

FIEP Cooperation Project

on

Victims Protection and Assistance

A) Background, opportunities, objectives, expectancies and added value

Background

When law enforcement and police agencies deal with their daily challenges they should be aware that the expectancy of the society, their aim and their design as instruments of governance, should conduct to a complete set of actions taken in order to restore the public order and safety climate (*crime / critical situation – intervention/reaction – restoring the initial situation*), in accordance with their quality as (first) responders by approaching the initial elements of the reparation aspects (contact with the victims, performing operational support, granting medical or psychological assistance, creating a safe environment, obtaining operational information for investigations, informing and counseling the victims and their families on their rights and legal possibilities).

Opportunity

Due to the direct correspondence between the democratic values which a police Force with military status should respect and the level of services it provides to the citizens (as final beneficiary), it is opportune for FIEP to adopt a pro-active approach in order to develop the know how of the gendarmerie community in Victims Protection and Assistance domain, by updating and upgrading the strategies and concepts on human rights application.

Objectives

1. Uniformity of concept, doctrine and procedures at FIEP level in respect to the Victims Protection and Assistance
2. To create for the Member Forces a more appropriate environment to improve the level of satisfaction for their beneficiaries by increasing the necessary conditions to provide better services to their citizens:

- To create the necessary FIEP synergies that can lead to improving the degree of confidence in the gendarmerie forces abilities to serve the citizens;
- Improve the degree of communication with the victims;
- To enhance cooperation with civil society (NGOs, victims associations, etc).
- To improve cooperation with foreign partners in the respective field, in order to create standards
- Integrating this matter in international formation at FIEP level (ex: courses, international exercises), as well as in common projects, missions and international operations

Expectancies:

a) A new approach

- To facilitate an evolution of the gendarmerie forces general approach in respect to the Force relations with the victims and their families, in accordance with the latest international perspectives
- To facilitate an evolution of the general approach towards the necessary capacities and obligations of the gendarmerie personnel as a first responder in accordance with the latest international perspectives

b) Operational aspects

- To facilitate for the Member Forces to develop, update or upgrade SOPs on victims relations
- To facilitate for the Member Forces to develop, update or upgrade SOPs on victims protection
- To facilitate for the Member Forces to develop, update or upgrade SOPs on victims assistance
- To provide new models of flexible structures or units able to perform a new augmented type of reaction, aiming to cover a more extended range of assistance services (ex: medical, psychological)

c) Human resources and Personnel training

- Improved personnel formation, since the initiation phase;
- Developing new levels of expertise and competence in this field
- Specializing new categories of personnel in assisting victims as first responder (ex: psychologists), in accordance with the advanced international standards

Added value:

1. Institutional evolution: the present initiative could facilitate the modernization of the action procedures of the gendarmerie forces in victims protection and assistance

2. Know-how: the opportunity to use this initiative as a FIEP „pilot project”, on victims protection and assistance, whose lessons learned could be implemented later on other fields of human rights.

3. Founding: creating opportunities to access alternative financing destined to victims protection/human rights

4. Public image: by developing this matter, the gendarmerie forces could benefit from an increase of confidence at the beneficiary level

5. Internal and international cooperation: an boost in cooperation with national (state bodies and civil society) and international partners, on this new domain

6. Foreseeable export of expertise on victims protection and assistance: courses, sessions, programs, projects and international operations

B. Member Force Competency**Question: Are Member Forces competent in Victims Protection and Assistance?****Main Authority**

In general, as most states have different views over the systems governing victims' protection and assistance, the competence in the matter seems to lie with a number of state institutions, local authorities and some civil bodies, in various combinations.

In this respect the answers to this question indicated the police forces / security agencies (usually belonging to Ministry of Internal Affairs/Security, Ministry of Defense

or Ministry of Justice and Human Rights) and the prosecutors as regular holders of competence, mostly in cooperation with other concerned ministries, such as Ministry of Public Health, Ministry of Foreign Affairs, Ministry of Development, Family and Social Policies (or equivalent), Local Authorities and NGO's specifically dedicated to victim's protection.

Force competency

The competence of each FIEP member in respect to victims' protection and assistance differs according to its national system organization, although the principles which guide their activity are similar. The extent of the protection and assistance is limited each Force competencies in balance with the competencies of the other national stakeholders.

However, a rather common perspective was opened by the fact that most Members possess the **competence of first responder**, which enables them to provide victims protection and assistance up to the limit of their attributions.

In this respect, the responses revealed certain particularities of the victims' classification, that worth to be mentioned:

1. Assistance and protection of victims of criminal activity: most Member Forces identified it as the matter which demands the main focus of their related efforts. This includes victims of general criminality, terrorism, discrimination / hate crimes (racism, xenophobia), public order and safety disturbances (including Law enforcement intervention), human trafficking, human smuggling, abuse of members of vulnerable groups (women, children, seniors, persons with disabilities)

2. Assistance and protection of victims resulting from disasters / emergency situations: a number of Members recognized the important role of their activities related to victims' assistance and protection in limiting and removing consequences of natural or man-made disasters, evacuation of endangered areas, search and rescue

3. War / conflict / crisis victims: certain Members experienced the need to provide a certain forms of assistance and protection to victims of war / conflict / crisis (displaced persons, refugees)

Protection

- providing immediate physical and psychological safety for the victim (involves necessary manpower, knowledge, logistics, communication);
- decreasing the immediate level of threat for the victims (or his/her family) life, health or goods/wealth (includes evacuation of endangered areas);
- provide minimal life conditions (ex: temporary shelter, access to utilities) / distribute necessary goods for a comfort (ex: water, food, medicine, communication with families)
- safely handing over to the competent authority.

Assistance

- first aid;
- psychological aid;
- extended communication with the victims (includes follow-ups) and/or their families;
- cooperation with the victims in order to find out and identify perpetrators, other victims and to obtain detailed information on the case;
- support social workers (providing permanent shelter) and NGOs;
- provide and enforce public order and safety in shelter or refugees camps.

Special competencies

Most Forces claimed rather general competencies associated to victims' assistance and protection, indicating tasks related to first aid, public order, mountain gendarmerie, rapid reaction to disasters, evacuation of endangered areas, search and rescue.

In order to preserve continuity and according to their operational availabilities and assistance capabilities, the first responders extend sometimes the immediate protection given to the victims by securing their shelters/residences or simply patrolling around the respective area, and regularly conducting multipurpose interviews with the victim (for security, medical, psychological and judicial reasons).

The **special competencies were associated mainly with the judicial dimension** of the respective matter. As such, many FIEP Members provide assistance

and support to specialized stakeholders (prosecutor, specialized judicial police units, other competent Law Enforcement Agencies), run victims identification and conduct investigations, give judicial support to the victims (by informing them on certain related legal aspects and their legal rights and obligations), and give a particular attention to human trafficking and human smuggling, to all forms of discrimination, to hate crimes and to the vulnerable groups:

Assistance:

- **Operational:** search and rescue, disasters relief, traffic control (road blocks);
- **Logistics:** vehicles, equipment, gas, medical equipment, communications, IT.

Protection:

- **Operational:** shelter, safe environment, personal protection, convoy protection, evacuations;
- **Logistics:** disaster relief kit (tents, boats, clothing, food, ropes, vehicles, gas, extinguishers etc), public order equipment.

Complementary competencies

With regard to the complementary competencies related to assistance and protection to the victims, the Members have developed national perspectives on their possibilities to cooperate with other concerned bodies and civil society representatives. A number of complementary tasks were identified, according to the victims' nature, the type of emergency and the situation management needs. These tasks were related to both law enforcement and civil matters.

In terms of law enforcement, the complementary tasks could regard (but are not necessary limited to) **general policing** (ex: road traffic control, blocking all public access to crime scenes), **immigration and border control** (ex: border teams to detect situations and potential victims of human trafficking in recruiting or moving stages, avoiding the exploitation of the potential victim), **scientific police** (ex: Forensics Labs also have psychologists that provide assistance to the victims) and **special operations and terrorism** (ex: arrests of dangerous criminals/abusers/terrorists). In this respect, many Member Forces train their personnel to attend the victims during the report time.

In terms of civil matters, the cooperation effort can be directed towards **civil emergency situations** (ex: take incipient measures for fire fight, disasters relief), **assistance to health authorities** (ex: quarantines, accidents), assistance **to the civil society representative bodies** (ex: NGOs and Social Services are involved in providing support to the victims).

C. International legislation

Question: Is the international legislation directly influencing Member Forces competencies in respect to Victims assistance and protection field?

Which specific legislation is applied?

According to the Members the relevant international legislation regulating their conduct in the matter of Victims assistance and protection is the following:

UN legislation,

- **The Palermo Convention:** [Convention against Transnational Organized Crime](#) (2000).
- **The Palermo Protocols:**
 - the [Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children](#);
 - the [Protocol against the Smuggling of Migrants by Land, Sea and Air](#).
 - the [Protocol against the Illicit Manufacturing and Trafficking in Firearms, Their Parts and Components and Ammunition](#).
- **The Human rights instruments**
 - [Convention on the Prevention and Punishment of the Crime of Genocide](#) (CPCG) (adopted 1948 and entered into force in 1951);
 - [Convention Relating to the Status of Refugees](#) (CSR) (adopted in 1951 and entered into force in 1954);
 - [Convention on the Elimination of All Forms of Racial Discrimination](#) (CERD) (adopted in 1965 and entered into force in 1969);
 - [Convention on the Elimination of All Forms of Discrimination Against Women](#) (CEDAW) (entered into force in 1981);

-[United Nations Convention Against Torture](#) (CAT) (adopted in 1984 and entered into force in 1987);

-[Convention on the Rights of the Child](#) (CRC) (adopted in 1989 and entered into force in 1990);

-[International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families](#) (ICRMW) (adopted in 1990 and entered into force in 2003);

-[Convention on the Rights of Persons with Disabilities](#)(CRPD) (entered into force on May 3, 2008);

-[International Convention for the Protection of All Persons from Enforced Disappearance](#) (adopted in 2006 and entered into force in 2010).

- **UN Convention against Transnational Organized Crime** and its Additional Protocols to prevent suppress and punish human trafficking, specially women and children.

- **UN Resolution 40/34**, dated on November 29, 1985 “Declaration of basic principles of Justice for victims of crime and abuse of power”

Regional protection and institutions

Regional systems of international human rights law supplement and complement national and international human rights law by protecting and promoting human rights in specific areas of the world. There are three key regional human rights instruments which have established human rights law on a regional basis:

- [European Convention on Human Rights](#) for Europe (1950),
- [American Convention on Human Rights](#) for the Americas (1969),
- [African Charter on Human and Peoples' Rights](#) for Africa (1981)

[The Organization of American States \(OAS\)](#) is an international organization, headquartered in Washington, DC.

Its stated priorities now include the following:[\[19\]](#)

- strengthening democracy;
- working for peace;
- protecting human rights;
- combating corruption;

- promoting the rights of indigenous peoples;
- promoting sustainable development.

Council of Europe :

- [European Convention on Human Rights](#) (1950) defined and guaranteed human rights and fundamental freedoms in Europe. The 47 MS of the Council of Europe have signed this Convention, and are therefore under the jurisdiction of the European Court of Human Rights in Strasbourg. The [Committee for the Prevention of Torture](#) was established on this bases.
- Warsaw Convention: [Convention on Action against Trafficking in Human Beings](#) in May 2005, for protection against [human trafficking](#) and [sexual exploitation](#)
- [Convention on preventing and combating violence against women and domestic violence](#) in May 2011.

European Union:

- [Charter of Fundamental Rights of the European Union](#)
- Directive 2011/36/UE, prevention and fight against THB
- [Directive 2012/29/EU](#) adopted on 25 October 2012 and entered into force on 15 November 2012.

- **Crime victims' needs**

People falling victim to crime have a range of needs, varying from victim to victim. To meet these individual needs, it is necessary that all victims are treated individually. However, the needs of victims can be grouped in the following five broad categories:

- **respectful treatment and recognition as victims**, both within the justice system and more widely by society;
- **protection both from intimidation, retaliation and further harm** by the accused or suspected and from harm during criminal investigations and court proceedings, such as by avoiding repeated interviewing of the victim;
- **support**, including **immediate assistance** following a crime, **longer-term physical and psychological assistance** and **practical assistance during proceedings** to help victims understand, participate and to reduce their distress;

- **access to justice** to ensure that victims are aware of their rights and understand them both linguistically and legally, are able to provide additional information and to participate in proceedings;
- **compensation and restoration**, whether through financial damages paid by the State or by the offender or through mediation or other form of restorative justice that allow victims to face the accused, with a view to reaching a voluntary agreement between them on how to repair the harm to the victim.

EU action to address these needs:

The [Council Framework Decision on the standing of victims in criminal proceedings](#) from 2001, establishes basic rights for victims of crime within the EU. The Member States had to adapt their legislation in line with the requirements of the Framework Decision by 2006. Implementation reports published in [2004](#) and [2009](#) however concluded that this EU legislation had not been effective in achieving minimum standards for victims across the EU.

In 2011, the Commission therefore put forward a legislative package to strengthen the legal framework on victims' rights including a proposal for a directly binding and effectively enforceable Directive establishing minimum standards on the rights, support and protection of victims of crime.

The Directive establishing minimum standards on the rights, support and protection of victims of crime ([Directive 2012/29/EU](#)) was adopted on 25 October 2012 and entered into force on 15 November 2012. The EU Member States have to implement the provisions into their national laws by 16 November 2015.

The new Directive replaces the 2001 Framework Decision and includes the minimum standards that were established there on the rights to access information, support, protection and basic procedural rights in criminal proceedings.

However, the Directive will bring significant value added compared to the current legal framework. Apart from being enforceable under the Lisbon Treaty and generally containing more concrete rights for victims and clearer obligations for Member States, it goes further than the Framework Decision in many ways:

New rights and obligations:

- **Family members of deceased victims are defined as victims** and benefit from all rights in the Directive; family members of surviving victims have the right to support and protection. Family members are widely defined and include also non-married intimate partners.

- **Accessible and understandable information** – All communication with victims must be made in a way that victims understand (linguistically or otherwise); an emphasis is made on child-sensitive communication.

- **Access to victim support** – Member States must ensure access for victims and their family members to general victim support and specialist support, in accordance with their needs. The Directive specifies the basic level of services that need to be provided. Support is not dependent on the victim having reported the crime. Member States must facilitate referrals from police to victim support organisations.

- **Specialist support services must as a minimum provide shelters and targeted and integrated support for victims with specific needs**, such as victims of sexual violence, victims of gender based violence and victims of violence in close relationships, including trauma support and counselling.

- **Review decision not to prosecute** – Victims have the right to be informed about a decision not to proceed with prosecution of the offender and will also have the entirely new right to have such decision reviewed.

- **Individual assessment to identify vulnerability and special protection measures** – All victims will be individually assessed to determine whether they are vulnerable to secondary or repeat victimisation or intimidation during criminal proceedings. If they have specific needs, a whole range of special measures will be put in place to protect them.

Children are always presumed vulnerable and particular attention will be paid to some categories of victims such as victims of terrorism, organised crime, human trafficking, gender-based violence, violence in close-relationships, sexual violence or exploitation, hate crime and victims with disabilities.

Strengthened rights and obligations compared to the Framework Decision:

- **Information rights** – Victims will receive a range of information from first contact with authorities. Victims will also receive information about their case, including a decision to end the investigation, not to prosecute and the final judgment (including the reasons for such decisions), and information on the time and place of the trial and the nature of the criminal charges.
- **Interpretation and translation** - During criminal proceedings, victims with an active role have the right to interpretation and translation to enable their participation. Victims can challenge a decision not to receive interpretation and translation. All victims will receive a translation of the acknowledgement of their complaint.
- **Protection of all victims is reinforced** – The privacy of victims and their family members must be respected and contact with the offender avoided (all new court buildings must have separate waiting areas).
- **Restorative justice safeguards** – Victims who choose to participate in restorative justice processes (referred to as mediation in the Framework Decision) must have access to safe and competent restorative justice services, subject to some minimum conditions set out in the Directive.
- **Training of practitioners** has become an obligation and emphasis is also put on cooperation between Member States and at national level and awareness raising about victims' rights

Application of international legislation

Most Members answered that the application of different international norms is provisioned by the **internal legislation** (Constitution, Criminal Code, Criminal Procedure Code, organic laws). The international human rights legislation can have a **universal force** (such as the UN legislation) and a **regional force** (a proper example in the matter are the Regional Organizations norms, such as those issued by European Union, the African Union or the Organization of American States).

Moreover, the international humanitarian law has an impact over the situations where **victims of war/conflict/crisis** are to be considered, such as the refugees.

The application of the international norms by the national legal systems is performed in accordance to their recognized force, and sometimes can have a **direct effect**. This implies that for certain cases (such are the EU Regulations and Decisions), some FIEP members have to apply the respective international provisions without regard to or even despite previous national legislation, and without the need of additional legislation.

In more frequent cases the force of the international norms sets an **indirect applications** (such are the EU Directives), when the international provisions have to become a part of the national law, before being applied and enforced. This requires additional national legislation and demands certain transition and adaptation periods.

In this respect, the beginning of the application of an international norm related to human rights, victims included, differs according to the force of the respective norm over the national Law. The quickness of reaction in the different national legislations can lead to certain gaps in the uniformity of the application, which can explain the different timing of adherence to new trends and values in the matter.

However, this should not impede on the availability of Member Forces to adapt their **training** to the new trends and values or to participate to the **doctrinal efforts** destined to enhance the coherence of the human rights and humanitarian law system, with direct applicability to the field of victims' assistance and protection.

Moreover, it worth to mention that the **decisions of the different international courts** (the precedents) also **have a direct impact** in the application of international human rights legislation, as the states can be sanctioned for violation or lack of application of human rights norms, especially after the massive shifting in the doctrine's perspective which placed the individual's rights in precedence to the states limitations to act for the benefit of their citizens. Active steps should be continuously taken by the Law Enforcement Agencies (FIEP Members included) to update their training systems and operational procedures accordingly.

How does this influence the FIEP Members activity?

In a globalized world, where the information can be widely spread in a matter of instants and the need and pressure for proper reactions from the responders affects public reaction towards events, the public image of the intervenient, the political responses and sometimes even institutional budgets, the international legislation legally compels to proactive measures and influences the Member Forces activity in a manner which appears to be increasingly significant, as it has an effect on a number of aspects:

1. Legal: the international legislation is often the point of origin for the issuing of new national legislation related to victims rights, and determines the progressive assimilation of new legal and doctrinal concepts; judicial decisions based on the international provisions also become precedents which have to be taken into account by the Law enforcement agencies during the exercise of their mandate;

2. Strategic: the provisions of the international related legislation can determine the issuing of National Action Plans, new strategies on respect of human rights, as well as coordinated reactions to international monitoring on human rights application (ex: UN, EU, OSCE); as a part of their national Law Enforcement systems, the Member Forces are tasked to applied such strategic initiatives.

3. Structural: the provisions of the international related legislation can determine decisions designed to implement changes in the level of the efforts made by the Member Forces in the respective fields, including the creation of new types of structures or units, which are dedicated to or specialized in certain forms of victims' protection and/or assistance.

4. Cooperation: as the victims related international provisions become more structured within the framework of the Human Rights, the various national authorities (including the law enforcement community such as FIEP members), need to find new ways of cooperating with their partners in order to keep up with the new perspective on the role of the states in respect to the individuals. As the society expectations grow more and more complex, it has an enhancing effect on the level of cooperation, based on the idea that single state authorities have insufficient resources and competencies to act on their own in such cases. In this respect the cooperation can be segregated as:

- a. **intra-institutional** (when internal synergies improve cooperation amongst the branches of a certain authority, both vertically and horizontally),
- b. **inter-institutional** (ex: among different ministries),
- c. **civil society directed** (NGOs, Victims Associations etc)
- d. **international partnerships** (foreign similar entities, International Organizations and Associations).

