases (beyond those just used for border control) enables the National Coordination Centre to maintain a comprehensive national situational picture and ensure enhanced situational awareness for its stakeholders at national and European level. [*Finland, 2023*]
- The National Coordination Centre established a procedure for reviewing requests for activation of EUROSUR Fusion Services at the district and local levels. Such procedure verifies the legality and relevance of each request of EUROSUR Fusion Services, before they are submitted to Frontex, ensuring that only relevant and cost-effective requests for EUROSUR Fusion Services are sent to Frontex and then used in the operational activities. [*Finland, 2023*]
- Within the EMPACT framework, the Police Central Bureau of Investigation's drug unit Head acts as the "Driver" of the EMPACT operational action plan targeting criminal networks involved in the production, trafficking and distribution of synthetic drugs and new psychoactive substances. The "Driver" benefits from unique operational support, helping to efficiently identify and access various financial opportunities. The European Project Implementation Centre within the Ministry of Interior Affairs supports this activity as a priority and assists by handling administrative tasks and supporting efforts to combat drug trafficking. [*Poland, 2024*]
- Border Guards and Customs authorities closely cooperate through an integrated Digital Border procedure at crossing points to strengthen the checks and ensure a smoother process. Data gathered and first-line checks results, including SIS information, are directly transferred from Border Guards to Customs, who continue inspections with pre-filled details. [*Poland, 2024*]
- The National Coordination Centre maintains a high-quality national situational picture supported by a comprehensive dataset and fully integrated systems. It has access to and oversight of all systems and assets used for border checks and surveillance, structured according to the EUROSUR model, with event, operational, and analysis layers. Real-time monitoring of border checks is facilitated through a mobile solution, which provides a single-query interface to all relevant border control databases. [*Romania, 2025*]

## Risk Analysis

### Land borders

- The national risk analysis system of the border control institution is efficient and supported by functional inter-agency cooperation. Twice per year, the border control institution issues common risk analysis products with Customs and the National Police. The regular and systematic exchange of information between relevant national authorities involved in the implementation of the European Integrated Border Management resulting in joint risk analysis products ensures comprehensive national situational awareness and supports adequate reaction capabilities. In addition, common trainings, joint operations, and tailored actions are organised between the relevant authorities involved in border management. [*Lithuania, 2023*]
- All police officers involved in border control have access to an application to detect persons and/or vehicles with a specific risk profile. The application is part of the national risk analysis system of the Border Police and integrated in the National Border Management Information System. It ensures effective use of risk analysis profiles at all organisational levels and increases the quality of border control. To identify high-risk persons or vehicles, the Border Police developed an automatic risk indicators application which is integrated into the Border Management Information System. When activated, the indicators automatically detect potential perpetrators during border checks. The indicators are automatically linked with risk profiles, showing a yellow alarm on the border guard's screen with a link to the profile, giving targeted instructions to determine a person's status. Border guards can activate these indicators at specific border crossings and times. [*Croatia, 2024*]
- Slovenia has implemented an effective system for automatically linking objects and persons related to the same criminal case when an alert is created in the Schengen Information System. For any status-classified object or document, such as 'stolen,' connections are automatically made to related parties involved in the same case. This system uses a daily batch processing schedule to review all active alerts in Slovenia's Central Schengen Information System. It checks for associations with corresponding police database records and establishes links between alerts with the same reference case number. This proactive linkage allows law enforcement and relevant authorities to access pertinent information quickly, enhancing situational awareness and supporting timely, informed decision-making. [*Slovenia, 2025*]