5. Operational coherence: new international legislation, perspectives and approaches in the matter, lead to creating, updating or adapting of new operational procedures related to the victims detection and identification, to the investigation and the follow-ups of the cases, to the victims cooperation, protection and assistance, as well as to preventive measures, information gathering, reporting and analysis;

6. Human resources: certain of the international legislation provisions regarding the human rights (victims' situation included), as well as a certain level of awareness in the matter, have become a part of the extended set of knowledge required for the admission in some of the member Forces; moreover, the job descriptions for positions within specialized teams or units, ask for proper qualification and experience in the respective fields (medical, psychologists, social workers, disaster intervention units, human trafficking and human smuggling related teams, victim support teams).

7. Training: most Member Forces take steps to raise their personnel awareness on the victims assistance and protection importance for the citizen as beneficiary, including victims resulted from law enforcement legitimate action, abuse, brutality, ill treatment or torture, and to train all personnel on providing minimal victims assistance and protection; the doctrinal and conceptual changes which came with the new trends, are currently tackled on different bases, most members using a criminal related approach, according to their competencies and operational needs.

8. Public awareness: most Member Forces take steps to raise the public awareness on the victims' assistance and protection matter by empowering their public relations structures to engage in and develop related projects. By promoting the use of green phone lines, by radio and field campaigns aiming to inform and educate the general public as well as to help people to prevent abuses, to report immediately any harm or abuse, by tackling the issue of victims rights, and the protector vocation of the law enforcement agencies, these campaigns can be directed to specific or general

audiences and are seen as an important tool for the enhancement of the partnership between the citizens, civil society and state bodies.

D. National Legislation

Question: How do national legislation directly influences Member Force competencies in respect to Victims assistance and protection?

Which national legislation is applied?

National legislations represent the core juridical framework in respect to the level of response given by the Law Enforcement Agencies to different victims related matters while accomplishing their tasks. It consists in a network of legal provisions comprised in various legal instruments of different purpose, force, level of detail and flexibility, regulating the extent and limits of their mandate, the general principles and guidelines to follow, the relations and cooperation between the different institutions, the resources at their disposal, aso. The national legislation aspires for most of the times, to be in line with the new international legal developments, but it is usually slightly behind, as the adhesion to new ideas and their implementation, requires time and preparation.

The General Legal Framework

There are several levels of legal instruments which the Member Forces mentioned as relevant in the matter. As such, most Constitutions recognize the human rights core values which are the foundation of victims' protection and assistance.

The complementary legislation to the international treaties is destined to ensure the insertion of new international human rights values into the National Law, and comprises all related national norms (laws, protocols, government decisions aso). In the process, this legislation can also ensure the tasking of various state bodies in respect to the protection of the respective values, as well as the cooperation among them.

The FIEP Members Organic Laws establish the relation of the respective Forces with the other state authorities, and provide the legal base for the Force competencies in relation to victims' assistance and protection, as well as for the Force cooperation with the concerned bodies.

The Penal Matters

The National Codes regulating Criminal Law and Criminal Procedure are among the most often recognized to have an immediate impact over the activity of the Members, as they give the general understanding of the victims of criminal activity, as well as of the various state authorities competencies and tasks in this respect.

The Special Legislation (penal, immigration, labor, domestic violence, anti-discrimination, vulnerable groups) provide the Members with the necessary tools to approach the different related fields, such as the Traffic of Human Beings (THB), Human Smuggling, Traffic of Human Organs, Domestic Violence aso, establishes the special juridical framework applied for the prevention of domestic violence, the protection and assistance to its victims as well as for the compensation regime regarding victims of violent crimes and domestic violence.

The Emergency Response Matters

Although the FIEP Members have different theoretic approaches on their role, importance and competence in respect to response to emergencies, (some regarding it as support for other bodies, others as one of the main missions), all recognize the critical added value brought on the ground by the gendarmerie type forces (strong, robust, flexible, knowledgeable, disciplined, fairly well equipped and well trained forces), as well as the fact that no response to an emergency situation which overcomes the local limits (natural or man-made disasters, terrorist attacks, mass medical situations / epidemics aso) will be deprived by the gendarmerie capacities support.

In this respect, regulations of concerned authorities (such as Ministry of Interior/Security, Ministry of Defense, Ministry of Health and Social Care, Ministry of Foreign Affairs, Ministry of Transport, aso), provide special rights to the victims, such as evacuation, protection of life and possessions, free health care, shelter, access to basic living conditions (food, water, clothing, electricity, communications).

Moreover, a series of Cooperation Plans between the respective concerned bodies, complete the legal framework, and set the stage for common and coordinated emergency response, the limits of the involvement for each institution (based on

specialty), the leadership of the operations and the handing over procedures from first responders towards designated leaders.

The Social Matters

Some of the Members reported a large degree of cooperation with central and local social services, based on the national legal framework and bilateral Cooperation Plans. At the respective Forces level, the impact consists in obtaining certain capabilities and developing specialized structures, able to relate with the victims and work in close cooperation with competent state bodies, civil society (NGOs, associations, aso) and when needed, with the state judiciary apparatus.

The Human Rights and Humanitarian Matters

Special situations were evoked by some of the Members, which indicated particular situations and abilities related to the protection and assistance of refugees as victims of war / conflict / crisis (example: Syrian refugees in Jordan, North African refugees from conflict areas to neighboring countries or Europe). Special competencies in protecting refugees' camps or centers have been given to the Forces by their respective Ministries and Cooperation Plans were in place to assure a coordinated national approach.

Application of national legislation

The implementation of legal provisions and their application is a long and gradual process, which indicates a necessary change in the national perspectives and a difference of reaction, based on each society resistance to change and its affinity for traditions.

Some of the represented countries started the implementation of the related Human Rights international core values by the means of new **constitutional provisions**, in the `90s`. However, the provisions were rather general and needed a more detailed legal foundation, in order to function properly.

The Palermo Convention and protocols (since 2003) offered the necessary platform for most National Legislations to include the provisions needed for the proper

application of these new standards, which happened gradually, in the following years, both in the **Organic Laws** of the Members and through **specialized legislation**.

It is however fair to say that protection and assistance of victims is an ongoing process, as demonstrated by the newly issued European Directive 2012/29/EU of 25 October 2012, which has to lead, in the near future, to a **new wave of legislation**, at least for the EU Members. This trend is **likely to also touch the Humanitarian Law**, where the protection and assistance of refugees as victims of war / conflict / crisis is needed.

Relation between the international and national provisions

The relation between the international and national provisions in the matter of all Human Rights (victims' protection and assistance included) can be described as **complementary**.

The international provisions **can directly influence the** National Law (ex: the EU communitarian Law) or **can be used for "guidelines"** in respect to national implementation. Depending to the relation of a Nation with an issuing Organization, sometimes it is necessary the ratification for the international legislation to become obligatory (ex: UN legislation).

The National Legislation tends to align with the recommendations depicted by the international provisions, by accepting new definitions and harmonizing the application.

In respect to the international mandates given to the Law Enforcement Agencies personnel within the national contingents working in international operations, they operate directly, following a Transfer of Authority.

General consideration on the National Law influence over the Force Competencies

In respect to the National Law influence over the Force Competencies, the national legal provisions are the norms which give to the FIEP Members (and to all Law

Enforcement Agencies for that matters), their **abilities of first responders** for all situations involving victims of criminal activities, disasters or war/conflict/crisis, either of operational (gathering operational information, prevention, operational planning, operational procedures, intervention, protection), judiciary (identification, investigation) or humanitarian nature (all forms of assistance).

Moreover, it establishes different responsibilities for the next phase of the process, by giving necessary competencies to every police force, according to its attributions and by doing this it regulates the limits of the handing over of cases and/or victims (Cooperation Plans).

It is also the National Law who **gives particular competencies to the specialized units**. Various kind of such units and teams were reported by the Members, such as those acting in fields of public order, disaster relief units, fire fighting, mountain, THB, domestic violence, special intervention, investigations.

The National Law also **gives specific rights to the all kinds of victims**, either of criminal activities, disasters or war/conflict/crisis, which directly impact on the Law Enforcement Agencies competencies.

From the criminal related perspective, **it provides** (for some Members more than others) **a special competence for the “victim identification” and “investigation” phases**. Types of victims are created, depending on the kind of criminal activities; as a result different operational procedures are emplaced.

From the disasters relief related perspective it creates for the Forces the **responsibility to search and rescue, as well as support, protect, and assist the victims**.

From the Human Rights perspective, the National Laws **provide the framework for non-discrimination** (foreigners, vulnerable groups, convicts, aso). The braking of this principle as well as the tolerance of such behavior in the society by the competent Law Enforcement Agencies, including the FIEP Members, lead to sanctions (pecuniary and/or reparatory) to the respective State, following a trial.

E) Application of International and National legislation

Question: What do Member Forces do in order to ensure Victims Protection and Assistance?

Institutional measures

Organization

The systems adopted by the Members proved to be fairly different, according to their general approaches and competencies towards the victims' protection and assistance. In this respect, there are two trends which have been identified from the answers to the questionnaire:

The holistic approach

Some Members did not reported specialized structures, although indicated that mobile, public order, mountain and special intervention units, are to some degree generally qualified in certain forms of victims assistance and protection (such as search and rescue, disasters relief) and that all personnel has a certain level of training and operates under related procedures in order to attend the victims (first aid, protection of endangered life, health and property, immediate assistance of persons affected by disasters).

The specialized approach

Other Members reported having dedicated structures for victims' protection and assistance. Some indicated a national level of standardization for Law Enforcement activity in the matter, providing a certain level of institutional response in respect to Victim Assistance, but also mentioned an equivalent effort at Society level (Victim Care), which ensures a proper coordination and burden sharing.

Under the circumstances of an existing basic level of personnel training on victims' protection and assistance, the specialized structures represent an enhancement of the Forces capacity to manage certain victims' related situations, not only as first responders and support, but also as fully or extensively competent responders.

The **dedicated structures** for victims' protection and assistance (units or teams) under different denominations have been noted to have:

- a **medical nature** (emergency, first aid, psychological care);
- a **close relation with the judiciary** activity:
 - domestic violence
 - THB
 - human smuggling
 - illegal immigrants
 - organized crimes
 - close protection
 - witness protection
 - special intervention
- a **close relation with the social aspects**:
 - search and rescue
 - disasters relief
 - victims assistance
- a **close relation with the humanitarian aspects**:
 - refugees, victims of conflict / security crisis (Internally Displaced

Persons)

Personnel Selection

The selection process for the specialized structures working with victims can focus on different abilities and skills of the personnel.

According to the different tasks of the respective units, as well as the general trends mentioned above, the selection appears to aim to the following:

- or the Forces using the holistic approach (mobile, public order, mountain and special intervention units) which deal mostly with search and rescue and disasters relief (first aid, protection of endangered life, health and property, immediate assistance of persons affected by disasters) the aim of the selection is to ensure a certain level of physical and psychological strength, teamwork, tactical skills, cooperation and public relations abilities.

- the specialized approach offers a more focused approach on certain skills and abilities, involving psychological, interpersonal, investigations and awareness. The candidates must:

- be themselves psychologically strong, but also to have a good approach (interpersonal skills) on the different kind of victims,
- Prove a good level of knowledge of the judicial aspects of the respective specialty (example: the investigation of sexual - / child abuse and domestic violence).
- Be recruited on a voluntary basis (they have to like working in these teams and help others) and to be aware of the importance of their work.
- for some specialties (example: psychologist, medics) a professional qualification is required

The selection process can involve psychological tests, professional written exams (theoretical and practical) and interviews.

Personnel training

The Member Forces have different training strategies in the matter, according to their general approaches. However, the training can be structured on different levels: basic, advanced and specialized training.

All Forces use basic training to pass the elementary level of related information to their personnel. In addition, human rights training courses and humanitarian law seem to also be a common feature of the FIEP Members training systems.

The Forces using the holistic approach can also embed relevant notions of victims' protection and assistance in different lectures, themes, modules within:

- public order specific courses
- mountain training courses
- search and rescue courses / training sessions
- first aid courses
- gender balance
- public relations courses / training sessions (in respect to gendarmerie personnel behavior when victims are involved)

On the other hand, the Members using the specialized approach usually deliver mandatory training for personnel of special units, in fields such as:

- Gender Based Violence
- Judicial Police
- Trafficking of human beings
- Investigation of sexual / child abuse
- Domestic violence.
- Anti Smuggling and Organized Crime

The specialized courses can often be organized with a considerable participation of government agencies and NGOs that work in the field of domestic violence, in order to increase the experience sharing and the operational cooperation.

Moreover, the joint participation to national and international related programs can open certain financial mechanisms, which ensures a better training for the personnel, while a lighter financial effort on the Members.

Operational Procedures

According to the general approach, each Member Force has developed a number of Operational Procedures which are in use as professional tools in relation to victims' assistance and protection

The holistic approach permitted to certain operational procedures to be upgraded towards a wider scope which included victims' assistance and protection. As such, the members reported the existence of operational procedures, as follows:

- first responder
- first aid
- public order
- victims and whiteness immediate protection
- terrorism
- mountain gendarmerie
- disasters relief (natural, manmade)
- evacuation of endangered areas
- search and rescue

Moreover, at FIEP level there is a significant degree of specialization in judicial matters which is proved by more particular operational procedures, related to:

- human trafficking and migrant smuggling
- crime scene management
- crime identification
- qualified intervention
- multidisciplinary approach
- domestic violence
- support for creating a safe environment for victims of domestic violence or repetitive abuse

The specialized approach, through the above mentioned procedures, enables the Forces to apply a more dedicated effort towards the rights and needs of the victims.

Operational and support measures (according to types of assistance)

The Member Forces personnel meet a variety of situations and different kinds of victims during the operational activity. As such, the victims (citizens or foreigners) can be a result of criminality, natural or manmade disasters, day to day incidents or even war / conflict / crisis situations.

The support provided by the Law Enforcement personnel can differ from one situation to another, according to its complexity. In this respect, the support must parallel the operational measures to be taken by the Force.

According to the Members reports, efforts are made to ensure the coherence and the efficiency of the response system.

All **professional interventions** (antiterrorist, crowd and riot control, arrests) take in consideration real and possible victims and are conducted in a manner that maximizes the possibilities to provide assistance and protections and limits to a minimum the occurrence of new victim or casualty cases (both civilians and Law Enforcement personnel).

Various types of assistance (ex: medical - first aid for terrorist acts; psychological - for victims of terrorist acts; logistic - blankets, food, water, cloths for disasters victims, intervention kit) can be provided as support to such interventions.

The humanitarian actions (disasters relief, search and rescue, evacuations), are conducted in a manner that first saves the lives of the victims and puts them to safety, and then ensures, as much as possible, goods recovery and the protection of victim's property, especially in regard to looters activity.

Various types of assistance can be provided as support to such actions (ex: medical - first aid for disasters victims; psychological – some victims lose all goods during disasters or terrorism; communications – link the victims with their families; logistic - blankets, food goods recovery for disasters victims, mountain equipment and intervention kit).

The judicial actions (traffic of human beings, human smuggling, abuse of members of vulnerable groups (women, children, seniors, disabled aso), domestic violence, racial abuse, discrimination) are conducted by teams, in a manner that first protects the dignity of the victims and makes sure that avoids a second victimization, by making sure that all rights of the victims are respected, but also by using a permissive and flexible approach.

For **psychological aspects of the interview**, the teams can be joined by psychologist and some NGO members in order to receive the best possible assistance.

During the **protection of victims** subjected to family abuse or repetitive (recurrent) criminality, the Law Enforcement personnel deals in the first place with the need to immediately create a safe environment for the victims and to obtain the necessary information to protect them.

Various types of assistance are provided in this respect (ex: medical - first aid for abused victims; psychological – some victims can be seriously traumatized as a result of the abuse; communications – link the victims with their families; logistic – protection kit, vehicles, blankets).

Following the first responder activities (victim protection and assistance) **the handing over** to the specialized authorities for specialized help (Victim Care) is a very

important part of the process, as the communication between the respective bodies needs to cover, as much as possible, all aspects of the case, in order to avoid losing relevant information for the victim. Sometimes, the relation established between the first responder and the victim requires a more prolonged contact for a graduated recovery. After the interview and the handing over, victims usually get assistance of the social services or NGOs in shelters

Legal advice can also be an important assistance aspect, as the Law Enforcement personnel should inform victims who are not aware of their legal rights and obligations in the matter, on their possibilities to act.

Cooperation with other state bodies, local social services and NGOs is extremely important. To achieve this aims most Members closely work with social services and national and international NGOs.

The assistance of war/conflict crisis victims often has an international dimension, as the Law Enforcement provide public order and safety in refugees' camps and shelters, but also secures the distribution of international and national logistical and medical aids to the victims.

Public relations

As Forces that provides a public service, the relation with the beneficiary (the citizen) requires constant communication and update. In this respect, the Members reported taking active steps to extend the depths of this communication from the basic public relation towards a more operational connected view, according to the beneficiary needs.

In this respect, active **communication measures** are gradually emplaced in order to improve the relation and keep victims and their families informed the on the progress of the specific operational actions, on their obligations and rights, on the threat level and their possibilities to help the authorities by providing information related to their own cases.

As such, in most cases the communication with the victims and/or their families is a legal obligation for the Members, which reported promoting direct contact with the respective citizens, using both repeated contact and new technologies, such as green

telephone lines, hiplines, police radio channels and social networks. Moreover, public campaigns are conducted in order to raise awareness of the citizens over the importance of preventing crimes and cooperate with the Law Enforcement Agencies in matters connected to human rights and related victims:

In this vein, the Members, in cooperation with other state bodies, local social services and in close interaction with different interested NGOs, provide general support and assistance to the victims and to their families, with a special attention given to:

- search and rescue operations,
- disasters relief
- evacuations

In respect to the criminal related situations, the Law Enforcement Agencies need to get as much information as possible, to carry out the investigation and also to help the victims to go out from this crime. In this respect a particular focus is given to the cooperation with victims (and relatives) of:

- repetitive crimes victims protection
- domestic violence
- human trafficking and human smuggling
- crimes against vulnerable groups
- discrimination

Informing and counseling the victims on their immediate rights and legal possibilities in their area of expertise, is also a duty of the Law Enforcement Agencies, as long as the counseling is limited to enumerate them from a simple and objective perspective.

Among others, providing victims with other stakeholders' contacts, as well as giving correct information about the legal or administrative procedures and necessary documents or legal steps to be taken, is highly appreciated by the interested citizens.

Other issues

Some Members reported their involvement in different international, regional and national initiatives and efforts to promote a safer environment (example: regional

projects, International and national courses and seminars, participation in the updating process of the international doctrine in the matter aso)

F) Member Forces experience in the matter

Although all FIEP members participates to certain operational missions where a special attention to victims assistance and protection is required (in some cases, such as the search and rescue or relief interventions in case of natural disasters or public order related missions – crowd and riot control etc), not all of them yet developed specialized training in the matter and are sometimes using a more empiric approach based on experience rather than education, due to their national competencies.

However, it is largely agreed that victims' protection and assistance is a particularly important elements for the rapid reaction that law enforcement agencies give to the emergencies.

Question: Which are the fields where Member Forces perform Victims' Protection and Assistance?

At FIEP level there is a reservoir of expertise which can be used in order to develop a better understanding of the Law Enforcement Agencies role in relation to victims' protection and assistance. There are several aspects of the Members activity, which can be mentioned as strong points:

1. The First Responder status: the Members reported existing procedures related to Victim assistance, Crime Scene (PD management), First Aid, Coordinating medical help, Identifying victims, Taking them to specialized units (Sexual crimes, Domestic Violence), Providing security environment, Delivering information to relatives, Taking statements, Cooperation on the spot.