## Border checks

### Air borders

- A dedicated unit of six border guards monitors private transport and recreational aviation, including light aircrafts and helicopters, as it has access to real-time route tracking and flight data from the military radar. The unit receives all the flight plans which are then analysed. When the airport of departure or arrival is not a border crossing point, an alert is given to a police unit to intervene. In case of unauthorised landings at aerodromes not dedicated to border crossings, the authorities impose fines. Risk assessments of deviating flight routes are carried out regularly. [*Belgium, 2020*]
- The communication between the first and the second lines at border crossing points at the airport via the national application is very highly automated and user-friendly. In case of a hit, the first-line officer has the possibility to type in comments in a dedicated Field, and the hit information together with the comments message is then sent through the national application from the first line to the second line. When it comes to the e-gates, in case of a hit on a discreet check alert, the e-gate operator can also add a comment to the hit which is then immediately forwarded to the second line which collects additional available information and sends the hit form to SIRENE. This allows the check to be completed without any contact with the subject of the alert, while collecting the information needed. [*Lithuania, 2023*]
- Latvia has a Passenger Information Unit responsible for the collection and processing of passengers' data on all flights currently operating in the country. Its role is to inform (24/7) competent law enforcement authorities of the need to further examine incoming and outgoing passengers, after the automated comparison of their data with relevant databases (such as the Schengen Information System, I24/7), or against abstract profiles modelled in cooperation and/or upon request of such authorities. As they receive queries from all law enforcement agencies, the unit is in a unique position to notice overlapping investigations and objects of interests and to inform respective agencies. A well-developed case management system for handling communications with competent authorities and Passenger Information Units of other Member States, established following international best practices, is at the heart of the successful fulfilment of the Unit's tasks and information exchange. The operations take due account of data protection and procedural requirements established by the relevant EU and national law. The Unit proactively runs awareness raising campaigns on the capabilities it offers. [*Latvia, 2023*]

### Land borders

- Vehicles approaching the land border control booths are automatically pre-checked in the Schengen Information System via the Automatic Number Plate Recognition, including object extensions. [*Croatia, 2024*]

## Border surveillance

- The border guard uses Unmanned Aerial Vehicles (UAV) for surveillance and intervention tasks. Each of the regional units responsible for the external land borders is connected to the system. It consists of three platforms (unmanned mini motor gliders), a ground station (with remote control, screens, and antenna) and other supporting equipment. The platforms are equipped with daylight and night-vision cameras, and at least one platform can be used at any given time. High-quality images from the cameras are delivered in real-time either to the ground station or other connected recipients. This UAV system enhances the border surveillance capacity, improves situational awareness, and facilitates reaction capacities. Once a flying object is detected, the Regional Coordination Centre is swiftly informed for specific intervention measures to be conducted. [*Poland, 2019*]
- An electronic barrier system has been installed along the majority of the external land border, consisting of a high number of day, night and thermal cameras and motion and seismic sensors. Regional centres monitor the system, transmitting automatically generated alarms to local coordination centres which dispatch patrols. This effectively detects unauthorized crossings, allows real-time monitoring, and enhances patrol response times. [*Poland, 2024*]
- The national border guard uses an IT system for planning, coordinating, and reporting operational actions, which serves as an all-in-one platform to increase overall efficient external border control. The system has several modules which enable the user to save and share information on events, display events on a map, plan patrols and work schedules, display the position of operational units in real time and transmit reports. [*Poland, 2024*]

### National database for border surveillance

- The national border surveillance concept is based on a comprehensive and efficient national database, combining all the relevant functionalities to support operational and tactical tasks. This system follows all elements of the operational cycle of border surveillance: providing support for information collection, reporting on the tactical and operational outcome of activities, planning of shifts, management and coordination of patrols and designing efficient reaction response in the field and providing coherent situational awareness. The software provides a single service platform for all law enforcement thus ensures the effective utilisation of resources in case of an emergency and benefits of compilation of the situational picture in designated areas of responsibility. The software is linked with functions of the mobile IT environment of the patrol deployed at the field. Based on its comprehensive and coherent design, the system can be operated at local, regional, and national level. [*Estonia, 2023*]

## RETURN

### Effectiveness of the national return system

#### Return procedures

- The practice of taking return, removal, and entry ban decisions in one step reduces the administrative burden while the procedural rights of the returnees are fully respected. [*Austria, 2015*]
- The procedure of notifying the ‘intention of issuing an entry ban’ when an irregular stay is detected during exit checks, giving the third-country national the opportunity to raise objections, allows the authorities to issue an entry ban without interrupting the departure of the third-country national while respecting the third-country national’s rights. [*The Netherlands, 2021*]
- National authorities developed a notice on available assistance for reintegration, to be signed by third-country nationals post-consultation. This is stored with their case files, easing communication with return counsellors at detention centres. [*Croatia, 2024*]
- If a third-country national with no right to stay is found and has a return decision issued by another EU country, national authorities will recognise and enforce this decision without delay. They will not issue a new return decision or contact the issuing country but will instead proceed with the removal of the individual to their country of return, following, where justified, an updated assessment. [*Czechia, 2024*]

#### Forced-return procedure

- Procedures are in place enabling authorities to take a fast decision on a subsequent asylum application lodged during the removal process to avoid postponing or delaying the removal of a third-country national while ensuring effective implementation of the principle of *non-refoulement*. [*The Netherlands, 2015*]

#### Voluntary return

- Throughout the entire return process, voluntary returns are a priority for the national authorities. There is a proactive approach to motivate third-country nationals for voluntary departure during all stages of the procedure, particularly at detention centres. The detention centres are considered conducive to promoting voluntary returns, with case managers and authorities actively motivating third-country nationals to leave the country voluntarily, while providing adequate accommodation and support. [*The Netherlands, 2021*]
- The early engagement with returnees when promoting voluntary return/departure and the possibility for a returnee to participate in a voluntary return scheme at any point of the return process, promotes and increases the use of voluntary return and reintegration as an integral part of a common EU system for return in line with the EU strategy on voluntary return and reintegration. [*Luxembourg, 2016; Denmark, 2022*]

### **IT system**

- The national IT return case management system, which was developed in line with the Frontex model (RECAMAS), provides return-related authorities with an efficient and integrated tool, enabling the effective management of return cases. [*Italy, 2021; Estonia 2023*]
- The connection of the national migration case management system to the Frontex Application for Return (FAR) charter flights module allows national authorities to directly reach all charter operations organised with the support of Frontex and helps them organise and participate in return operations more efficiently. [*Austria, 2020*]

## **Detention for the purpose of removal**

### **Detention centres**

- A children's room in registration facilities for foreigners provides appropriate and stimulating surroundings for children. The long opening hours and accessibility without restrictions, the presence of a social worker and the large number of games and activities available make it attractive for children to use. [*Lithuania, 2018*]
- Family centres and targeted psychiatric facilities can cater to the particular needs of vulnerable persons in detention. The family centre's layout, activities and staff commitment allow for family life as close as possible to normal and provide appropriate and stimulating surroundings for families and unaccompanied minors. The psychiatric facility provides for close cooperation between the relevant partners to address the needs of vulnerable persons with psychological problems in the return process while increasing the efficiency of return procedures. [*The Netherlands, 2021*]
- The developed protocols and training of personnel, combined with the design and the regime contribute to mitigating the stress and trauma for minors in the return process and are in line with the best interests of the child principle. [*Norway, 2022*]
- The facilities for foreigners have mental healthcare offices, offering third-country nationals assistance with mental health issues such as post-traumatic stress disorder and prevention of suicide as well as supporting their adaptation. The psychologists carry out an initial appraisal with all new arrivals and inform them about the possibilities of seeking psychological support within the facility. This allows for the early identification of psychological issues, which can guarantee an effective approach and handling of such cases. The mental healthcare offices can be accessed during office hours from Monday to Friday after an appointment by phone or with an application form. This helps create

an open and safe environment, especially when dealing with victims of trafficking and other vulnerable persons. [*Lithuania, 2023*]