In respect to the training available at FIEP Members level, all answers indicated that victims' protection and assistance is already embedded in the basic training courses, according to their limits of competency. Moreover, specialized courses are delivered on Judicial Police, Trafficking in Human Beings, Investigation and Support to

Vulnerable Victims, Anti-Smuggling and Organized Crime Course, or Victims identification.

2. Natural or manmade disasters: the Members reported existing procedures related to this matter, some being already comprised in the Basic Police procedures (ex: first aid, interview), other more specialized such as HAZ-MAT (Hazard Materials), transport accidents (ex: airplane, train, bus crash), industrial accidents (ex: factories), medical quarantine (ex: bird flue), DVI (Disaster Victims Identification), intervention to natural disasters (by land, air and sea), disasters relief (earthquakes, tsunamis, floods, avalanches / abundant snow, fire).

The training can be embedded in the basic training courses (modules on disasters relief), which allows access for all personnel, or in Specialized Training Courses and Drills, such as those set for Assistant DA training, Public Safety, Judicial Police, DVI (Disaster Victims Identification), HAZ-MAT (Hazard Materials), which are mostly addressed to members of specialized teams working with victims.

All Forces highlighted the importance of cooperation which can be developed at different levels (national - international; central authorities - local authorities - civil society).

3. Community policing: is one of the core aspects of police work, which provides numerous opportunities for the personnel in the field to directly engage victims. As such, this activity is approached in a robust manner, by involving basic victims' assistance and protection in the General Police procedures, in order for all personnel to be provided with necessary knowledge to deal with such situations.

The training can be embedded in the basic training courses (modules on general policing), but particular training is delivered to personnel specialized in judicial matters (Assistant DA, Judicial Police). Moreover, some Forces use the international expertise (ex: CEPOL Courses), to better develop their human resources.

Certain Members have developed special programs in the field of community policing (related to student camps), which provide lectures and training courses to the students (schools and universities), therefore administrating knowledge in various fields, victims rights included.

4. Public order: All Members have included the procedures for public order intervention within their basic Police Procedures; therefore all personnel must know and respect them. The Units Specialized in Public Order, Mobile and Mountain units, as well as Units responding to natural disasters, have to take this procedures into consideration at all times, also from the victims interest perspective as all interventions can require public order measures to be taken (ex: restriction of access, protection of goods and property from looters aso). Moreover, while performing their public order intervention, the respective units are obliged to avoid creating victims and provide medical first aid not only to the Law Enforcement personnel, but also to the civilians who may have been injured as a result. Drills and exercises are performed regularly with the aim of improving the related response of the Force.

Training in the matter can be administrated at general level by the basic police courses, but Public Order specific modules on Intervention to Mass Events (crowd and riot control), as well as Public Safety, are given before and during the service in special units. Legal aspects of the Public Order intervention can also be approached by judicial police or Assistant DA training.

5. Flagrant criminality: General Police Procedures are customary for this type of criminality. In these cases, it is always the protection of the victim and immediate assistance which is one of the primary concerns of the Law Enforcement personnel on the spot. In this respect, providing first aid, ensuring a safe climate to the victim and remove the imminent danger, retrieving the victim's property and goods, providing immediate support, informing the concerned stakeholders (according to the situation), cooperation with other state bodies, local authorities and civil society representatives, aso, are all victims related parts of the procedure. Specialized Squads, which have a more technical approach, are provided with specific procedures, according to their particular functions.

Training in this respect is performed usually by drills and courses. Basic and specialized training are conducted in several fields, such as the CI, judiciary matters (modules on judiciary procedure and relation to victims), Crowd Control, Public Safety and domestic violence (violence against children and women).

6. Traffic: The responses to the questionnaire confirmed that Members use Basic Police Procedures to regulate the operational conduct of their personnel in

respect to road traffic, with the exception of specialized units dealing with road traffic which have more detailed procedures, according to their particularities (ex: motor units, highway units aso). The respective procedures contain provisions towards the victims' assistance and protection, as they often are first responders in case of traffic accidents.

The related training is often embedded in the basic training curricula, within the module on traffic control (ex: road blocks, filters etc), and the support given to other state bodies (ex: first aid, transport of victims, assistance and protection of the victims aso). Special training in the Road Traffic field is provided for specialized traffic units (motor units, highway units), and for the judicial related personnel (ex: Assistant DA).

7. Human trafficking: One of the most important matter in relation to the awareness of Police Forces towards the victims situation, it is comprised in the references made by Basic / General Police Procedures in respect to first responder status, as well as in other dedicated procedures such as those related to Criminal Investigations Units (ex: Organized Crime Units), or the Handing Over Procedure (for cases when Public Order Units are the first responders, and following the preliminary judicial steps and the interview the victim is handed over to NGOs and Social Services).

In this respect, it is worth noting that Inspections performed by the THB specialized units to the commercial entities which are likely to facilitate human trafficking (night clubs, clubs, bars, casinos, massage aso) are among the most important means to deter and detect such situations.

The training pertaining human trafficking aspects from a victim related perspective, may be embedded in the basic training courses (ex: module on support to other state bodies; module on professional intervention, module on victims approach), but can also meet the form of specialized training on Trafficking of Human Beings, Judicial Police, Gender based Violence, Human Smuggling, Organized Crime, as well as advanced training given to highly qualified personnel (ex: Assistant DA)

The cooperation and assistance provided by the Member Forces to other State bodies, local authorities or civil society (NGOs, Victims Associations) is also particularly important in respect to the force activity in the field of victims' protection and assistance.

8. **Human smuggling:** also comprised in the Basic / General Police Procedures in respect to first responder status, and other specialized procedures related to Criminal Investigations Units (ex: Human Smuggling and Organized Crime Units), or the Handing Over Procedure.

In this respect, it is worth noting that Inspections carried out by different authorities (some FIEP Members included) to places (ex: boats, ports), residences or commercial entities (ex: factories) which are likely to facilitate human Smuggling are among the most important means to deter and detect such situations.

The training pertaining Human Smuggling aspects from a victim related perspective may be embedded in the basic training courses (ex: module on support to other state bodies; module on professional intervention on land, sea and air, module on victims approach). However, specialized training on Human Smuggling, Judicial Police, THB, Organized Crime, as well as advanced training of highly qualified personnel (ex: Assistant DA), can be provided by the Members.

The cooperation and assistance provided by the Member Forces to other State bodies, local authorities or civil society (NGOs, Victims Associations) is also particularly important in respect to the force activity in the field of victims' protection and assistance.

9. **Drugs related criminality:** this matter is also regarded as a part of the Basic / General Police Procedures in respect to first responder status, in order to ensure a broad awareness on its seriousness at the Forces level. However there are also certain specialized procedures related to Criminal Investigations Units (ex: Organized Crime Units), which regulate the more technical aspects of some Members activity in this field.

The training referring to Drugs related Criminality aspects from a victim related perspective, are in some cases embedded in the basic training courses (ex: module on support to other state bodies; module on professional intervention, module on victims approach). However, specialized training on Drugs related Criminality, Judicial Police, Organized Crime, as well as advanced training of highly qualified personnel (ex: Assistant DA), can be provided by the Members. Courses, seminars, webinars, academic cooperation and CEPOL training initiatives in this area have been mentioned among the most important means to ensure the concerned personnel updating process.

10. **Domestic violence:** the Members reported various approaches in this field too, according to each Force national competencies. In this respect, it is to be mentioned that all included Domestic Violence / DV in the General police procedures, giving it, as such, a certain level of importance, which ensure a regulated application. Moreover, specific DV Procedures, as well as particular regulations for Crime Investigation Units are in place in some Members cases (ex: a protection team is often required to patrol around the victim's house; in extreme situations, the respective team can be located outside the house for a limited time)

As for the training available at FIEP level in this matter, the Forces use both basic and special training. All forces seem to have embedded the DV in the basic training courses (modules on general policing or victims' relations). Specific modules such as those related to Judicial Police, Gender based Violence and Psychological Support, aim to enhance knowledge of specialized personal. Furthermore, courses, seminars, webinars and CEPOL initiatives on DV training, are destined to help the CI specialists in this particular field.

11. **Violence against children:** the common approach in this field, is similar to the Domestic Violence / DV in the General Police Procedures, and particular regulations for Crime Investigation Units are in place in some cases. Special protection and assistance measures can be emplaced when the situation requires (ex: immediate danger for the life or corporal integrity of the victim can demand personal protection measures, such as creating a safe environment / providing shelter and basic level of living).

As for the available training, the Forces use both basic and special training. Specific modules such as those related to Judicial Police, Gender based Violence, Psychological Support and Child pornography, aim to enhance knowledge of specialized personal. Furthermore, courses, seminars, webinars and CEPOL initiatives in the matter, are destined to support the CI specialists.

12. **Violence against women:** the common approach in this field is also similar to the Domestic Violence / DV in the General Police Procedures, and particular regulations for Crime Investigation Units are in place in some cases (ex: Sexual abuse Procedure). Special protection and assistance measures can be emplaced when the

situation requires (ex: immediate danger for the life or corporal integrity of the victim can demand personal protection measures, such as house surveillance or security)

As for the available training, the Forces use both basic and special training. Specific modules such as those related to Judicial Police, Gender based Violence, Psychological Support and Sexual abuse, are destined to enhance knowledge of specialized personal. Furthermore, courses, seminars, webinars and CEPOL initiatives in the matter, aim to support the CI specialists.

For fields such as Mountain Intervention, Discrimination, Medical and Psychological Assistance and Victims Relation, which could be quite technical, apart of basic training provided to all personnel, there are certain procedures available for specialized teams. However, the respective operational procedures largely respect the procedures recommended by the general authorities in those matters.

Question: When providing Victims Protection and Assistance, which particularities are taken into account by Member Forces related procedures?

Situation

Most Member Forces reported their ability to provide Victims Protection and Assistance according to existing procedures for different situations, such as:

- natural or manmade disasters
- mountain gendarmerie
- evacuation of endangered areas
- search and rescue
- public order intervention
- terrorism
- crime
- domestic violence or repetitive abuse

This process takes into account the most important particularities of the respective situations, such as:

The nature of the situation: allows the classification of the situation, triggers the appliance of the proper procedure. (Crime related or not, national or international issue, emergency situation or not, possible need for containment).

The number of victims and casualties: allows understanding the amplitude of the situation, to provide necessary logistics and resources (human or material).

Location: allows the tasking process to be more accurate (example: mountain search and rescue will be the responsibility of mountain units).

Cooperation needs: based on the needs assessment and the existing cooperation plans, the Force starts cooperation procedures with the other stakeholders (state bodies, local authorities, civil society aso). As an example the needs indicators can refer to the opportunity to instate quarantine, the necessity to protection of the victims life, property and goods, the needs for urgent assistance and for public order measures, as well as the communication with the victims / families and the public.

Force competency following the first response: direct action (specialized units / personnel) or support (operational, medical, logistic, engineering, manpower, aso) to other competent authorities' trough Cooperation Plans.

Level of Emergency: mostly for natural and a-manmade disasters, terrorism and war/conflict/crisis related situations

Available logistics, transport and communications: also influences cooperation with the other stakeholders.

Type of harm

The type of harm indicates what type of assistance or protection may be needed. Priority is to be given for combinations of harms. Specialized teams can be involved (direct responsibility) in dealing with the victims.

In case of victims' identification, safety against perpetrators reaction and activity is the first priority.

A second step is to involve all partners of "protection system" (Prosecutor, State bodies, Local Authorities/Public services, NGOs and others private actors).

The most present types of harm are the following:

- medical (injures, first aid)
- psychological (psychological assistance): specialized teams can be responsible for taking the testimony of this kind of victims
- moral (psychological assistance)
- sexual (psychological assistance, medical assistance)

- pecuniary (judicial or administrative guidance, psychological assistance)
- discrimination (in case of women, children, LGBT, racism, ethnic, disabilities etc) administrative guidance

Gender or sexual orientation

Discrimination based on gender or sexual orientation is an issue about which many societies are becoming increasingly aware. The LGBT community (Lesbian, Gay, Bisexual, Transsexual) is more present, visible, active and connected than before in a number of countries. Concurrently, the human rights legislation, national and international, has recognized the rights of the LGBT. The enforcement of the respective rights was so far performed in a very different manner, according to the national perspectives and culture. Ongoing debates are still oriented, in many countries, on the rights to an open alternative lifestyle, including marriage and children adoption.

The LGBT community is largely supported by some parts of the Civil Society (NGOs, Associations) and sometimes by certain state administrations, which have common policies in the matter. Gatherings, campaigns, meetings and other public events are organized and financed by the respective supporters of the LGBT community.

The discrimination is a Human Rights violation. In this respect, Law Enforcement Agencies, within their scope of protecting all citizens and according to the national and international legislation, are tasked not only to prevent and sanction such breaches of the law, but also to protect, support and assist the victims of discrimination (in close interaction with NGOs) and to participate as well to the public awareness process, by conducting anti-discrimination campaigns.

From the operational perspective, the sexual orientation can be a **strong indicator for certain types of discrimination** which can result in a variety of crimes and offences (criminal, violence, rape, harassment, human trafficking, labor discrimination, access to social status, access to administrative positions, denying certain rights aso).

When the discrimination takes a **violent form** (example: hate crimes, violence, rape and harassment, human trafficking), protection is the primary focus of Law Enforcement personnel, and it consists in removing the immediate danger and creating a safe environment for the discriminated person. When further assistance is needed (medical, psychological, and relational) and it can be usually given in cooperation with the other stakeholders' representatives (state bodies, social services and civil society).

Victims' condition

Discrimination based on the victims' condition is an issue about which many societies are still less aware. The respective victims belong to vulnerable groups and usually have a disability illness or an illness. They are also protected by the national and international human rights legislation. The enforcement of the respective rights was so far performed in a very different manner, according to the national perspectives and culture.

The **discrimination** of such persons remain is a Human Rights violation. This can be often taking the form of:

- **physical violence** (ex: against disabled people which cannot defend themselves, run for cover, or look for shelter and help)
- **psychological violence** (ex: against persons having a grave illness such as AIDS)
- **social exclusion** (ex: being disregarded by society and sometimes by authorities which do not provide them with proper assistance for a normal activity and life)
- **labor related:** difficulties to obtain employment

In this respect, Law Enforcement Agencies, within their scope of protecting all citizens and according to the national and international legislation, are tasked not only to prevent and sanction such breaches of the law, but also to protect, support and assist the victims of discrimination (in close interaction with NGOs) and to participate as well to the public awareness process, by conducting anti-discrimination campaigns.

From the operational perspective, the victims condition can be a strong indicator for certain types of discrimination which can result in a variety of crimes and offences (hate crimes, robbery, rape, harassment, kidnapping, human and organs trafficking,

labor discrimination, access to social status, access to administrative positions, denying certain rights aso).

When the discrimination takes a violent form (example: criminal, violence, rape, harassment, human trafficking), protection is the primary focus of Law Enforcement personnel, and it consists in removing the immediate danger and creating a safe environment for the discriminated person. When further assistance is needed (medical, psychological, and relational) and it can be usually given in cooperation with the other stakeholders' representatives (state bodies, social services and civil society). When homeless people are the victims, assistance may also need to involve sustenance and shelter.

For the discrimination which does not take a violent form (such as verbal abuse, labor discrimination, access to social status, access to administrative positions, denying certain rights aso), after following the existing procedures, the Law Enforcement personnel usually initiates cooperation with the other stakeholders' representatives (state bodies, social services and civil society).

Relation of the victim with an eventual perpetrator

Most answers showed that the personal relationship of the victim with the perpetrator can often be an indicator of a specific type of crime. As such, taking into account the respective relation can help the investigation phase (identification, establishing the facts aso), but can also provide, (for situations such is domestic violence for example) the likelihood of recurrence, which directly impact the victims protection measures to be taken by the Law Enforcement personnel, the urgency of reaction, the cooperation with other stakeholders (ex: Social Services / Child Protection, NGOs, Victims Associations aso), or the need for relocation.

In the secondary phase, the Law Enforcement can continue to provide protection and assistance, also by removing the perpetrator out of the familiar house under the order of the Court. Regular contact of the personnel with the victims is required, preferably in a familiar environment.

Medical assistance, psychological assistance, professionally conducted interviews and liaison with the other specialized stakeholders are very important for a proper assistance of the victim.

Prevention campaigns are conducted by the Law Enforcement Agencies in order to make citizens aware of the level of domestic violence and its dangers.

Age of the victim

The answers provided by the members showed that the legal capacity of the victim is taken into consideration prior to the application of certain procedure. In this respect, in situations where children are victims of domestic abuse, the personnel who applies the Law has to take into account the cooperation with the general competent authority (Social Services / Child Protection) but also with representatives of other State bodies (Police, DA aso) and preferably with Civil Society (NGOs, Associations).

The age of victims is also very important for the appliance of psychological support of specialized teams, which can take precedence in providing first protection and assistance, especially when a crime has happened and the testimony of the victim is paramount. In this respect, particular procedures are requested in case of vulnerable categories (minors and elders).

In respect to prevention, the statistics based on age of the victims are used by Law Enforcement Agencies to analyze patterns and trends (example: young adults mostly become victims of violent crimes), and to determine operational needs. Public campaigns are conducted as a result in close interaction with the civil society.

G. Conceptual aspects

Question: How do Forces approach Victims Protection issue?

Procedures

At FIEP level, the answers to the present questioner gave no clear indication of a unitary approach towards the Victim Protection. Difference of Members general

perspective of the Victim Protection is still applicable, according to the holistic and specialized models. This field is currently regarded as a set of segregated issues, some of them already procedured, which are closely related to the human rights general domain. According to their national competencies, they may or may not regard Victim Protection as a key matter to have dedicated procedures for it.

Members who mainly act when under the status of first intervenient, rather perceive their role as support for other competent authorities, which are better structured and equipped to deal with the core of Victim Protection activity. Other Members already developed dedicated procedures for certain situations, mostly related to the protection of crime victims.

However, all Forces apply the General Police Procedures which can be complemented with different types of qualified intervention.

From the procedural perspective, most forces stressed the importance of removing immediate danger, providing a safe environment, providing first aid, calming down, interviewing, and providing first needs.

According to the victims quality (ex: the victim is also a witness) there could be some additional procedures applicable for the victim (ex: in case of witness protection, domestic violence, child abuse). They can have a different nature (physical protection, psychological, medical, and social).

Most Forces hand over the victim, after completing preliminary actions, to relevant stakeholders (such as State bodies, local social services, or civil society / NGOs). Reports suggest that due to the level of complexity, cooperation and coordination between stakeholders are very high in the field of victim's protection issue.

Moreover, certain Members have developed a clear Multi-Agencies approach, based on cooperation within a Multi-Agencies Model, as Law Enforcement Agencies usually have the first contact with alleged victims, providing first aid, advice Prosecutors and then involve all stakeholders.

On these grounds, the respective Members are able to give their cooperation to other Actors which perform first response activities during the first phase of the process,

(if not for other reasons but because it is useful for investigation and information gathering, contact witnesses, etc).

Structures

At the FIEP Members level there are no structures dedicated to victims' protection only.

For **Members operating under the holistic approach**, all operational personnel involved in first responder related activities are able to provide victims protection when required. For special situations, the tactical level commander is to decide on the matter. In this respect, when immediate safety and first aid have been provided, the respective commander can either call the chain of command for operational or / and logistics support, or inform (usually upon orders and according to existing Cooperation Plans and Procedures) the other stakeholders (state bodies, local competent authorities, civil society representatives).