- Detention conditions feature spacious outdoor recreational areas at a Reception Centre, with a dedicated outdoor playing area for young children and grassy recreational area for adults, creating a pleasant atmosphere with space for privacy. It mitigates risk of conflict and overcrowding. [*Croatia, 2024*]
- Detention centres are staffed with an educational unit of 11 officers, which organises a wide variety of educational, social, cultural (with attention to cultural sensitivities) and sports activities as well as events. The staff is available to the detainees from Monday to Saturday, 12 hours/day and officers are dressed in civilian clothes, some of which have a professional background in education and psychology. They have an active role in conflict prevention within the centre. [*Poland, 2024*]
- Detention centres offer detainees extensive medical care tailored to their needs. If care cannot be provided on-site, detainees are quickly taken to outside specialized clinics. The Border Guard covers costs of these treatments. In case of a serious condition, detainees are released and transferred to specialized care organisations. [*Poland, 2024*]
- The Detention Centre provides a dedicated nursery room, available 24/7, where mothers can care for their newborn children in a private and separate facility. The room is equipped with essential furniture and items to support the care of infants. There is also a childcare section, spacious and well-equipped, offering a wide range of age-appropriate activities, toys, and games. Children whose parents are detained at the Centre can visit the playroom with their parents' consent. For very young children, visits can also be supervised by one of their parents, ensuring a safe and supportive environment for all. [*Czechia, 2024*]
- The detention centre has implemented a range of visual aids, including orientation tables, signposts, house rules, and posters, which are designed to be child-friendly and accessible. These materials feature pictograms and are displayed at a height and appearance that is easy for minors to understand. Additionally, Frontex' 'Toolbox for Children' has been made widely available and accessible in multiple languages. [*Czechia, 2024*]
- Zurich's Detention Centre SMAZH initiative offers detainees personal laptops with unlimited, secure internet access for just 1 CHF per day. The programme's added value lies in its multi-layered impact: comprehensive online resources keep detainees informed about their rights and procedures; smart content filters ensure a safe browsing environment; real-time translation tools dismantle language barriers to communication and services; and monitored video calls enable critical family and social connections, all while maintaining facility security. By prioritising digital autonomy as a right - not a privilege – this project not only mitigates the psychological harms of detention but also sets a replicable benchmark for humane, forward-thinking care, proving that technology can be a powerful tool when deployed responsibly. [*Switzerland, 2025*]
- The guarding officers at the Postojna Detention Centre are equipped with body cameras, which serve as a vital safeguard for both the officers and the detainees,

providing an objective and unbiased record of interactions between the two parties. By documenting all interactions, any incidents or allegations of misconduct can be thoroughly investigated and addressed, and any conflicts or tensions within the detention centre can be de-escalated. [*Slovenia, 2025*]

- The Initial Reception Center West handles asylum and immigration procedures, supported by the Integrated Foreigners Administration application. This application provides a comprehensive and efficient tool for managing procedures related to alerts on return and alerts for refusal of entry and stay, while ensuring data quality. [*Austria, 2025*]

## INTERNAL BORDERS

### Cross-border cooperation in internal border areas

#### Operational cooperation with neighbouring Member States

- Joint trilateral patrols with neighbouring countries are conducted on trains. [*Austria, 2015*]
- A bi-annual joint crime analysis report and an operational crime analysis report are prepared between Member States on a fortnightly basis. Further, a daily briefing with information on crimes committed in one Member State is prepared and shared with the partner Member States. [*Liechtenstein, 2015*]
- Within a border region police district, there is a joint analysis team. This consists of several agencies comprising police, customs, and border and criminal offices. The analyses are used to inform decisions regarding border controls, policing, and customs matters. It was noted that analysis reports were used to brief officers in advance of joint patrols, including the determination of the days, times, and locations where such patrols would take place. For ports authorised for non-Schengen arrivals, monthly risk analysis reports are compiled. These are used to inform the operational as well as the administrative aspects of the border controls. [*Denmark, 2017*]
- To ensure effective cross-border cooperation and mutualisation of resources, neighbouring Member States signed an agreement on the Common use of Covert Human Intelligence Sources to carry out undercover intelligence operations through a common pool of police officers. [*Lithuania, 2018*]
- The national data system delivers screen flashes when an operation starts thus immediately alerting operators for necessary follow-up. It also provides a live feed. The geolocation of the patrolling cars is also visible in the system. Both the Police Cooperation and Customs Centres and the SPOC have direct access to it. [*Czechia, 2019*]
- Joint bi-national brigades to combat illegal immigration and smugglers and permanent international cooperation mechanisms are integrated, enabling two neighbouring countries to organise controls based on shared analysis of migration risks. Composed of an equal number of officers from both countries selected for their technical and linguistic skills, these ‘brigades’ (or ‘joint units’) set up at the Franco-German and Franco-Italian borders are either governed by the Prüm agreements or by a bilateral agreement. In addition to the organisation of joint patrols, the joint brigades (or joint units) provide joint training. This joint brigade system facilitates the exchange of information between two neighbouring countries and the coordination of control operations. [*France, 2021*]  
At the regional level, cross border cooperation is based on administrative protocols with the competent authorities of neighbouring Member States, which are further implemented through annual action plans. This practical cooperation covers joint risk analysis, joint operations, and patrols, the managing of specific events and joint trainings. Joint patrols are planned on a regular basis. This cooperation concept creates a

good basis for joint operational responses at the regional level, the common use of limited resources and a more comprehensive crime situational picture. [*Estonia, 2023; Latvia, 2023*]

- Proactive measures are taken to limit temporary reintroductions of internal border controls by having regular and targeted meetings with neighbouring countries and having tactical and operational cooperation in border regions. Joint cross-border trainings and cross-border hot pursuit exercises are regularly organised and basic information on this possibility is spread via leaflets to all national police officers. Via an extensive network and designated senior officials in every border region, police authorities are in permanent contact with their (internal) cross-border counterparts. They conduct constant joint monitoring and analysis, and respond to emerging threats. This can be upscaled to joint patrols, actions, exercises, planning, etc. when security threats emerge or increase. If internal border controls are reintroduced, both countries analyse the implementation to prevent future occurrences. [*Slovakia, 2024*]
- Police cooperation by neighbouring Schengen States has intensified due to a new joint patrol concept developed from a 2023 agreement between relevant national police headquarters. An operational centre with command, control, and communication capabilities was established at a cross-border police cooperation centre. A regional risk-based operational plan guides the efforts. Participating patrols are tracked via GPS devices and are aware of each other's locations through mobile devices. Joint operations, including 12-16 mixed patrols per month, occur near the shared border. Patrol types and equipment, such as drones and night vision, are selected according to the plan. Since June 2022, additional neighbouring Schengen authorities have joined these operations. [*Hungary, 2024*]
- The PCCC Chiasso facilitates the exchange of information between the Swiss and the Italian authorities, coordinates joint measures such as mixed patrols, and conducts crime analysis providing its outcome to the SPOC and other relevant Swiss and Italian authorities. Information is exchanged via SIENA in a point-to-point configuration. National authorities offer internships at PCCC Chiasso for Swiss officers from all cantons for 6 to 12 months, as well as joint training between the PCCC and Italian police. [*Switzerland, 2025*]