The existing **specialized structures** (operational and support) usually deal with both protection and assistance of the victims, with a larger focus on the assistance part. However, special protection measures can be installed during the first response (mostly in natural or manmade disaster relief situations, in order to protect life, goods and property of victims) or following the first stage of the intervention process (related to criminal matters), when it becomes clear that operational requirements demand protection against recurrent action of perpetrators. In more delicate situations (the victim is also a witness or VIP) the protection can be given by dedicated structures (Witness Protection Unit or Close Protection Units).

Related training

The answers to the present questionnaire revealed that the Member Forces regard training in this field from a more comprehensive perspective which always involves aspects of victims' assistance as well.

Under the holistic approach, these notions are usually delivered in specific lectures, themes, modules of certain courses, such as:

- basic training courses
- human rights training courses

- public order specific courses
- mountain training courses
- search and rescue courses / training sessions
- first aid courses
- public relations courses / training sessions (in respect to Law Enforcement personnel behavior when victims are involved)

The Law Enforcement Agencies personnel also periodically attend courses destined to refresh their knowledge on these fields.

Under the specialized approach, the victims' protection is comprised both within basic training and special training curriculum. Special training is provided only for the personnel of special structures, which require particular competencies, and it is mostly related to the victims of crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime).

The training of the specialized personnel can be performed both in national and international environment, (as Members also reported training their personnel in international institutes) and can take the form lectures, courses or seminars given/held by military or civilian entities, often emerging from bilateral cooperation, related to the academic international environment, to more operational security and humanitarian actors (International Organizations - UN, EU, OSCE, NATO, UA aso), different International Missions and Operations or to representatives of civil society (NGOs, Victims Associations)

Related domains of applications

Victims Protection concept, in various forms, finds its applicability in a number of fields in which the Members are very active, such as:

- disaster relief
- terrorism
- human rights: discrimination of vulnerable groups
- public order and safety
- domestic violence or recurrent abuse
- mountain gendarmerie

- evacuation of endangered areas
 - search and rescue
 - crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime)
- prevention, investigation, support and assistance,
- victims of war / conflict / crisis (refugees, IDPs)
 - international missions and operations
 - public relations: information campaigns, help lines, radio and TV shows

Start and end

The extent of competences slightly differs from one Force to the next. As most Members limit their victims protection attributions to first responder duties, all agree that the Force responsibility starts as soon as the victim is detected.

However, the end of the respective responsibility depends from the different perspectives:

- for Members embracing the holistic view, protection duty ends when victims are transferred to the social services or to the NGOs, it can depend on the security situation, or it can last until all the risks for victims have been overcome.
- for those taking the specialized approach (closely related to crime), the responsibility of the specialized units / personnel ends when the victims voluntarily leave or the case is closed, it can depend on the directions of Public Prosecutors or it can continue further on, even after a court decision, depending on victim's needs and risk assessment .

Cooperation

In the matter of victims protection, the all Members stressed the importance of cooperation with other stakeholders, among which there are other government bodies, police forces, local authorities, social services, NGOs and private entities (example: private security, donors aso), but also international actors such as Europol, Interpol, international organizations, international missions and operations and others.

Cooperation can take many forms, and reach different levels of magnitude, from institutional, diplomatic, operational, logistics, support, transport, communications and

relational efforts to concerted campaigns, and it can follow different levels of emergency.

As the matter is a constant and very complex process, a good cooperation amongst government institutions, local authorities and NGOs is paramount. In this respect, Cooperation Protocols are signed and experiences exchanges on implementation of best practices must be taken into consideration and become a constant practice.

Question: How do Member Forces approach Victims Assistance issue?

Structures

For Members operating under the **holistic approach**, all operational personnel involved in first responder related activities are able to provide victims protection, but also a certain level of assistance, when required. For special situations, the tactical level commander is to decide on the matter. In this respect, when protection has been provided, the respective commander assess the situation and can decide if there is a further need for operational or / and logistics support, or to inform (usually according to existing Cooperation Plans and Procedures) the other stakeholders (state bodies, local competent authorities, civil society representatives).

The existing **specialized structures** (operational and support) usually deal with both protection and assistance of the victims, with a larger focus on the assistance part. However, the nature of the situation can impose, by default, assistance measures which can be installed during the first response (mostly in natural or manmade disaster relief situations or evacuations, in order to provide basic living conditions for the victims) or following the first stage of the intervention process (related to criminal matters), when it becomes clear that operational requirements demand further assistance. Specialized units

(ex: Support and Assistance to Vulnerable Victims, Domestic Violence, Medical and Psychological teams) can provide their assistance even after the victims protection is no longer required.

Related training

The Member Forces regard training in this field from a more comprehensive perspective which always involves aspects of victims' protection as well.

Under the **holistic approach**, these notions are usually delivered in specific lectures, themes, modules of certain courses, such as:

- basic training courses
- human rights training courses
- public order specific courses
- mountain training courses
- search and rescue courses / training sessions
- first aid courses
- public relations courses / training sessions (in respect to Law Enforcement personnel behavior when victims are involved)

The Law Enforcement Agencies personnel also periodically attend courses destined to refresh their knowledge on these fields.

The training of the specialized personnel can be performed both in national and international environment (international institutes) and can take the form lectures, courses, workshops, expert meetings, working groups or seminars given/held by military or civilian experts, emerging from bilateral or multilateral cooperation, related to the academic international environment, operational security and humanitarian actors (International Organizations - UN, EU, OSCE, NATO, UA aso), different International Missions and Operations or to representatives of civil society (NGOs, Victims Associations)

Under the **specialized approach**, the victims' assistance is comprised both within basic training and special training curriculum. Special training is provided only for the personnel of special structures, which require particular competencies, and it is mostly related to the victims of crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime). The curricula is constantly updated and can also shift focus in a flexible manner, based on the criminal activities trends (ex: violence or sexual abuse) and the victims age or gender particularities (child / adult; women / men).

Procedures

The victims' assistance field is not dealt with by the Members in a unitary manner. According to their general approach, the holistic perspective supporters do not have dedicated procedures for it, and base the foundation of their related work on the general police procedure.

From the specialized approach perspective certain procedures are created according to the Law or other directives, issued and disseminated at all levels of the organization, from strategic to operational (specialized and support). The main focus of the respective procedures is to set the mechanisms for prevention, investigation, support and assistance in criminal cases.

Functioning

At FIEP level, the answers to the present questioner gave no clear indication of a unitary approach towards the Victim Assistance. Difference of Members general perspective of the Victim Assistance is still applicable, according to the holistic and specialized models. This field is also regarded as a set of separate issues, some of them already procedured, which are closely related to the human rights general domain. According to their national competencies, the Forces may or may not regard Victim Assistance as a matter important enough or sufficiently regulated (from the competence point of view) to issue dedicated procedures for it. Members who mainly act as first intervenient, rather perceive their role as support for other general competent authorities, which should be better structured and equipped to deal with the core of Victim Assistance activity.

Other Members embracing the specialized approach already developed dedicated procedures for certain situations, mostly related to the Assistance of crime victims regulating the total chain from first responder on to the judge..

However, all Forces apply the General Police Procedures which can be complemented with different types of qualified intervention.

From the procedural perspective, most forces stressed the importance of qualified Assistance for the victims, either basic (first contact, first aid, calming down the victim, confidence building, respectful, protective and firm behavior, interview, search

and rescue, disasters relief, aso) or specialized (medical, psychological, criminal matters related interview, evacuation aso).

According to the victims quality (ex: the victim is also a witness) there could be some additional procedures applicable for the victim (ex: in case of witness protection, domestic violence, child abuse). They can also have a different nature (physical protection, psychological, medical, and social).

Most Forces hand over the victim, after completing preliminary actions, to relevant stakeholders (such as State bodies, local social services, or civil society / NGOs). Reports suggest that due to the level of complexity, cooperation and coordination between stakeholders are very high in the field of victim's assistance issue.

Moreover, certain Members have developed a clear Multi-Agencies approach, based on cooperation within a Multi-Agencies Model, as Law Enforcement Agencies usually have the first contact with alleged victims, providing first aid, advice Prosecutors and then involve all stakeholders.

On these grounds, the respective Members are able to give their cooperation to other Actors which perform first response activities during the first phase of the process, (it is useful for investigation and information gathering, contact witnesses, etc).

Start and end

Most Members limit their victims' assistance attributions to first responder duties, although all agree that the Force responsibility starts as soon as the victim is detected.

However, the end of the respective responsibility depends of different perspectives:

- for Members embracing the holistic view, assistance duty ends when victims are transferred to the social services or to the NGOs, it can depend on the security and sometimes social situation, or it can last until all the risks for victims have been overcome.

- for those taking the specialized approach (closely related to crime), the responsibility of the specialized units / personnel ends when the victims voluntarily leave or the case is closed, it can depend on the directions of Public Prosecutors or it can continue further on, even after a court decision, depending on victim's needs and risk assessment.

Cooperation

In the matter of victims' assistance, the all Members stressed the importance of cooperation with other stakeholders, among which there are:

- interested international entities: multilateral (organizations and associations) and bilateral (similar Forces, public entities): cooperation on training and international missions/operations; Europol and Interpol deserve a special mention in regard to criminal matters
- competent national authorities: operational cooperation, training, public campaigns
- academic environment: training
- civil society (NGOs, Victims Associations, Media): training, operational (studies, analyses, information, cooperation documents), public campaigns

Cooperation can take many forms, and reach different levels, from institutional, diplomatic, operational, logistics, support, transport, communications and relational efforts to concerted campaigns, and it can follow different levels of emergency.

As the matter is a constant and very complex process, a good cooperation amongst government institutions, local authorities and NGOs is paramount. In this respect, Cooperation Protocols and exchanges of experience on best practices implementation must be taken into consideration and become as a constant concern for the Members.

H) Lessons learned

Question: How do Member Forces amend, update and upgrade the procedures related to Victims Protection and Assistance

New legislation

The new legislation is implemented in the current and coming training and education process through a close cooperation between the departments in charge with Operations, Training and Knowledge Centers.

Changes in procedures, however, appear when there is a legislation reform, when guidelines given by the Public Prosecutors, when analysis and recommendations are issued by the legal departments and the Operational Model requires to be modified and adapted to the real necessity of new criminal realities.

The Law Enforcement Agencies (Member Forces included) are usually part of the legislation reform, their proposals and recommendations being forged as a mixture of own operational and legal analysis, feedback from the citizens, as well as national and international police cooperation and experience exchanges with other police forces.

New operational situations

There are different perspectives over the way of dealing with new operational situations.

Some Members introduce their own analysis in the operational procedures and the training and education process through a close cooperation between the departments in charge with Operations, Training and Knowledge Centers.

Other Forces deal with new operational situations by submitting them to the attention of their different specialized Training Centers, which are charged with conducting the necessary analysis and issue related proposals and recommendations, usually resulting in new protocols or guidelines after a proper scrutiny of the operational staff.

For matters that need a large degree of cooperation, some Members can make use of their partnerships with different Authorities: as thanks to their Specialized Unit, they act as advisors for a number of Ministries (such as Health, Labor, Cultural Heritage, Agriculture and Environment).

It is to be mentioned that due to the relative novelty of the victims' protection and assistance field as well as the new international perspective over the increasing importance of the rights of individuals, the incidence of such situations in the legislation dynamics is rather significant.

Moreover the lack of application of related legislation, compels the international courts to sanction more and more transgressions of the States from the international provisions on human rights, which cannot lead, in the close future, to anything but reforms (mostly at the level of secondary legislation and provisions related to application of the existing laws).

New domains

It has to be mentioned that, at FIEP level, different domains can be new for some Members, and ordinary for others, according to their national competencies and general perspectives over the victims' assistance and protection. This is partly due to the international policy of the States, which choose for themselves the proper moment to adopt certain international legislation. Therefore, differences in approaches, perspectives, application, enforcement and society awareness (sometimes counting decades), are to be expected.

In this respect, there are at least two situations suitable for FIEP Members in respect to new domains:

- the respective field is only new for themselves (and not for everybody else), in which case they can rely on the expertise of the other Forces and improve their knowledge through bilateral or multilateral cooperation (experience exchanges, workshops, seminars, working groups aso);
- the respective field is a striking novelty in international environment, which typically triggers the international cooperation mechanisms, which in such situations call

for international experts working groups with the view to issue related recommendations.

However, most Forces reported to follow every kind of amendment / guideline and subsequently update basic and special courses, with the aim to ensure for their personnel the best knowledge of every criminal and security issue.

Role of know how in procedures development

According to the Members, acquiring know-how is a matter which has a double source, national (intra-institutional and inter-institutional) and international (bilateral and multilateral):

1. National dimension:

1a. **Intra-institutional level:** it consists in creating know-how by constantly developing existing operational guidelines based on feedback, reporting and analysis, building personnel awareness, update training and operational procedures, achieve specialization;

1b. **Inter-institutional level:** it consists in creating know-how by constantly cooperating, exchange and build common experiences with other stakeholders (state bodies, local authorities and civil society)

2. International dimension

2a. **Bilateral cooperation** with similar forces and other international stakeholders (embassies, foreign central and local authorities, international NGOs). Sometimes the information required is obtained through attachés redeployed in different countries, in order to make compared analysis and propose new actions.

2b. **Multilateral cooperation:** it consists in building know-how by participating to international courses, workshops, expert meetings, seminars, working groups, conferences, exercises and operations / missions, in order to guarantee the constant updating of professional knowledge.

I) Cooperation on Victims' protection and assistance

Question: Do Member Forces cooperate with other interested national authorities and entities in the matter?

Operational cooperation

The Members reports on the matter of cooperation revealed various forms of relations, both national and international, which have to be developed in order to successfully tackle the matter of victims' protection and assistance, as follows:

1. International Police Cooperation: usually for judicial cooperation purposes, it can involve both **multilateral** (ex: INTERPOL, EUROPOL, FRONTEX, etc), and **bilateral** police cooperation (ex: for regional focus on a certain type of crime development such as THB, to facilitate bilateral investigations aso.)

2. Based on Cooperation Protocols, Members cooperate with other competent state bodies whose principal attributions demand transfer of competence from first responders, such as:

- Central Authorities (Emergency Situations, Ministry of Health, Ministry of Social Protection development of the family and solidarity, Ministry of Interior, Ministry of Justice, Ministry of Transport, Ministry of Foreign Affaires);
- Judicial Authorities (Prosecutors' Office);
- other Police Forces;
- Human Rights concerned authorities and Agencies (Authorities for of Equal Opportunities, Agency for Non-Discrimination);
- National Institutes for Victim Care;

3. Local Authorities (Social Services, Child Protection);

4. Civil Society (NGOs and Associations concerned with Victim Protection and Assistance)

Cooperation on personnel training

In respect to cooperation for personnel training, Members have identified several ways of improving the level of knowledge and know-how. As such, the related cooperation can involve the following:

- **Academic environment:** University professors are invited to give related classes.
- **International training:** international experts (independent, or connected to international organizations, international missions and operations, international NGOs aso) are invited by the Forces to give lectures and hold courses; moreover, specialized personnel attends international training, seminars, conferences in different.
- **State bodies:** practitioners from different competent institutions are invited to support the training by giving related lectures, holding courses and participating to expert meetings, workshops and seminars organized by the Forces. (ex: representatives of the Public Prosecutor / District Attorney, Police, medical care institutions, national institute for victim care, aso).
- **Local Authorities:** specialists from Social Services (ex: Child Protection) regularly attend the basic training (train the trainees) and specialized training (train the trainers and future experts).
- **Civil society:** NGOs, Victims Associations are often invited to present their related points of view and expectations.

Cooperation with civil society

The cooperation with civil society (NGOs, Victims Associations, mass media) has a very important role in way in which the Members manage the victims' protection and assistance, for a number of reasons:

First, because the entities representing the Civil Society (NGOs, Victims Associations, mass media) often represent the closest link with the citizen, who is the beneficiary of the services, offered by the Members and the tax payer. Sometimes, these types of associations are in themselves civilian initiatives born because of the very limits of the authorities to action in perfect congruence with the victims needs. In

this respect, it is only normal that their voices should be heard with regard to the services provided by the Law Enforcement Agencies, and their suggestions to be, as much as possible and without prejudice to other core values, met by the procedures related to victims' protection and assistance.

Second, because certain NGOs have developed a real understanding and an extraordinary expertise of the respective field, as they are entirely dedicated to specific parts of the Human Rights spectrum, such cooperation can only be beneficial for the Members, who can better develop their own related operational procedures and personnel training.

Third, because some NGOs dispose of an important amount of logistics (ex: Red Cross and Red Crescent), personnel and aid, and already conduct large/huge humanitarian operations (natural disasters relief, war/conflict/crisis refugees camps) and it is important for the Members to properly support such efforts on their national soil and while operating in international environment (International missions and operations)

Forth, mass media can often be a very important tool to pass important information to the public, both for prevention and reaction to emergencies.

Fifth, constructive criticism (NGOs and mass media) can also be a very important factor in creating the necessary internal synergies to reform certain sectors, legislation, procedures, and approaches.

Representatives of the medical care institutions, national institutes for victim care, civil initiatives (NGOs, Foundations, Associations, media) related to Human Rights, Non-Discrimination, Equal Opportunities, Vulnerable Groups aso. are usually part of a broader network of cooperation relations, involving both strategic and operational level of responsibility.

However, it is important to note that due to the nature of some NGOs activity (sometimes politically affiliated / linked), certain Members maintain a level of cooperation limited to operational cooperation and support for concrete cases of victims assistance.

Question: Do Member Forces cooperate with other interested international authorities and entities in the matter?

Multilateral cooperation

Multilateral cooperation in the field of assisting and protecting the victims is a major endeavor for the FIEP Members. In this respect, the first to be mentioned in this regard are the **global security actors** such as UN, EU, NATO and multinational forces, EUROGENDFOR and the international missions and operations.

Cooperation with UN or/and under the UN umbrella is directed towards the DPKO or specialized organizations such as OMS, IOM or UNHCR or agencies (ex: ILO) and is connected to several aspects such as international legislation, doctrine, guidelines, training (courses, seminars working groups) and operational issues (UN missions and operations).

Certain FIEP Members, coming from EU Member States of Partners are directly involved in activities related to the strategic level of decision in the matter (ex: COSI). Moreover, at the police cooperation level, the operational engagements involving EUROPOL, INTERPOL or FRONTEX, as well as other European Agencies require significant organizational efforts, focus and personnel (Liaison Officers and experts). In training matters CEPOL represents a proper example of successful cooperation, constantly updated by the collective wisdom of the MS Law Enforcement Agencies.

NATO is always a very important partner for cooperation for the Forces coming from Member States (as effective part of the decisional, operational and training mechanism within the Alliance), but also for its partners, as they participate together in NATO Missions and Operations and cooperate in CIMIC or refugees related matters. Moreover, the recent NATO efforts towards more comprehensive operations, which include civilian police capacities, also facilitate cooperation with a wider range of non-combatant actors (ex: NGOs)

The same focus is available for all FIEP Members participating to multinational forces, as nowadays training and operational procedures include certain levels of victims' protection and assistance (example: Coalition of the Willing).

EUROGENDFOR represents a special example of multilateral cooperation in the matter, as the Force can conduct independent operations or under the umbrella of the global security actors. Its important contribution to the NATO mission in Afghanistan can have a very important role on the future shape of NATO missions and operations, its participation to Haiti showed the potential of gendarmerie forces for disasters relief operations, and future EU missions and operations can not longer ignore the existence of such capability (EGF is already involved with CPCC in planning future missions).

There is also important to stress the FIEP Members determination to enhance local and regional cooperation and activate channels of communication by participating to local or regional initiatives (Salzburg Forum, American, Mediterranean and Black Sea related cooperation initiatives, aso) with ramifications in the area of police cooperation, crime prevention and victims' protection and assistance.

Concurrently, multilateral projects have an important impact on the Members activity and can involve a number of international and national partners.

With this in mind, FIEP itself should not be ruled out as a potential important actor in doctrine and training matters. Already involved by the creation of EUROGENDFOR, FIEP has the capacity to become a trendsetter for the EGF in respect to victims' protection and assistance, and influence its policy on the matter, by helping the creation of related operational procedures.

Nonetheless, FIEP can also develop a net of training initiatives which would have a positive impact on the EGF know-how building process in this respect.

Bilateral Cooperation

The bilateral cooperation of the Member Forces has the general goal to improve the service to the society. As such, it can have different objectives, which they reach by engaging in exchanges of know how with certain partners (experience exchanges), facilitate a better access to operational information (sharing information and operational models), make common use of the organizational knowledge (institutional model sharing) and involve all stakeholders in solving trans-national problems (operational cooperation).

Bilateral cooperation can take different forms: Cooperation Protocols, bilateral projects, training courses, study visits, seminars, expert meetings, working groups, workshops aso.

According to the reports to the present questionnaire, the bilateral cooperation partners of the Members are the following:

- International organizations and associations: although being rather subject for multilateral cooperation, they are also interested in bilateral efforts, usually in respect to training matters or bilateral projects (also financially);
- International missions and operations: available for cooperation mostly in training matters (ex: training local police)
- European agencies: operational cooperation, bilateral projects and training matters
- Similar Forces (FIEP members on top): training matters (experience exchanges, expert meetings, working groups, courses, lectures, seminars, transfer of know how), doctrine, organization, bilateral projects, operational models, bilateral support, logistics, aso.
- Diplomatic missions: bilateral projects, liaison
- Other entities (NGOs, Associations, Foundations aso)

International training programs and projects

In respect to international training programs and projects, they remain a very important form of updating the knowledge in many fields, including victims assistance and protection. Members reportedly use such cooperation opportunities, coming on different channels such as:

Bilateral cooperation: interchanges between Law Enforcement Agencies and experience exchanges on matters such as human rights (non-discrimination, victims rights), Border crossing procedures, THB, Human Smuggling, Family Protection, Domestic Violence aso.

Training facilitated through UN initiatives (ex: ILO, IOM aso), where the Members representatives can participate in working groups, expert meetings and training courses, as such being able to receive updates of their knowledge and provide expertise for their partners in the matters which they master.

For some Members, training is facilitated through **EU Projects and Police Cooperation mechanisms**: courses, seminars, and workshops organized under different European initiatives (ex: Schengen, Salzburg and Prüm), different exercises (ex: EUPST), CEPOL and INTERPOL Training Courses.

OSCE and NATO also developed training mechanisms which can be accessed by the FIEP Members according to their national relations with the respective organizations (Member States, Partners aso)

Other organizations such as the International Centre for Migration Policy Development ICMPD of Vienna offer opportunities for the Law Enforcement Agencies to share their know how and best practices and to exchange experience in victims protection and assistance related fields.

Availability for cooperation in new initiatives

All Members stated their openness for new initiatives on victims' protection and assistance, such as courses, experience exchanges, seminars, working groups, projects

Conclusions

1. Wherever there is a breach of human rights, a crime, a disaster or a war / conflict /crises, there are victims. In this respect, it is paramount to acknowledge that the extent of this domain is given by the variety of possible situations which generate uncalled suffering. Stronger awareness is needed.

2. The new trends in the international legislation related to victims' assistance and protection (based on legal provisions and courts decisions) create new responsibilities for the Law Enforcement Agencies by enhancing the rights of the victims.

3. As Police Forces with Military Status, the FIEP members represent useful instruments which are already frequently used by their respective States in order to limit and as much as possible to remove the consequences of natural or manmade disasters. From this perspective, most Forces already developed some operational procedures, despite the limits of their competencies. As robust, disciplined, flexible and

strong forces, the gendarmeries are very much at hand, always available and logistically fit to bring a certain level of response to disasters, to provide stability and security in the affected areas, and to aid, protect and assist the victims.

4. There cannot be a General competence to exclusively deal with all victims. The special competences do not belong to one institution, but to many shareholders, according to their level of involvement in different fields. Cooperation plans with all concerned institutions, similar First Intervention Procedures for protection and assistance of the victims are needed.

5. The Member Forces currently have different views on the victims' protection and assistance. Different Members have developed operational concepts and procedures in specific fields. However, a certain lack of uniformity in approaching this field would make very difficult, for the time being, the existence of an eventual common doctrine. A more thorough analysis is needed in the matter, in order to create a clear picture on the related cooperation possibilities at FIEP level.

6. Individual experiences showed that projects in the matter can be very effective. The main actors of International Community extensively support initiatives in this field (Human Rights related) and provide numerous opportunities (including financial support) for the development of dedicated structures and training of personnel.

7. At FIEP level, most Members clearly indicated a strong willingness to further cooperate in the matter.

Recommendations:

1. FIEP should double its efforts to increase awareness on the complexity and importance of victims' protection and assistance. Member Forces should raise awareness at national level, in order to ensure the initiation of an update of their competencies, according to the new international realities. At FIEP level, cooperation could be initiated with the EGF in the matter of victims' protection and assistance, in order to promote its model at international level.

2. As a doctrinal body, the FIEP could use its combined synergies in order to issue a set of guidelines in the matters of First Intervention Procedures, Assistance and Protection of Victims. Such demarche has the potential to greatly help the law

enforcement community to focus on the issue, improve its response and engage in a broader international effort. National bodies, international organizations, scholars and civil society representatives could be involved in such projects.

3. International Projects on victims' protection and assistance, involving Cooperation with the civil society, Communication with the victims, Structures Development and Personnel Training, should become one of the priorities of both FIEP, and its Members.

4. The FIEP Commission for Human Resources should be tasked to provide regular assessments and proposals in this field; the proposal could contain, among other, a multi-annual calendar containing lectures, courses, workshops, seminars, working groups, and expert meetings organized by the Forces in order to increase the exchange of experience.



FIEP

ANNEX: Member Forces answers to the Questionnaire**Chapter 1: Competency****Question: Is your Force competent in Victims Protection and Assistance?**

| Major points of interest on the subject | Description of the situation |
|--|---|
| Main authority | <p>Romania, the main authorities dealing with victims' assistance and protection are the Ministry of Health and the Ministry of Internal Affairs. Based on annual cooperation protocols and action plans, Romanian Gendarmerie cooperates with the concerned institutions within the named authorities, in order to provide support and cooperation in respect to the operational situations.</p> |
| | <p>The Netherlands Districts Attorney (DA), Ass DA (High Qualified Police officer), Investigator</p> |
| | <p>Spain In terms of detection, this activity can be detected by anyone (citizen, police forces, clients, social services.....) who wants to communicate that this crime could be happening.</p> <p>In terms of identifying victims, it is mandatory for the police forces (Guardia Civil and Cuerpo Nacional de Policia). They are also responsible for carrying out the research and make the data and information at the disposal of justice.</p> <p>Prosecutors are charged with the criminal offences and judges to judge the crime.</p> |
| | <p>Portugal Law Enforcement Agencies are the main authorities dealing with victims assistance and protection, although, frequently, situations are managed with the involvement of Social services and NGO's specifically dedicated to victim's protection</p> |
| | <p>Italy The main authority dealing with victims' assistance and protection are:</p> <p>Prosecutors</p> <p>Public offices (Local Authorities of Public Securities like "Questore" in case of special permit for illegal migrants victims of THB)</p> <p>NGOs and others local Authorities (in same cases Major too, as local authorities, for accommodation, health care and others tools of protection) with financial support of government Authorities (Department for Equal Opportunities, Ministry of Justice, Ministry of Interior and Ministry of Foreign Affairs).</p> <p>So, the competency of the Police Forces is limited to such form of cooperation with these authorities and NGOs organization.</p> |

| | |
|------------------------------|--|
| | <p>Turkey Ministry of Interior (Law Enforcement Agencies) are the main authorities dealing with victims assistance and protection at first response. The detailed support is provided by NGOS and Social services when their victim status is declared by court.</p> |
| | <p>Morocco Ministry of Justice; Ministry of Interior; General Directorate of the National Police; Ministry of Public Health; Civil Protection; Ministry of Social development, family and solidarity; State Secretariat assigned of family, childhood and handicapped persons; Civilian Society, etc</p> |
| | <p>Jordan The government and all security agencies (the anti-human trafficking national committee)</p> |
| | <p>Argentina The main authority responsible to assist and protect victims is the National Human Trafficking Victims´ Rescue and Accompaniment Program that gives support, legal advice and psychological help to the victims of this crime until they make statement. It is made up of an interdisciplinary team. This team is formed by specific departments of Security Forces (Policia Federal Argentina, Gendarmeria Nacional Argentina, Policia de Seguridad Aeroportuaria y Prefectura Naval Argentina), psychologists, social workers, legal advisors, physicians and Doctors in Political Studies. It depends of the Ministry of Justice and Human Rights</p> |
| | <p>Chile The main authority dealing with victim assistance and protection is the Prosecutors Public and Ministry of Interior through (Victim Assistance Project – Violent Crime). Prosecutors are in charge to deliver security to the victims, through taking them to special shelters, ordering to the Police to visit them on and off, ordering permanent vigilance in a house for a period of time. Normally, Carabineros are the first responders and have to take care of the victims’ life.</p> |
| <p>Main authority</p> | <p>Qatar the main authority dealing with victims assistance and protection is Search and Rescue Team</p> |

| | |
|--------------------------------|---|
| | <p><u>Analysis</u></p> <p>In general, as most states have different views over the systems governing victims’ protection and assistance, the competence in the matter seems to lie with a number of state institutions, local authorities and some civil bodies, in various combinations.</p> <p>In this respect the answers to this question indicated the police forces / security agencies (usually belonging to Ministry of Internal Affairs/Security, Ministry of Defense or Ministry of Justice and Human Rights) and the prosecutors as regular holders of competence, mostly in cooperation with other concerned ministries, such as Ministry of Public Health, Ministry of Foreign Affairs, Ministry of Development, Family and Social Policies (or equivalent), Local Authorities and NGO’s specifically dedicated to victim’s protection.</p> |
| <p>Force competency</p> | <p>Romania Along with other state bodies, Romanian Gendarmerie is competent, to deal with different types of victims, mostly at first responder in the following fields:</p> <ul style="list-style-type: none"> - disaster relief - terrorism - human rights – discrimination: vulnerable groups - public order and safety - mountain gendarmerie - evacuation of endangered areas - search and rescue <p>The Netherlands General competency</p> <p>Spain According to our 2/1986 Organic Law (geographic distribution of competences between Guardia Civil and Cuerpo Nacional de Policia), this activity is pursued by one of both forces</p> <p>Portugal Apart from homicides, which are within the competence of the Judiciary Police, all the other situations are mostly dealt by the GNR and Public Security Police (PSP)</p> <p>Italy Carabinieri do not have direct competence for Protection and Assistance of THB Victims. However, Carabinieri take part to the multi-agency approach to combat THB, for this reason they give their contribution and cooperation, after the “identification” phase and during the investigation and prosecution phases.</p> |

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| | <p>Turkey As one of the main Law Enforcement Agencies in Turkey Gendarmerie General Command is providing initial support and protection to victims.</p> |
| | <p>Morocco The Gendarmerie Royale is not a mere State's organism tasked exclusively to assist and protect victims against criminalities; however, it remains concerned and largely contributes to this purpose with respect to its missions stipulated by law.</p> |
| | <p>Jordan In this matter the Gendarmerie works with the Public Security Directorate / PSD</p> |
| | <p>Argentina Security Forces and the police must assure that victims' identification is made in a proper way so they are considered neither criminals nor being revictimized because of possible crimes they might have committed as a consequence of human trafficking. As well, prevention and investigation of this kind of traffic should be a priority in order to imprison the criminals.</p> |
| | <p>Chile Depending on each case, it could be special assistance that means delivering a phone number, where the victim may call 24 hours a day, and a Police Officers on duty, have the mission to attend the victim. We do have another civilian police, Policia de Investigaciones (PDI) that has also to deal in some cases, delivering permanent vigilance to some victims.</p> <p>When a LPO notice that a criminal situation happened, it is mandatory to report to the Public Prosecutors, in this way Carabineros guarantee justice's access. Later on, in the Police Station is informed about their rights as victims. Letting them know their role in the proceeding.</p> <p>It is not allowed to deliver personal information about the victim, unless that person gives special permission to do that.</p> |
| | <p>Qatar general</p> |

Analysis

The competence of each FIEP member in respect to victims' protection and assistance differs according to its national system organization, although the principles which guide their activity are similar. The extent of the protection and assistance is limited each Force competencies in balance with the competencies of the other national stakeholders.

However, a rather common perspective was opened by the fact that most Members possess the competence of first responder, which enables them to provide victims protection and assistance up to the limit of their attributions.

In this respect, the responses revealed certain particularities of the victims classification, that worth to be mentioned:

1. Assistance and protection of victims of criminal activity: most Member Forces identified it as the matter which demands the main focus of their related efforts. This includes victims of general criminality, terrorism, discrimination / hate crimes (racism, xenophobia), public order and safety disturbances (including Law enforcement intervention), human trafficking, human smuggling, abuse of members of vulnerable groups (women, children, seniors, persons with disabilities)

2. Assistance and protection of victims resulting from disasters / emergency situations: a number of Members recognized the important role of their activities related to victims assistance and protection in limiting and removing consequences of natural or manmade disasters, evacuation of endangered areas, search and rescue

3. War / conflict / crisis victims: certain Members experienced the need to provide a certain forms of assistance and protection to victims of war / conflict / crisis (displaced persons, refugees)

Protection

- providing immediate physical and psychological safety for the victim (involves necessary manpower, knowledge, logistics, communication);
- decreasing the immediate level of threat for the victims (or his/her family) life, health or goods/wealth (includes evacuation of endangered areas);
- provide minimal life conditions (ex: temporary shelter, access to utilities) / distribute necessary goods for a comfort (ex: water, food, medicine, communication with families)
- safely handing over to the competent authority.

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| | <p>Assistance</p> <ul style="list-style-type: none"> - first aid; - psychological aid; - extended communication with the victims (includes follow-ups) and/or their families; - cooperation with the victims in order to find out and identify perpetrators, other victims and to obtain detailed information on the case; - support social workers (providing permanent shelter) and NGOs; - provide and enforce public order and safety in shelter or refugees camps; |
| <p>Special competencies</p> | <p>Romania: There is a broad acceptance in the Romanian police system over the first responder competencies. However, these competencies are rather generally approached, as there are no SOPs in the matter.</p> <p>There are some situations which allow the Gendarmerie to act in a more structured manner in order to provide assistance and protection to the victims</p> <ul style="list-style-type: none"> - first aid - public order: if for example there is a person fainting during a mass event (such as sport, cultural or religious events) - mountain gendarmerie search and rescue - disasters (natural, manmade) - evacuation of endangered areas <p>The Netherlands</p> <p>First responders competencies: as trained in the basic police officer training Special competencies: In the Ass. DA training for the cooperation in the chain</p> <p>Spain First responders could be whoever detecting the illegal activity (social services, NGOs, citizens, including any police unit (public safety, border security....), but they have to communicate it to the specialized unit (judicial police) to do the identification interview</p> <p>Portugal GNR and PSP are the frontline LEA that usually takes care of the situations. Should there an homicide occur, the Judiciary Police will be called on the crime scene</p> <p>Italy Carabinieri Corps, first of all, has a special competence for “victim identification” and “investigation” phases.</p> <p>Turkey The NGOs (shelters), Ministry of Health and Social services are involved in providing support to the victims.</p> |

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| | <p>Morocco. No comment in this point.</p> |
| | <p>Jordan A specialized unit in PSD (Unit of fighting against trafficking in human beings and the family protection Department supported - when needed - by Jordan Gendarmerie force.</p> |
| | <p>Argentina The force, through the team against human trafficking, dependent by the Legal Procedures and Investigations Special Unit (UESPROJUD) acts and proceeds according to indications in the official letter from competent examining magistrate's court that initiates an investigation of the crime of sexual or labor human trafficking. The planning of the procedure should follow the indications of the district attorney or judge and should be coordinated with the experts designated by the Victims' Rescue and Assistance Office.</p> |
| | <p>Chile First responder's competencies, providing security outside of the house during days or weeks in order to secure the place or simply patrolling around an area. Interviewing from time to time to the victim.</p> |
| | <p>Qatar We have a Special Unit which can assist the main authority</p> |
| | <p><u>Analysis</u></p> <p>Most Forces claimed rather general competencies associated to victims' assistance and protection, indicating tasks related to first aid, public order, mountain gendarmerie, rapid reaction to disasters, evacuation of endangered areas, search and rescue.</p> <p>In order to preserve continuity and according to their operational availabilities and assistance capabilities, the first responders extend sometimes the immediate protection given to the victims by securing their shelters/residences or simply patrolling around the respective area, and regularly conducting multipurpose interviews with the victim (for security, medical, psychological and judicial reasons).</p> <p>The special competencies were associated mainly with the judicial dimension of the respective matter. As such, many FIEP Members provide assistance and support to specialized stakeholders (prosecutor, specialized judicial police units, other competent Law Enforcement Agencies), run victims identification and conduct investigations, give judicial support to the victims (by informing them on certain related legal aspects and their legal rights and obligations), and give a particular attention to human trafficking and human smuggling, to all forms of discrimination, to hate crimes and to the vulnerable groups.</p> |

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| <p>Complementary competencies</p> | <p>Romania The Gendarmerie supports the main competent authorities in providing assistance and protection to the victims, by operational and logistic means. In this vain, the Gendarmerie can perform</p> <ul style="list-style-type: none"> - limited traffic control (Romanian Police main competency) - take incipient measures for fire fight (General Inspectorate for Emergency Situations / IGSU main competency) - block public access to crime scenes (Science police is Romanian National Police main competency) - disasters relief (IGSU main competency) <p>Assistance:</p> <ul style="list-style-type: none"> - operational: search and rescue, disasters relief, traffic control (road blocks) - logistics: vehicles, equipment, gas, medical equipment, communications, IT <p>Protection:</p> <ul style="list-style-type: none"> - operational: shelter, safe environment, personal protection, convoy protection, evacuations - logistics: disaster relief kit (tents, boats, clothing, food, ropes, vehicles, gas, extinguishers etc), public order equipment |
| | <p>The Netherlands See special competencies</p> |
| | <p>Spain Social Service and NGOs work very close with police forces.</p> |
| | <p>Portugal Immigration and Border Service (SEF) and Economic and Food Security Authority (ASAE), depending on the criminal (or administrative) offense, may also be complementary involved</p> |
| | <p>Italy No comment in this point.</p> |
| | <p>Turkey The NGOs (shelters), Ministry of Health and Social services are involved in providing support to the victims.</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan Gendarmerie supports the main competent authorities in providing assistance and protection to the victims</p> |
| | <p>Argentina The force's functions, among others, are as Auxiliary Migrations Police in border crossings that enable them to detect situations and potential victims of human trafficking in recruiting or moving stages, avoiding the exploitation of the potential victim.</p> |
| | <p>Chile Support to the main competent authority, concerning domestic violence,</p> |

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| | <p>Carabineros has LPO trained to attend the victims during the report time, the Criminalistics Lab has also psychologist that provide assistance to the victims, when it is required.</p> |
| | <p>Qatar We have units which perform the support role: Special Operations Unit, Medical Unit</p> |
| | <p><u>Analysis</u></p> <p>With regard to the complementary competencies related to assistance and protection to the victims, the Members have developed national perspectives on their possibilities to cooperate with other concerned bodies and civil society representatives. A number of complementary tasks were identified, according to the victims' nature, the type of emergency and the situation management needs. These tasks were related to both law enforcement and civil matters.</p> <p>In terms of law enforcement, the complementary tasks could regard (but are not necessary limited to) <u>general policing</u> (ex: road traffic control, blocking all public access to crime scenes), <u>immigration and border control</u> (ex: border teams to detect situations and potential victims of human trafficking in recruiting or moving stages, avoiding the exploitation of the potential victim), <u>scientific police</u> (ex: Forensics Labs also have psychologists that provide assistance to the victims) and <u>special operations and terrorism</u> (ex: arrests of dangerous criminals/abusers/terrorists). In this respect, many Member Forces train their personnel to attend the victims during the report time.</p> <p>In terms of civil matters, the cooperation effort can be directed towards <u>civil emergency situations</u> (ex: take incipient measures for fire fight, disasters relief), <u>assistance to health authorities</u> (ex: quarantines, accidents), <u>assistance to the civil society representative bodies</u> (ex: NGOs and Social Services are involved in providing support to the victims).</p> <p>Among the Operational and Logistics aspects related to assistance and protection of victims, there are some that worth being noted, such as:</p> <p>Assistance:</p> <ul style="list-style-type: none"> - operational: search and rescue, disasters relief, traffic control (road blocks) - logistics: vehicles, equipment, gas, medical equipment, communications, IT <p>Protection:</p> <ul style="list-style-type: none"> - operational: shelter, safe environment, personal protection, convoy protection, evacuations |

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| | - logistics: disaster relief kit (tents, boats, clothing, food, ropes, vehicles, gas, extinguishers etc), public order equipment |
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Chapter 2. Legislation

International legislation

International Law

New: Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA. The EU Member States should implement the Directive in 2 years time, being able to issue support legislation.