## INTERNAL SECURITY

### National Strategies on Law Enforcement

- Every four years, the Minister of Justice and Security sets the National Security Agenda with national policy objectives for police duties. On a regional level, local governments translate the national priorities into regional policy objectives for the police in their Regional Security Agenda. Law enforcement agencies exchange intelligence and information to gather appropriate information and intelligence to contribute to the National Security Agenda, the Regional Security Agendas, and Europol's Serious and Organised Crime Threat Assessment (SOCTA). Steering Committees from the Research Department are tasked with the coordination and monitoring of the whole procedure. A daily operational briefing allows the different police teams to be informed about the specific points of attention in their working field. For instance, they are used as a starting point for policymaking in the fight against organised crime and estimating threat levels that indicate the likelihood of a terrorist attack. Additionally, the Research and Analysis desks of all Regional Intelligence Services make their own threat and security assessments. [*The Netherlands, 2021*]
- The Office of the Prosecutor General appointed a liaison prosecutor to the SPOC who is frequently consulted on the flagging of alerts and international arrest warrants, complex international criminal investigations, and any other cases where the prosecutorial input is needed. [*Portugal, 2022*]
- Foreign Liaison officers and the central authority for international judicial cooperation cooperate very closely, which allows the authority to advise and assist in writing European Investigation orders or Mutual legal assistance requests addressed to the Member State. [*Portugal, 2022*]
- The police use an analysis tool in its criminal analysis units which allows for the establishment of 'profiles' of crime phenomena, based on operational data. They show the user an interactive visualisation of the phenomenon, its trends, modi operandi and evolutions. Since starting the roll out of this application in 2019, the police has significantly increased the number of users and of analysed crime phenomena. [*Lithuania, 2023*]

## Organisation of the Single Point of Contact (SPOC) for international law enforcement information exchange

### Organisation, information exchange

- For better international police cooperation, the Police created a network of contact officers for international police cooperation. They are located in all Police headquarters and the capital's Metropolitan Police headquarters. The contact officers help to improve the quality of information exchange requests and facilitate their coordination. [Poland, 2019]
- There is a well-established daily flow of criminal incidents reporting from the local to the regional and state levels. In practice, an e-report on the events of the last 24 hours is regularly available to the local station management team, the regional level, and the State Central Criminal Police Office. It allows all levels to take informed decisions. [Germany, 2020]
- The system for the coordination of counter-terrorist operations gathers all the intelligence from the different police organisations and institutions responsible for preventing and countering terrorism, violent radicalism, and serious and organised crime. The system presents an adequate alternative, combining information management with operational coordination in a situation where the relevant national authorities do not have access to each other's databases. [Spain, 2022]
- Deployment of international case officers at regional level in different Police Departments. These officers are part of the Single Point of Contact and have four weeks training on large-scale IT systems, exchange of supplementary information through the SIRENE channel, management of biometrics and field visits to Europol and Eurojust. They have full access to the case management systems of the Single Point of Contact, Interpol's I-24/7 secure global police communications system, and have the rights to introduce Schengen Information System alerts and Interpol notices. They also have access to the relevant systems and permissions equivalent to a case officer attached to the national SIRENE Bureau and the International Communications Centre. This has resulted in expertise available in each local division on the Schengen Information System. Furthermore, the international case officers verify both the quality and legal relevance of the requested information, draft SIENA messages to be sent to Liaison Officers at Europol, and provide training on international police cooperation within the local Police Department. [Finland, 2023]
- An Integrated Case Management System is used by national police to facilitate real-time communication, resource coordination and task assignment within command centres. Its user-friendly design allows swift responses and efficient coordination in dynamic situations by sharing commands and information directly with patrols and specialized units. It enhances operational readiness and public safety. The system also incorporates key non-police partners such as Customs, the Fire Brigade and Ambulance Services for real-time information exchange and cohesive resource allocation. [Czechia, 2024]