Question: Is the international legislation directly influencing your Force competencies in respect to Victims assistance and protection field?

| Yes | In International Operations |
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| Major points of interest on the subject | Description of the situation |
| Which specific legislation is applied | <p>Romania</p> <ul style="list-style-type: none"> - Depending on the global security actor who sets out the mission / operation the Gendarmerie forces and personnel apply the UN / EU legislation / NATO procedures etc. - According to the EU law, all EU regulations have to be directly applied in the national law. - The EU Member States should implement the Directives in 2 years time, being able to issue support legislation. |
| | <p>The Netherlands International and National, based on the rules of art. 93 and 94 of the Netherlands Constitution.</p> |
| | <p>Spain</p> <ul style="list-style-type: none"> - Palermo Convention (Spain since 2003); - Warsaw Convention Council of Europe (THB); ratified by Spain in 2009; - Directive 2011/36/UE, prevention and fight against HBT; <p>Comprehensive Plan THB-SEX Several Ministries 2009-2012 Action. Formation and education measures to police officers. Specific training Ratified by Spain, 2009</p> |

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| <p>Portugal UN and EU, as well as guidelines from other organizations, such as Amnesty International and FRA</p> |
| <p>Italy</p> <ul style="list-style-type: none"> - International legislation does not influence Force competencies: - First of all Law-enforcement agencies apply domestic law, mainly criminal code. |
| <p>Turkey UN Convention Against Transnational Organized Crime (Its protocols) is ratified by the Turkish Parliament on 30.01.2003 and then entered in force in Turkish Legislation.</p> |
| <p>Morocco The international legislation does not influence directly the course of activities of the Gendarmerie Royale in protecting and assisting the victims, whereas the Moroccan Constitution attaches a primordial concern to the ratified international conventions on the Internal Rights, which accordingly harmonize the main provisions of the national legislation.</p> |
| <p>Jordan National legislation (laws, instructions and regulations in this regard) also Jordan is part of the UN agreements and international protocols</p> |
| <p>Argentina In 2002, Argentina ratified the “United Nations Convention against Transnational Organized Crime” and its “Additional Protocols to prevent suppress and punish human trafficking, specially women and children”. The Convention and its Protocols are considered the main international instrument in the fight against transnational organized crime as they introduce essential innovations in domestic law and adoption of methods to foster and enhance law enforcement cooperation between States Members. In April 2008, this document was adapted in a National Law Number 26364 as “Prevention and Punishment of Human Trafficking and Victims Assistance”.</p> |
| <p>Chile UN Resolution 40/34, dated on November 29, 1985 “Declaration of basic principles of Justice for victims of crime and abuse of power” General Assembly).</p> |
| <p>Qatar No comment in this point.</p> |
| <p style="text-align: center;">Analysis</p> <p style="text-align: center;"><u>UN</u></p> <p style="text-align: center;"><u>The Palermo Convention:</u> Convention against Transnational Organized Crime (2000).</p> <p style="text-align: center;">The Palermo Protocols:</p> |

-the [Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children](#);

-the [Protocol against the Smuggling of Migrants by Land, Sea and Air](#)

-the [Protocol against the Illicit Manufacturing and Trafficking in Firearms, Their Parts and Components and Ammunition](#)

The Human rights instruments

-[Convention on the Prevention and Punishment of the Crime of Genocide \(CPCG\)](#) (adopted 1948 and entered into force in 1951);

-[Convention Relating to the Status of Refugees \(CSR\)](#) (adopted in 1951 and entered into force in 1954);

-[Convention on the Elimination of All Forms of Racial Discrimination \(CERD\)](#) (adopted in 1965 and entered into force in 1969);

-[Convention on the Elimination of All Forms of Discrimination Against Women \(CEDAW\)](#) (entered into force in 1981);

-[United Nations Convention Against Torture \(CAT\)](#) (adopted in 1984 and entered into force in 1987);

-[Convention on the Rights of the Child \(CRC\)](#) (adopted in 1989 and entered into force in 1990);

-[International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families \(ICRMW\)](#) (adopted in 1990 and entered into force in 2003);

-[Convention on the Rights of Persons with Disabilities \(CRPD\)](#) (entered into force on May 3, 2008);

-[International Convention for the Protection of All Persons from Enforced Disappearance](#) (adopted in 2006 and entered into force in 2010).

National human rights institutions (NHRIs) are administrative bodies set up to protect or monitor [human rights](#) in a given country. Their creation has been supported by the [Office of the United Nations High Commissioner for Human Rights \(OHCHR\)](#). There are over 100 such institutions, about two-thirds assessed by [peer review](#) as compliant with the [United Nations](#) standards set out in the [Paris Principles](#), which list a number of responsibilities for national institutions, falling under five headings.

-First, the institution shall monitor any situation of violation of human rights which it decides to take up.

-Second, the institution shall be able to advise the Government, the Parliament and any other competent body on specific violations, on issues related to legislation and general compliance and implementation with [international human rights instruments](#).

-Third, the institution shall relate to regional and [international](#)

[organizations.](#)

-Fourth, the institution shall have a mandate to educate and inform in the field of human rights.

-Fifth, some institutions are given a quasi-judicial competence.

NHRIs are sometimes set up to deal with specific issues, such as [discrimination](#), although some are bodies with very broad responsibilities.

Specialised national institutions exist in many countries to protect the rights of a particular [vulnerable](#) group such as [ethnic](#) and [linguistic minorities](#), [indigenous peoples](#), [children](#), [refugees](#) or [women](#).

However, in general terms national human rights institution have an explicit and specific human rights mandate and a broader mandate, which could include research, documentation and training and education in human rights issues.

UN Convention Against Transnational Organized Crime and its “Additional Protocols to prevent suppress and punish human trafficking, specially women and children”.

UN Resolution 40/34, dated on November 29, 1985 “Declaration of basic principles of Justice for victims of crime and abuse of power” General Assembly).

Regional protection and institutions

Regional systems of international human rights law supplement and complement national and international human rights law by protecting and promoting human rights in specific areas of the world. There are three key regional human rights instruments which have established human rights law on a regional basis:

- [European Convention on Human Rights](#) for Europe (1950),
- [American Convention on Human Rights](#) for the Americas (1969),
- [African Charter on Human and Peoples' Rights](#) for Africa (1981)

The [Organization of American States](#) (OAS) is an international organization, headquartered in Washington, DC.

Its stated priorities now include the following:[19]

- strengthening democracy;
- working for peace;
- protecting human rights;
- combating corruption;
- promoting the rights of indigenous peoples;
- promoting sustainable development.

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| | <p style="text-align: center;"><u>Council of Europe :</u></p> <ul style="list-style-type: none"> - European Convention on Human Rights (1950) defined and guaranteed human rights and fundamental freedoms in Europe. The 47 MS of the Council of Europe have signed this Convention, and are therefore under the jurisdiction of the European Court of Human Rights in Strasbourg. The Committee for the Prevention of Torture was established on this bases. -Warsaw Convention: Convention on Action against Trafficking in Human Beings in May 2005, for protection against human trafficking and sexual exploitation -Convention on preventing and combating violence against women and domestic violence in May 2011. <p><u>EU:</u> Charter of Fundamental Rights of the European Union Directive 2011/36/UE, prevention and fight against THB</p> |
| <p>Since when the international legislation is applied</p> | <p>Romania Romanian Gendarmerie works directly with the UN legislation since 2002 (UNMIK), with the EU's since 2008 (EULEX Kosovo) and with the NATO procedures since 2011 (NTMA).</p> <p>The Netherlands Started with UN and developed by adopting the EU aquis, in accordance with 93 and 94 of the Netherlands Constitution</p> <p>Spain Since Spain signed the Palermo Convention in 2003. Since that day there have been significant legislative changes relating to the fight against trafficking in Spain, such as the adoption of the Comprehensive Plan to Combat Human Trafficking for sexual exploitation, the introduction Article 59a of the reform of the Organic Law 4/ 2000, which regulates, among other rights, the recovery and reflection period for victims of the offense is an autonomous and independent of other crimes in the Criminal Code, introduced by Organic Law 5/2010, or the signing of the Protocol Framework for the Protection of victims of human trafficking by representatives of several Ministries.</p> <p>Portugal Gradual application since 1999, when the first National Plan Against Domestic Violence was implemented</p> <p>Italy The Italian Penal Code was reformed in 2003 with the law 228, when Italy ratified Palermo Protocol in order to combat THB according the UN legislation, in the same way Italy ratified EU Legislation in this field during last years. So since 2003, starting with UN legislation, Italy gradually is ratifying international legislation on this field.</p> |

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| Turkey Since 30.01.2003 |
| Morocco No comment in this point. |
| Jordan Gradual application (different dates) |
| Argentina 2002 |
| Chile Gradual application since 2000, when the new criminal code was implemented |
| Qatar UN Since the issue of decree No. 34/1988 concerning Qatar's agreement to join the additional Protocol (I) of 1977 related to the protection of victims of international armed conflicts. |
| <p style="text-align: center;">Analysis</p> <p>Most Members answered that the application of different international norms is provisioned by the internal legislation (Constitution, Criminal Code, Criminal Procedure Code, organic laws). The international human rights legislation can have a universal force (such as the UN legislation) and a regional force (a proper example in the matter are the Regional Organizations norms, such as those issued by European Union, the African Union or the Organization of American States).</p> <p>Moreover, the international humanitarian law has an impact over the situations where victims of war/conflict/crisis are to be considered, such as the refugees.</p> <p>The application of the international norms by the national legal systems is performed in accordance to their recognized force, and sometimes can have a direct effect. This implies that for certain cases (such are the EU Regulations and Decisions), some FIEP members have to apply the respective international provisions without regard to or even despite previous national legislation, and without the need of additional legislation.</p> <p>In more frequent cases the force of the international norms sets an indirect applications (such are the EU Directives), when the international provisions have to become a part of the national law, before being applied and enforced. This requires additional national legislation and demands certain transition and adaptation periods.</p> <p>In this respect, the beginning of the application of an international norm related to human rights, victims included, differs according to the force</p> |

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| | <p>of the respective norm over the national Law. The quickness of reaction in the different national legislations can lead to certain gaps in the uniformity of the application, which can explain the different timing of adherence to new trends and values in the matter.</p> <p>However, this should not impede on the availability of Member Forces to adapt their training to the new trends and values or to participate to the doctrinal efforts destined to enhance the coherence of the human rights and humanitarian law system, with direct applicability to the field of victims' assistance and protection.</p> <p>Moreover, it worth to mention that the decisions of the different international courts (the precedents) also have a direct impact in the application of international human rights legislation, as the states can be sanctioned for violation or lack of application of human rights norms, especially after the massive shifting in the doctrine's perspective which placed the individual's rights in precedence to the states limitations to act for the benefit of their citizens. Active steps should be continuously taken by the Law Enforcement Agencies (FIEP Members included) to update their training systems and operational procedures accordingly.</p> |
| <p>How does this influence your Force activity</p> | <p>Romania In respect to the Directive 2012/29/EU of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, the national support legislation is not yet implemented in Romania. However the Romanian Gendarmerie started a planning process aiming to facilitate the implementation of the Directive provisions, on the following pillars:</p> <ol style="list-style-type: none"> 1. Personnel Training: train all personnel on providing victims assistance and protection, and raise the awareness on their importance for the citizen as beneficiary 2. Operational coherence: creating operational procedures and increasing cooperation with other concerned state authorities 3. Enhancement of the cooperation with the civil society (related ONGs) 4. Take steps to raise public awareness on the victims assistance and protection matter <p>The Netherlands Ex: It determined doctrinal and conceptual changes/ additives in training, operational activity.</p> |

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| | <p>Spain All these changes have resulted doctrinal and conceptual changes in training, operational activity, prevention campaigns, and cooperation among different police forces.</p> |
| | <p>Portugal Both at strategic and operational level changes were introduced in the organizational structure (by creating special projects and units dedicated to tackling domestic violence situations, through a qualified response in the field of prevention, investigation and victim support), doctrinal and conceptual changes in training, intervention, human resources qualification, public relations, awareness, etc...</p> |
| | <p>Italy According Italian prosecution system, doctrinal opinions and judicial decisions are very important for Law-enforcement activities: particularly at Ministry level, all the internal dispositions give the guide lines for law-enforcement agency during the investigation. Besides at judicial level, during the trial, usually the Court takes in account the previous decisions of our "third level of justice" ("Court of Cassazione" decisions).</p> |
| | <p>Turkey Both at strategic and operational level changes were introduced in the organizational structure (by creating special projects and units dedicated to tackling domestic violence situations, through a qualified response in the field of prevention, investigation and victim support), doctrinal and conceptual changes in training, intervention, human resources qualification, public relations, awareness, etc...</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan The Gendarmerie Force is highly concerned for training on Human rights and its proper implementation in the operational activity.</p> |
| | <p>Argentina In the Force, personnel training, understanding and increasing awareness is ongoing. The personnel is taught through action protocols given by the Ministry of Security, and in order to be able to identify victims of human trafficking and give them due care and protection.</p> |
| | <p>Chile Police is the first and critical point of contact that the victims have, as soon as they suffered the consequences of a crime or abuse of power. The Carabineros job consist basically to assist physically and psychologically victims and to procure a free access to the justice. Police is in charge to identify the crime's authors</p> <p style="text-align: center;">It determined doctrinal and conceptual changes in training, operational activity, human resources, public relations, the police radio deliver information</p> |

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| | <p>concerning the rights to the victims or coordinate information coming from a judicial order, instructions from Public Prosecutor.</p> <p>Also we do have a public phone 149 concerning domestic violence that could be reported. Carabineros de Chile's Justice Direction provides guidelines concerning the legal performance. Human Rights Department incorporates progressively concepts like human dignity and the right protection of the victims, and victims of power abuse.</p> |
| | <p>Qatar Since the issue of decree No. 34/1988 concerning Qatar's agreement to join the additional Protocol (I) of 1977 related to the protection of victims of international armed conflicts.</p> |
| | <p style="text-align: center;">Analysis</p> <p>In a globalize world, where the information can be widely spread in a matter of instants and the need and pressure for proper reactions from the responders affects public reaction towards events, the public image of the intervenient, the political responses and sometimes even institutional budgets, the international legislation legally compels to proactive measures and influences the Member Forces activity in a manner which appears to be increasingly significant, as it has an effect on a number of aspects:</p> <ol style="list-style-type: none"> 1. Legal: the international legislation is often the point of origin for the issuing of new national legislation related to victims rights, and determines the progressive assimilation of new legal and doctrinal concepts; judicial decisions based on the international provisions also become precedents which have to be taken into account by the Law enforcement agencies during the exercise of their mandate; 2. Strategic: the provisions of the international related legislation can determine the issuing of National Action Plans, new strategies on respect of human rights, as well as coordinated reactions to international monitoring on human rights application (ex: UN, EU, OSCE); as a part of their national Law Enforcement systems, the Member Forces are tasked to applied such strategic initiatives. 3. Structural: the provisions of the international related legislation can determine decisions designed to implement changes in the level of the efforts made by the Member Forces in the respective fields, including the creation of new types of structures or units, which are dedicated to or specialized in certain forms of victims' protection and/or assistance. |

4. Cooperation: as the victims related international provisions become more structured within the framework of the Human Rights, the various national authorities (including the law enforcement community such as FIEP members), need to find new ways of cooperating with their partners in order to keep up with the new perspective on the role of the states in respect to the individuals. As the society expectations grow more and more complex, it has an enhancing effect on the level of cooperation, based on the idea that single state authorities have insufficient resources and competencies to act on their own in such cases. In this respect the cooperation can be segregated as:

- a. intra-institutional (when internal synergies improve cooperation amongst the branches of a certain authority, both vertically and horizontally),
- b. inter-institutional (ex: among different ministries),
- c. civil society directed (NGOs, Victims Associations etc)
- d. international partnerships (foreign similar entities, International Organizations and Associations).

5. Operational coherence: new international legislation, perspectives and approaches in the matter, lead to creating, updating or adapting of new operational procedures related to the victims detection and identification, to the investigation and the follow-ups of the cases, to the victims cooperation, protection and assistance, as well as to preventive measures, information gathering, reporting and analysis;

6. Human resources: certain of the international legislation provisions regarding the human rights (victims' situation included), as well as a certain level of awareness in the matter, have become a part of the extended set of knowledge required for the admission in some of the member Forces; moreover, the job descriptions for positions within specialized teams or units, ask for proper qualification and experience in the respective fields (medical, psychologists, social workers, disaster intervention units, human trafficking and human smuggling related teams, victim support teams).

7. Training: most Member Forces take steps to raise their personnel awareness on the victims assistance and protection importance for the citizen as beneficiary, including victims resulted from law enforcement legitimate action, abuse, brutality, ill treatment or torture, and to train all personnel on providing minimal victims assistance and protection; the doctrinal and

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| | <p>conceptual changes which came with the new trends, are currently tackled on different bases, most members using a criminal related approach, according to their competencies and operational needs.</p> <p>8. Public awareness: most Member Forces take steps to raise the public awareness on the victims’ assistance and protection matter by empowering their public relations structures to engage in and develop related projects. By promoting the use of green phone lines, by radio and field campaigns aiming to inform and educate the general public as well as to help people to prevent abuses, to report immediately any harm or abuse, by tackling the issue of victims rights, and the protector vocation of the law enforcement agencies, these campaigns can be directed to specific or general audiences and are seen as an important tool for the enhancement of the partnership between the citizens, civil society and state bodies.</p> |
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National Legislation

Question: How the national legislation directly influences your Force competencies in respect to Victims assistance and protection?

| Major points of interest on the subject | Description of the situation |
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| Which national legislation is applied | <p>Romania The Romanian Gendarmerie Organic Law establishes the relation of the Force with the other state authorities, and provides the legal base for the Force competencies in relation to victims assistance and protection, as well as for the Force cooperation with the concerned bodies</p> |
| | <p>The Netherlands National criminal procedure codes (Wetboek van Strafvordering, Wet Terwee, Richtlijn Huiselijk geweld, aanwijzing kindermishandeling etc..)</p> |
| | <p>Spain</p> <ul style="list-style-type: none"> - Criminal Code - Immigration Law reforms 2/ 2009 Y 10/ 2011. REGLAMENTO 557/2011. - PROTOCOLO MARCO PROTECCIÓN VÍCTIMAS TSH: Ministry of Justice, Interior, Labor and Immigration, Health Social Policy e Equality, General Council of the Judiciary General Estate. |
| | <p>Portugal Penal procedure code; Parliament Resolution n.º 4/2013, of 21Jan –</p> |

approves the Council of Europe Convention on preventing and combating violence against women and domestic violence, adopted in Istanbul, in 11May2011

[Law n.º 112/2009, of 16Sept](#) - establishing the juridical framework applied for the prevention of domestic violence, protection and assistance to its victims –

[Law n.º 104/2009, of 14Sept](#) – approves the Compensation regime regarding victims from violent crimes and domestic violence

[Parliament Resolution nº 16/2000](#) - approves, for ratification, the European Convention regarding Compensation of Victims from Violent aggressions.