## Organisation

- The permanent Police, Customs and Border Guard Crime Intelligence and Analysis Centre is a form of effective cooperation and coordination between the law enforcement authorities producing, among others, common analytical and threat assessment products. [*Finland, 2018*]
- The creation of Central Offices, pooling resources from different administrations and focusing on one type of crime, leads to very effective operational results. [*France, 2021*]
- The structure to produce not only the national threat assessment but also dedicated threat and risk assessments combines centrally organised quality control with requirement analysis at regional level. The multi-disciplinary strategic analysis unit is responsible for strategic crime analysis, consisting of a team working at the national level and field teams in several regions. Quality control is maintained at the central level which also ensures coherence between the different analytical products. The unit produces the annual national threat assessment which focuses on organised crime groups. [*France, 2021*]
- A memorandum of understanding between the police and customs enables extensive cooperation between both administrations. It allows for the exchange and sharing of relevant information and strategic, tactical and operational intelligence, in particular by facilitating mutual access to databases, with due regard for individual rights and data protection rules. It also contributes to the development and promotion of best practices, as well as procedures for operational matters with respect to joint actions, such as joint mobile patrol squads, joint investigation teams, or joint intelligence teams. Finally, it helps coordinate the sharing of equipment between services and cooperation on the development, purchasing, deployment and use of technology. [*Cyprus, 2021*]
- The SPOC has a risk analysis group responsible for deeper analysis of national and international requests received in SPOC, gathering additional information in available databases, and providing analysis reports on discovered crime trends and *modi operandi*. The reports are then forwarded to prosecutors and/or respective police agencies for supporting relevant investigations. [*Portugal, 2022*]
- The International Cooperation Division combines operational information exchange with strategic decision-making at international level. This Division hosts the national Single Point of Contact for international law enforcement information exchanges. It benefits from representation from both national police forces, regional police forces, and customs. Both relevant authorities have a network of experts on international police cooperation, which assist and advise the criminal intelligence units at regional level on the use of the instruments of international police cooperation. The main law enforcement authorities train experts on international police cooperation regularly. These experts form part of their unit at the regional level and perform this function in addition to their daily work. Knowledge is transmitted to the network at an annual meeting, where e.g. national Liaison Officers at Europol are invited as speakers. In between these meetings, knowledge about new procedures is transmitted to the network either via newsletters or *ad hoc* meetings. In addition, the experts of the authority's network receive a one-week capability training before joining the network.

These expert networks are a low-threshold mechanism to disseminate knowledge on international police cooperation at the regional level. [*Spain, 2022*]

- The national PIU is integrated in the national SPOC, managing all PNR-related cases for various authorities (police, customs, intelligence services, military police, prosecutors' office, and courts, etc.). This integration makes the system more comprehensive and enhances the SPOC's role as a general information hub for all international security information exchanges. Sharing one case management system with other SPOC units enables easy integration and cross-checking of information, leading to a more comprehensive analysis. [*Slovakia, 2024*]
- In 2025 a comprehensive national quality report was developed, comprising all findings, recommendations, and solutions to address all shortcomings and to be used in the strategic planning, to define the required capabilities for border control, to plan the use of the national and the EU funding and to address the training needs. [*Switzerland, 2025*]
- The International Police Cooperation Strategy gives a clear strategic basis for the development of international cooperation and offers a comprehensive strategic framework in the field of law enforcement cooperation. Furthermore, the development of cooperation with European partners and international organisations and third countries, as well as the deployment of liaison officers are evaluated and prioritised according to specific established indicators. The implementation of the prioritised Schengen and Schengen-related instruments is also considered when preparing and implementing the strategy. [*Switzerland 2025*]

#### **Use of Europol tools for cross-border cooperation and information exchange**

- Data from the national system for police investigations is automatically uploaded into Europol's Information System. The database of ongoing investigations is connected to an automated data loader in Europol's Information System. New information is inserted, existing information is enhanced, and old information is removed daily. This process is completely automated. The Europol National Unit handles hits occurring between national investigations and foreign investigations, already available within Europol's Information System. [*The Netherlands, 2021*]
- QUEST (Querying Europol Systems) has been integrated with the national query system to perform searches in the Europol Information System. The searching scope was extended to all objects that are available in the system, and the same search functionality will be available for Customs. This has increased the number of searches, making the Member State the third most active using the search functionality in 2024. [*Hungary, 2024*]