Italy Nation legislation is the main tool for Police Forces: first of all the [Penal Code](#), [Procedural Penal Code](#) and [Special Penal Legislation](#) give legislation tools to Carabinieri with the aim to combat THB

Turkey [Law on Criminal Procedures \(Law No. : 5271\)](#) regulates the rights of victim during investigation and prosecution process.

There are also regulations of Ministry of Interior and Ministry of Health which gives special rights such as free health care to the victims.

Morocco The [Constitution](#) and [The Penal Procedure Code](#)

Jordan [Anti-Human Trafficking Law](#), [Penal Code](#), [Labor Law](#), [Benefiting From Human Organs Law](#), [Residency And Foreigner Affairs Law](#).

Argentina [Law Number 26364](#) “Prevention and Punishment of Human Trafficking and Victims Assistance”, dated April 29th, 2008, reformed on December 19th, 2012. The main changes are the elimination of the minor and adult victims consent and the means through which the crime is committed changing from basic figure to aggravated figure. On its behalf, these means are included in a figure contemplated in [article 145 of the Penal Code](#).

Chile [Domestic Violence \(Law 20.066\)](#). [New Penal Procedure \(2000\)](#), There is a law project concerning the protection of victims in domestic Violence (March 2013)

Qatar [Criminal Law](#)

Analysis

National legislations represent the core juridical framework in respect to the level of response given by the Law Enforcement Agencies to different victims related matters while accomplishing their tasks. It consists in a network of legal provisions comprised in various legal instruments of different purpose, force, level of detail and flexibility, regulating the extent and limits of their

mandate, the general principles and guidelines to follow, the relations and cooperation between the different institutions, the resources at their disposal, aso. The national legislation aspires for most of the times, to be in line with the new international legal developments, but it is usually slightly behind, as the adhesion to new ideas and their implementation, requires time and preparation.

The General Legal Framework

There are several levels of legal instruments which the Member Forces mentioned as relevant in the matter. As such, most Constitutions recognize the human rights core values which are the foundation of victims' protection and assistance.

The complementary legislation to the international treaties is destined to ensure the insertion of new international human rights values into the National Law, and comprises all related national norms (laws, protocols, government decisions aso). In the process, this legislation can also ensure the tasking of various state bodies in respect to the protection of the respective values, as well as the cooperation among them.

The FIEP Members Organic Laws establish the relation of the respective Forces with the other state authorities, and provide the legal base for the Force competencies in relation to victims' assistance and protection, as well as for the Force cooperation with the concerned bodies.

The Penal Matters

The National Codes regulating Criminal Law and Criminal Procedure are among the most often recognized to have an immediate impact over the activity of the Members, as they give the general understanding of the victims of criminal activity, as well as of the various state authorities competencies and tasks in this respect.

The Special Legislation (penal, immigration, labor, domestic violence, antidiscrimination, vulnerable groups) provide the Members with the necessary tools to approach the different related fields, such as the Traffic of Human Beings (THB), Human Smuggling, Traffic of Human Organs, Domestic Violence aso, establishes the special juridical framework applied for the prevention of domestic violence, the protection and assistance to its victims as well as for the compensation regime regarding victims of violent crimes and domestic violence.

The Emergency Response Matters

Although the FIEP Members have different theoretic approaches on their role, importance and competence in respect to response to emergencies, (some regarding it as support for other bodies, others as one of the main missions), all recognize the critical added value brought on the ground by the gendarmerie type forces (strong, robust, flexible, knowledgeable, disciplined, fairly well equipped and well trained forces), as well as the fact that no response to an emergency situation which overcomes the local limits (natural or manmade disasters, terrorist attacks, mass medical situations / epidemics aso) will be deprived by the gendarmerie capacities support.

In this respect, regulations of concerned authorities (such as Ministry of Interior/Security, Ministry of Defense, Ministry of Health and Social Care, Ministry of Foreign Affaires, Ministry of Transport, aso), provide special rights to the victims, such as evacuation, protection of life and possessions, free health care, shelter, access to basic living conditions (food, water, clothing, electricity, communications).

Moreover, a series of Cooperation Plans between the respective concerned bodies, complete the legal framework, and set the stage for common and coordinated emergency response, the limits of the involvement for each institution (based on specialty), the leadership of the operations and the handing over procedures from first responders towards designated leaders.

The Social Matters

Some of the Members reported a large degree of cooperation with central and local social services, based on the national legal framework and bilateral Cooperation Plans. At the respective Forces level, the impact consists in obtaining certain capabilities and developing specialized structures, able to relate with the victims and work in close cooperation with competent state bodies, civil society (NGOs, associations, aso) and when needed, with the state judiciary apparatus.

The Human Rights and Humanitarian Matters

Special situations were evoked by some of the Members, which indicated particular situations and abilities related to the protection and assistance of refugees as victims of war / conflict / crisis (example: Syrian refugees in Jordan, North African refugees from conflict areas to neighboring

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| | <p>countries or Europe). Special competencies in protecting refugees' camps or centers have been given to the Forces by their respective Ministries and Cooperation Plans were in place to assure a coordinated national approach.</p> |
| <p>Since when the national legislation is applied</p> | <p>Romania Romanian Gendarmerie Organic Law – 2005. However, this has only established the general framework for victim's assistance and protection. It is to be said that more specialized legislation and effort are needed in order to provide better services to the citizens.</p> |
| | <p>The Netherlands ASAP after establishing, regarding 93 and 94 NL Constitution.</p> |
| | <p>Spain 2003 Since Spain signed Palermo Convention</p> |
| | <p>Portugal Since the beginning of 2000</p> |
| | <p>Italy Since 2003, starting with UN legislation, Italy gradually is ratifying international legislation on this field</p> |
| | <p>Turkey Since 04.12.2004</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan Different date (gradually)</p> |
| | <p>Argentina In the 1994 constitutional reform, Argentina added up the International conventions of human rights</p> |
| | <p>Qatar Mid-2010</p> |
| | <p>Analysis</p> <p>The implementation of legal provisions and their application is a long and gradual process, which indicates a necessary change in the national perspectives and a difference of reaction, based on each society resistance to change and its affinity for traditions.</p> <p>Some of the represented countries started the implementation of the related Human Rights international core values by the means of new constitutional provisions, in the `90s`. However, the provisions were rather general and needed a more detailed legal foundation, in order to function properly.</p> <p>The Palermo Convention and protocols (since 2003) offered the necessary platform for most National Legislations to include the provisions needed for the proper application of these new standards, which happened</p> |

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| | <p>gradually, in the following years, both in the Organic Laws of the Members and through specialized legislation.</p> <p>It is however fair to say that protection and assistance of victims is an ongoing process, as demonstrated by the newly issued European Directive 2012/29/EU of 25 October 2012, which has led, in the near future, to a new wave of legislation, at least for the EU Members. This trend is likely to also touch the Humanitarian Law, where the protection and assistance of refugees as victims of war / conflict / crisis is needed.</p> |
| <p>Relation between the international and national provisions</p> | <p>Romania The relation between the international and national provisions is rather complementary, as a continuation of the national competencies in international environment. However, the Directive 2012/29/EU of 25 October 2012 is likely to provide the occasion, and the legal base, for an enhancement in the level of interest given by police national authorities to the development of victims assistance and protection field.</p> <p>The Netherlands Complementary, national implemented or directly influence</p> <p>Spain Complementary</p> <p>Portugal National legislation previously mentioned is aligned with recommendations depicted from the following international provisions: UN Convention on the Elimination of All Forms of Discrimination Against Women («CEDAW», 1979) and Optional Protocol (1999); CE Directive 2004/80, of 29Apr, regarding compensation to victims from crime; EU Directive 2012/29, of the European Parliament and the Council, of 25Oct, establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA.</p> <p>Italy The international provisions are partially complementary: they can be used as “guidelines” while it is necessary their ratification to become obligatory.</p> <p>Turkey National regulations are based on the UN Convention Against Transnational Organized Crime (Its protocols). The definitions and the applications are harmonized.</p> <p>Morocco complementary</p> <p>Jordan The Jordan Gendarmerie force harmonizes between the national legislation and international agreements and conventions</p> |

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| | <p>Argentina complementary</p> <hr/> <p>Chile complementary</p> <hr/> <p>Qatar complementary</p> <hr/> <p style="text-align: center;">Analysis</p> <p style="text-align: center;">Relation between the international and national provisions</p> <p>The relation between the international and national provisions in the matter of all Human Rights (victims' protection and assistance included) can be described as complementary. The international provisions can directly influence the National Law (ex: the EU communitarian Law) or can be used for "guidelines" in respect to national implementation. Depending to the relation of a Nation with an issuing Organization, sometimes it is necessary the ratification for the international legislation to became obligatory (ex: UN legislation).</p> <p>The National Legislation tends to align with the recommendations depicted by the international provisions, by accepting new definitions and harmonizing the application.</p> <p>In respect to the international mandates given to the Law Enforcement Agencies personnel within the national contingents working in international operations, they operate directly, following a Transfer of Authority.</p> |
| <p>General consideration on the National Law influence over the Force Competencies</p> | <p>Romania</p> <p>The National Law allows the Romanian Gendarmerie to obtain:</p> <ul style="list-style-type: none"> - first responder competencies - special competencies - complementary competencies <p>However, these competencies are not clearly structured, as they emerge from different norms related to specific tasks which do not connect as a unitary system and do not allow the creation of standard procedures.</p> <hr/> <p>The Netherlands</p> <ul style="list-style-type: none"> - It gives competencies to first responder and the chain as well... - It gives broad rights to the victims of all kinds of criminal activities. - Creates types of victims, depending on the kind of criminal activities. |

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| <p>Spain</p> <ul style="list-style-type: none"> - It gives competencies to every police force. - It gives competencies to every police unit. |
| <p>Portugal It gives competencies in the fields of prevention, investigation, support and assistance to victims, whilst strongly recommending a multidisciplinary approach, involving relevant stakeholders</p> |
| <p>Italy. Beside the internal disposition give the guide lines for law-enforcement agency during the investigation. Carabinieri Corps, first of all, has a special competence for “victim identification” and “investigation” phases.</p> |
| <p>Turkey National legislation gives competencies in the fields of prevention, investigation, support and assistance to victims.</p> |
| <p>Morocco The Gendarmerie Royale is circumscribed by law to lodge complaints no matter who the complainer would be.</p> <p>The provisions of the penal procedure code guarantee the rights of the detainees for both nationals and foreigners.</p> <p>The penal procedure code in its article 82-4 deals with the protection of victims of offences.</p> |
| <p>Jordan National law considers PSD as first responder also they are in charge to create a database (classifications) of victims.</p> |
| <p>Argentina Operation planning that begins with de description of the given situation on basis of produced intelligence, which includes sketches of places, photos, videos, entry and exit locations, etc; clear orders to accomplish the mission, the general concept that orientates the operation, specific orders to each participant, coordination measures, logistics and communication provisions that are used before, during and after the procedure.</p> <p>The SisTrata (Integrated Criminal Information of Human Trafficking System), created on October 31st, 2011 by Resolution Number 848 of the Ministry of Security. This system contains quantity and quality information of the procedures made by the Forces on behalf of the possible act of perpetrating human trafficking crimes or its related illicit to study Crime Tendencies and Mutations.</p> |
| <p>Chile it gives broad competencies to all the victims of criminal activities</p> |
| <p>Qatar</p> <ul style="list-style-type: none"> -it gives broad competencies to all the victims of criminal activities |

-creates classification of victims

Analysis

General consideration on the National Law influence over the Force Competencies

In respect to the National Law influence over the Force Competencies, the national legal provisions are the norms which give to the FIEP Members (and to all Law Enforcement Agencies for that matters), their abilities of first responders for all situations involving victims of criminal activities, disasters or war/conflict/crisis, either of operational (gathering operational information, prevention, operational planning, operational procedures, intervention, protection), judiciary (identification, investigation) or humanitarian nature (all forms of assistance).

Moreover, it establishes different responsibilities for the next phase of the process, by giving necessary competencies to every police force, according to its attributions and by doing this it regulates the limits of the handing over of cases and/or victims (Cooperation Plans).

It is also the National Law who gives particular competencies to the specialized units. Various kind of such units and teams were reported by the Members, such as those acting in fields of public order, disaster relief units, fire fighting, mountain, THB, domestic violence, special intervention, investigations.

The National Law also gives specific rights to the all kinds of victims, either of criminal activities, disasters or war/conflict/crisis, which directly impact on the Law Enforcement Agencies competencies.

From the criminal related perspective, it provides (some Members more than others) with a special competence for the “victim identification” and “investigation” phases. Types of victims are created, depending on the kind of criminal activities; as a result different operational procedures are emplaced.

From the disasters relief related perspective it creates for the Forces the responsibility to search and rescue, as well as support, protect, and assist the victims.

From the Human Rights perspective, the National Laws provide the

framework for non-discrimination (foreigners, vulnerable groups, convicts, aso). The braking of this principle as well as the tolerance of such behavior in the society by the competent Law Enforcement Agencies, including the FIEP Members, lead to sanctions (pecuniary and/or reparatory) to the respective State, following a trial.

Chapter 3: Application of International and National legislation

Question: What does your Force do in order to ensure Victims Protection and Assistance?

| Major points of interest on the subject | Description of the situation |
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| <p>Organization</p> | <p>Romania There are no dedicated structures for victims' protection and assistance at the level of Romanian Gendarmerie. However, some mobile, mountain and special intervention units, are also qualified in certain forms of victims assistance and protection (search and rescue, disasters relief)</p> |
| | <p>The Netherlands Dedicated structures for victims' protection and assistance, as well in the police (Victim Assistance) as in the society (Victim Care).</p> |
| | <p>Spain It has been created specialized team to deal with this crime. It has been created a database to save, share and make statistical reports.</p> |
| | <p>Portugal GNR has dedicated structures for victims protection and assistance</p> |



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| Institution al measures | <p>Italy Carabinieri are not “first responder” for Victim Protection. However they are in charged of:</p> <ul style="list-style-type: none"> - identification of victims, because usually they are the first contact with victims; - to investigate with the aim of perpetrators prosecution; - to cooperate in national and international multi-agency approach, particularly with the NGOs and local Authorities for the Victim Protection too, only in line with their competence. |
| | <p>Turkey The main bodies to fight against smuggling and organized crime are Anti-Smuggling and Organized Crimes (ASOC) Department and the Anti-Smuggling and Organized Crimes units in the provinces.</p> <p>(81) Provinces of Turkey were divided into groups by their frequency of smuggling cases, population density, and geographical position, economic, social and cultural structure. In accordance with the grouping, ASOC Branches were established in (63) provinces while ASOC Sections were established in (18) provinces under the Public Order Branches.</p> |
| | <p>Morocco The Gendarmerie Royale behaves in full respect of the provisions stipulated by the law in practice in terms of protecting and assisting the victims, meanwhile, it adapts its structure in view of responding to the needs of citizens.</p> |
| | <p>Jordan The Jordan Gendarmerie Force works with all security agencies to assist Victims (ex. Refugees)</p> |
| | <p>Argentina Rescue Office is summoned after planning breaking in.</p> |
| | <p>Chile Carabineros de Chile has a common ground in order to attend the victims; they do have a protocol to achieve as first responders.</p> <p>There is also two Departments, who have specialized and trained Police Officers to certain victims: Protection Family Division and Crime Lab.</p> |
| | <p>Qatar Search & Rescue Team</p> |
| | <p>Analysis</p> <p>Organization</p> <p>The systems adopted by the Members proved to be fairly different, according</p> |

to their general approaches and competencies towards the victims' protection and assistance. In this respect, there are two trends which have been identified from the answers to the questionnaire:

The holistic approach

Some Members did not reported specialized structures, although indicated that mobile, public order, mountain and special intervention units, are to some degree generally qualified in certain forms of victims assistance and protection (such as search and rescue, disasters relief) and that all personnel has a certain level of training and operates under related procedures in order to attend the victims (first aid, protection of endangered life, health and property, immediate assistance of persons affected by disasters).

The specialized approach

Other Members reported having dedicated structures for victims' protection and assistance. Some indicated a national level of standardization for Law Enforcement activity in the matter, providing a certain level of institutional response in respect to Victim Assistance, but also mentioned an equivalent effort at Society level (Victim Care), which ensures a proper coordination and burden sharing. Under the circumstances of an existing basic level of personnel training on victims' protection and assistance, the specialized structures represent an enhancement of the Forces capacity to manage certain victims related situations, not only as first responders and support, but also as fully or extensively competent responders.

The dedicated structures for victims' protection and assistance (units or teams) under different denominations, have been noted to have:

- a medical nature (emergency, first aid, psychological care);
- a close relation with the judiciary activity:
 - domestic violence
 - THB
 - human smuggling
 - illegal immigrants
 - organized crimes
 - close protection
 - witness protection
 - special intervention

- a close relation with the social aspects:
 - search and rescue
 - disasters relief
 - victims assistance
- a close relation with the humanitarian aspect
- refugees, victims of conflict / security crisis (Internally Displaced Persons)

Personnel Selection

Romania AS there are no dedicated structures, there is no dedicated selection for victims' assistance and protection specialized personnel.

However, during selection, the candidates for **mobile, mountain and special intervention units**, have to prove a certain level of abilities in performing tasks related to certain forms of victims assistance and protection (search and rescue, disasters relief), as well as the necessary physical strength, psychological and public relations abilities.

These requirements are limited to the first responder competencies.

The Netherlands Specialized personal for the investigation of sexual - / child abuse and domestic violence.

Spain People working in these teams have to have some specialized skills (communication skills, interpersonal skills....) and they are also trained in how to deal with this crime.

Portugal Those who belong to the special units are recruited on a voluntary basis, are subjected to a selection process that involves psychological tests and an interview

Italy No comment in this point.

Turkey Those who belong to the special branches are recruited on a voluntary basis, are subjected to a selection process that involves exam. and an interview

Morocco No comment in this point.

Jordan The Gendarmerie Force makes sure to raise the awareness of all personnel through training strategy and programs in this regard.

Argentina No comment in this point.

Chile Those who belong the above special divisions, Carabineros that receive focused training and have passed a selection process that involves psychological tests and interview. Later on, they receive one day training, 8 hours.(DIPROFAM) In the Crime Laboratory, they are civilians. I mean they are psychologists that normally work with and for the victims in order to provide necessary support

Qatar according to the standards of physical and mental special

Analysis

The selection process for the specialized structures working with victims can focus on different abilities and skills of the personnel.

According to the different tasks of the respective units, as well as the general trends mentioned above, the selection appears to aim to the following:

- for the Forces using the holistic approach (mobile, public order, mountain and special intervention units) which deal mostly with search and rescue and disasters relief (first aid, protection of endangered life, health and property, immediate assistance of persons affected by disasters) the aim of the selection is to ensure a certain level of physical and psychological strength, teamwork, tactical skills, cooperation and public relations abilities.

- the specialized approach offers a more focused approach on certain skills and abilities, involving psychological, interpersonal, investigations and awareness. The candidates must:

- be themselves psychologically strong, but also to have a good approach (interpersonal skills) on the different kind of victims,

- prove a good level of knowledge of the judicial aspects of the respective specialty (example: the investigation of sexual - / child abuse and domestic violence).

- be recruited on a voluntary basis (they have to like working in these teams and help others) and to be aware of the importance of their work.

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| | <p style="text-align: center;">- for some specialties (example: psychologist, medics) a professional qualification is required</p> <p style="text-align: center;">The selection process can involve psychological tests, professional written exams (theoretical and practical) and interviews.</p> |
| <p>Personnel training</p> | <p>Romania As the victims assistance and protection is not its main competency, the Romanian Gendarmerie personnel training strategy in the matter, relies on embedding the relevant notions (lectures, themes, modules) in:</p> <ul style="list-style-type: none"> - basic training courses - human rights training courses - public order specific courses - mountain training courses - search and rescue courses / training sessions - first aid courses - public relations courses / training sessions (in respect to gendarmerie personnel behavior when victims are involved) <p>The Netherlands Basic training for every Police (wo)men. Additional for every Ass DA (higher qualified Police officer) Specialized training for the investigation of sexual - / child abuse and domestic violence.</p> <p>Spain It is mandatory to complete some courses (Judicial Police, Gender Based Violence, Trafficking in human beings... among others more general)</p> <p>Portugal Special qualification training course of 30h, with a considerable participation of government agencies and NGO that work in the field of domestic violence. An average of 2 courses / year is delivered, with a total of 50 trainees.</p> <p style="text-align: center;">Biannual update training of 3 days, for the heads of special units, involving new approaches and projects to be considered.</p> <p>Italy No comment in this point.</p> <p>Turkey Related topic is within basic training and special training curriculum. Special training involves Anti Smuggling and Organized Crime (ASOC) Course which is a 160 hour-course for the ASOC Branch personnel.</p> |

Morocco In order that the personnel of the Gendarmerie Royale be up to exert conveniently the mission of assistance and protection victims, the training programs encompass modules on this issue namely at different levels such as:

- Basic training (specific module on human rights especially those in relation with women and juvenile);
- Perfection training (training of judiciary police officers tasked to apply penal procedure code art 16 and 19);
- Specific trainings (seminars)

Jordan The Jordan Gendarmerie Force makes sure to raise the awareness of all personnel through training strategy and programs in this regard.

Argentina Ongoing personnel training is carried out

Chile It is done.

Qatar There is a strategy based on the latest international standards to train Search & Rescue Team.

Analysis

The Member Forces have different training strategies in the matter, according to their general approaches. However, the training can be structured on different levels: basic, advanced and specialized training.

All Forces use basic training to pass the elementary level of related information to their personnel. In addition, human rights training courses and humanitarian law seem to also be a common feature of the FIEP Members training systems.

The Forces using the holistic approach can also embed relevant notions of victims protection and assistance in different lectures, themes, modules within:

- public order specific courses
- mountain training courses
- search and rescue courses / training sessions
- first aid courses
- gender balance

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| | <p>- public relations courses / training sessions (in respect to gendarmerie personnel behavior when victims are involved)</p> <p>On the other hand, the Members using the specialized approach usually deliver mandatory training for personnel of special units, in fields such as:</p> <ul style="list-style-type: none"> - Gender Based Violence - Judicial Police - Trafficking of human beings - Investigation of sexual / child abuse - Domestic violence. - Anti Smuggling and Organized Crime <p>The specialized courses can often be organized with a considerable participation of government agencies and NGOs that work in the field of domestic violence, in order to increase the experience sharing and the operational cooperation.</p> <p>Moreover, the joint participation to national and international related programs can open certain financial mechanisms, which ensures a better training for the personnel, while a lighter financial effort on the Members.</p> |
| <p>Operational Procedures</p> | <p>Romania The operational procedures match the first responder status for different situations:</p> <ul style="list-style-type: none"> - public order - terrorism - support for creating a safe environment for victims of domestic violence or repetitive abuse - mountain gendarmerie - disasters relief (natural, manmade) - evacuation of endangered areas - search and rescue <p>The Netherlands</p> <ul style="list-style-type: none"> - first responder - crime scene (PD management) - public order - support for creating a safe environment for victims of domestic violence or repetitive abuse <p>Spain</p> |

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| <ul style="list-style-type: none"> - It has been created a protocol for identifying this crime. - It is specially trained how to create a safe environment for victims of this crime. |
| <p>Portugal</p> <ul style="list-style-type: none"> - first responder - qualified intervention - multidisciplinary approach - public order - support for creating a safe environment for victims of domestic violence or repetitive abuse |
| <p>Italy At Operational Procedures level, Carabinieri have public order competence and first aid competence in case of disaster or other important violation of public order, with the aim to restore a safety climate.</p> |
| <p>Turkey The operational procedures match the first responder status for different situations such as;</p> <ul style="list-style-type: none"> - public order - human trafficking and migrant smuggling - domestic violence - disasters - search and rescue |
| <p>Morocco On the operational level, the Gendarmerie Royale is a force tasked to preserve order and the first to intervene on crime and disaster scenes.</p> |
| <p>Jordan At operational level PSD considered as first responders in most cases, The Jordan Gendarmerie Force maintain public order – if necessary - and creates a safe environment for victims.</p> |
| <p>Argentina No comment in this point.</p> |
| <p>Chile</p> <ul style="list-style-type: none"> - First responders - Qualified intervention - Multidisciplinary approach (just in some cases) - Public order - Support for creating a safe environment for victims of domestic violence. |

Qatar We engage in all the procedures:

- first responding
- public order
- support for creating a safe environment for victims of domestic violence or repetitive abuse.

Analysis

Operational Procedures

According to the general approach, each Member Force has developed a number of Operational Procedures which are in use as professional tools in relation to victims assistance and protection

The holistic approach permitted to certain operational procedures to be upgraded towards a wider scope which included victims' assistance and protection. As such, the members reported the existence of operational procedures, as follows:

- first responder
- first aid
- public order
- victims and whiteness immediate protection
- terrorism
- mountain gendarmerie
- disasters relief (natural, manmade)
- evacuation of endangered areas
- search and rescue

Moreover, at FIEP level there is a significant degree of specialization in judicial matters which is proved by more particular operational procedures, related to:

- human trafficking and migrant smuggling
- crime scene management
- crime identification
- qualified intervention
- multidisciplinary approach
- domestic violence
- support for creating a safe environment for victims of domestic violence or repetitive abuse

The specialized approach, trough the above mentioned

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| | <p>procedures, enables the Forces to apply a more dedicated effort towards the rights and needs of the victims.</p> |
| <p>Operational and support measures (according to types of assistance)</p> | <p>Romania</p> <p>The Gendarmerie personnel meet a variety of situations and kinds of victims during the operational activity. As such, the victims can be a result of criminality, natural or manmade disasters, or even day to day incidents.</p> <p>The support provided by the Gendarmerie can differ from one situation to another, according to the complexity of the situation</p> <p>In this respect, the support must parallel the operational measures to be taken by the Force.</p> <p>All professional interventions (antiterrorist, crowd and riot control, arrests) have to take in consideration real and possible victims and to be conducted in a manner that maximizes the possibilities to provide assistance and protections and limits to a minimum the occurrence of new victim or casualty cases (both civilians and Gendarmerie personnel).</p> <p>Various types of assistance (ex: medical - first aid for terrorist acts; psychological - for victims of terrorist acts; logistic - blankets, food, water, cloths for disasters victims, intervention kit) can be provided</p> <p>The humanitarian actions (disasters relief, search and rescue, evacuations), are to be conducted in a manner that first saves the lives of the victims and puts them to safety, and then ensures, as much as possible, goods recovery and the protection of victim's goods, especially in regard to looters activity.</p> <p>Various types of assistance (ex: medical - first aid for disasters victims; psychological – some victims lose all goods during disasters; communications – link the victims with their families; logistic - blankets, food goods recovery for disasters victims, mountain equipment and intervention kit) can be provided.</p> <p>During the protection of victims subjected to family abuse or repetitive (recurrent) criminality, the Gendarmerie personnel deals in the first place with the need to immediately create a safe environment for the victims and to obtain the necessary information to protect them.</p> |

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| | <p>Various types of assistance (ex: medical - first aid for abused victims; psychological – some victims can be seriously traumatized as a result of the abuse; communications – link the victims with their families; logistic – protection kit, vehicles, blankets) can be provided.</p> |
| | <p>The Netherlands First activities by the “first responder on scene” (Victim assistance) after that asap to the specialized authorities for specialized help (Victim Care).</p> |
| | <p>Spain As soon as this activity is detected, police forces do their best to provide first aids, medical care, psychological counselling and also legal advice. To achieve this aims we work very close with ONG,s (APRAM, ADORATRICES) and social services.</p> |
| | <p>Portugal</p> <p>medical - first aid for terrorist acts or disasters victims, with the involvement of DVI teams</p> <p>psychological - for victims of terrorist acts, with the involvement of DVI teams</p> <p>logistical - blankets, food goods recovery for disasters victims, with the involvement of DVI teams and cooperation from the Unit responsible for responding to natural disasters</p> |
| | <p>Italy At Operational Procedures level, Carabinieri have public order competence and first aid competence in case of disaster or other important violation of public order, with the aim to restore a safety climate.</p> |
| | <p>Turkey Concerning human trafficking, first aid and initial support protection is provided for the victim at first response. Psychologist and some NGO members (such as IOM) may join the interview. After the interview victims get assistance of the NGOs or social services in shelters.</p> |
| | <p>Morocco The Force takes into accounts that the victims receive first medical aids from the public health services, before they will be moved to competent departments. These operations are firmly conducted with other different organs and ministries.</p> |
| | <p>Jordan The Jordan Gendarmerie Force along with PSD secures the distribution of international and national logistical and medical aids to the victims.</p> |
| | <p>Argentina No comment in this point.</p> |

Chile

- first aid for terrorist acts or disasters victims
- psychological - for victims of some violent crimes
- logistical - blankets, food goods recovery for disasters victims.

Qatar We perform medical - first aid for victims. We provide logistical - blankets, food goods recovery for disasters victims

Analysis

Operational and support measures (according to types of assistance)

The Member Forces personnel meet a variety of situations and different kinds of victims during the operational activity. As such, the victims (citizens or foreigners) can be a result of criminality, natural or manmade disasters, day to day incidents or even war / conflict / crisis situations.

The support provided by the Law Enforcement personnel can differ from one situation to another, according to its complexity.

In this respect, the support must parallel the operational measures to be taken by the Force.

According to the Members reports, efforts are made to ensure the coherence and the efficiency of the response system.

All professional interventions (antiterrorist, crowd and riot control, arrests) take in consideration real and possible victims and are conducted in a manner that maximizes the possibilities to provide assistance and protections and limits to a minimum the occurrence of new victim or casualty cases (both civilians and Law Enforcement personnel).

Various types of assistance (ex: medical - first aid for terrorist acts; psychological - for victims of terrorist acts; logistic - blankets, food, water, cloths for disasters victims, intervention kit) can be provided as support to such interventions.

The humanitarian actions (disasters relief, search and rescue, evacuations), are conducted in a manner that first saves the lives of

the victims and puts them to safety, and then ensures, as much as possible, goods recovery and the protection of victim's property, especially in regard to looters activity.

Various types of assistance can be provided as support to such actions (ex: medical - first aid for disasters victims; psychological – some victims lose all goods during disasters or terrorism; communications – link the victims with their families; logistic - blankets, food goods recovery for disasters victims, mountain equipment and intervention kit).

The judicial actions (traffic of human beings, human smuggling, abuse of members of vulnerable groups (women, children, seniors, disabled aso), domestic violence, racial abuse, discrimination) are conducted by teams, in a manner that first protects the dignity of the victims and makes sure that avoids a second victimization, by making sure that all rights of the victims are respected, but also by using a permissive and flexible approach.

For psychological aspects of the interview, the teams can be joined by psychologist and some NGO members in order to receive the best possible assistance.

During the protection of victims subjected to family abuse or repetitive (recurrent) criminality, the Law Enforcement personnel deals in the first place with the need to immediately create a safe environment for the victims and to obtain the necessary information to protect them.

Various types of assistance are provided in this respect (ex: medical - first aid for abused victims; psychological – some victims can be seriously traumatized as a result of the abuse; communications – link the victims with their families; logistic – protection kit, vehicles, blankets).

Following the first responder activities (victim protection and assistance) the handing over to the specialized authorities for specialized help (Victim Care) is a very important part of the process, as the communication between the respective bodies needs to cover, as much as possible, all aspects of the case, in order to avoid losing relevant information for the victim. Sometimes, the relation

established between the first responder and the victim requires a more prolonged contact for a graduated recovery. After the interview and the handing over, victims usually get assistance of the social services or NGOs in shelters

Legal advice can also be an important assistance aspect, as the Law Enforcement personnel should inform victims who are not aware of their legal rights and obligations in the matter, on their possibilities to act.

Cooperation with other state bodies, local social services and NGOs is extremely important. To achieve this aims most Members closely work with social services and national and international NGOs.

The assistance of war/conflict crisis victims often has an international dimension, as the Law Enforcement provide public order and safety in refugees' camps and shelters, but also secures the distribution of international and national logistical and medical aids to the victims.

Public relations

Romania

As the Gendarmerie is a Force that provides a public service, the relation with the beneficiary (the citizen) requires constant communication and update. In this respect, the Force takes steps to extend the depths of this communication from the basic public relation towards a more operational connected view, according to the beneficiary needs.

In this respect, active communication measures are currently studied in order to improve the relation and keep victims and their families informed the on the progress of the Gendarmerie specific actions, on their obligations and rights, on the threat level and their possibilities to help the authorities by providing information related to their case.

- search and rescue operations,
- repetitive crimes victims protection
- disasters relief
- evacuations
- crimes against vulnerable groups
- discrimination

The Netherlands Keeping informed (the family of) the victim on progress in

| |
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| <p>investigation and criminal procedure (51a/e Sv).</p> |
| <p>Spain We try to get as much information as possible, to carry out the investigation and also to help the victims to go out from this crime.</p> |
| <p>Portugal Keeping informed the family of the victim on search and rescue operations progress, in close interaction with other NGO that also provide this kind of support and assistance</p> |
| <p>Italy Competence to inform and counseling the victims on their rights and legal possibilities.</p> |
| <p>Turkey</p> <ul style="list-style-type: none"> - Campaigns are done within EU projects and national projects in order to raise awareness. - 157 Helpline was established in 2005 and still on duty. |
| <p>Morocco No comment in this point.</p> |
| <p>Jordan The Jordan Gendarmerie Force along with PSD provides a relation with the public.</p> |
| <p>Argentina No comment in this point.</p> |
| <p>Chile keeping informed the family of the victim on search and rescue operations progress</p> |
| <p>Qatar Yes we keep the family of the victim informed about search and rescue operations progress</p> |
| <p style="text-align: center;">Analysis</p> <p style="text-align: center;">As Forces that provides a public service, the relation with the beneficiary (the citizen) requires constant communication and update. In this respect, the Members reported taking active steps to extend the depths of this communication from the basic public relation towards a more operational connected view, according to the beneficiary needs.</p> <p style="text-align: center;">In this respect, active communication measures are gradually emplaced in order to improve the relation and keep victims and their families informed the on the progress of the specific operational actions, on their obligations and rights, on the threat level and their possibilities to help the authorities by providing information related to</p> |

their own cases.

As such, in most cases the communication with the victims and/or their families is a legal obligation for the Members, which reported promoting direct contact with the respective citizens, using both repeated contact and new technologies, such as green telephone lines, hiplines, police radio channels and social networks.

Moreover, public campaigns are conducted in order to raise awareness of the citizens over the importance of preventing crimes and cooperate with the Law Enforcement Agencies in matters connected to human rights and related victims:

In this vein, the Members, in cooperation with other state bodies, local social services and in close interaction with different interested NGOs, provide general support and assistance to the victims and to their families, with a special attention given to:

- search and rescue operations,
- disasters relief
- evacuations

In respect to the criminal related situations, the Law Enforcement Agencies need to get as much information as possible, to carry out the investigation and also to help the victims to go out from this crime. In this respect a particular focus is given to the cooperation with victims (and relatives) of:

- repetitive crimes victims protection
- domestic violence
- human trafficking and human smuggling
- crimes against vulnerable groups
- discrimination

Informing and counseling the victims on their immediate rights and legal possibilities in their area of expertise, is also a duty of the Law Enforcement Agencies, as long as the counseling is limited to enumerate them from a simple and objective perspective.

Among others, providing victims with other stakeholders' contacts, as well as giving correct information about the legal or administrative procedures and necessary documents or legal steps to be taken, is highly appreciated by the interested citizens.

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| Other | Romania No comment in this point. |
| | The Netherlands No comment in this point. |
| | Spain No comment in this point. |
| | Portugal - Participation, as partners in several EU and international projects related to domestic violence issues - Active participation in the updating process of the CEPOL Common Curriculum on domestic violence - Participation in CEPOL domestic violence courses |
| | Italy No comment in this point. |
| | Turkey No comment in this point. |
| | Morocco No comment in this point. |
| | Jordan No comment in this point. |
| | Argentina No comment in this point. |
| | Chile Cooperation with the Mol in Seminars. |
| | Qatar No comment in this point. |
| | Analysis Some Members reported their involvement in different international, regional and national initiatives and efforts to promote a safer environment (example: regional projects, International and national courses and seminaries, participation in the updating process of the international doctrine in the matter aso) |

Chapter 4: Gendarmerie forces experience in the matter

Although all FIEP members participates to certain operational missions where a special attention to victims assistance and protection is required (in some cases, such as the search and rescue or relief interventions in case of natural disasters or public order related missions – crowd and riot control etc), not all of them yet developed specialized training in the matter and use, sometimes using a more empiric approach based on experience rather than education, due to their national competencies.

However, it is largely agreed that victims’ protection and assistance is a particularly important elements for the rapid reaction that law enforcement agencies give to the emergencies.

Question: Which are the fields where your Force performs Victims Protection and Assistance?

| Major points of interest on the subject | Country | Description of the situation | |
|---|-----------------|---|--|
| | | Procedure | Courses |
| First responder | Romania | No | Embedded in the basic training courses - limits of competency, victims assistance, victims protection |
| | The Netherlands | Victim assistance, crime scene (PD management) | Basic training |
| | Spain | Courses to detect victims | - Judicial Police Course - Trafficking in human beings course |
| | Portugal | Local support network representatives are engaged | Course of Investigation and Support to Vulnerable Victims (CIAVE) |
| | Italy | | Basic training |
| | Turkey | Mostly Law Enforcement Agencies are the first responder to the incidents. | - Basic Training - ASOC Course |
| | Morocco | Yes | |
| | Jordan | Yes | In some cases The Jordan Gendarmerie Force could act as first responder. |
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| | Argentina | Yes | |
| | Chile | <ul style="list-style-type: none"> -First Aid. -Coordinating medical help. -Identifying victims. -Taking them to specialized units (Sexual crimes, Domestic Violence). -Providing security environment. -Delivering information to relatives. -Taking statements. | <p>Not a special course.</p> <p>Basic training</p> |
| | Qatar | No comment in this point. | |
| Natural or manmade disasters | Romania | No | <ul style="list-style-type: none"> -Embedded in the basic training courses - module on disasters relief |
| | The Netherlands | Basic police procedures | <p>Basic training</p> <p>Ass DA training</p> |
| | Spain | Drills | <p>Public Safety courses</p> <p>Judicial Police Course</p> |
| | Portugal | DVI teams and cooperation from the Unit responsible for responding to natural disasters | DVI Course |
| | Italy | | <ul style="list-style-type: none"> - specialized courses just during basic training, - refresher courses when they serve in special unit for public order or for public security service such us Mobile Battalions of Mobile Organization and all the Units of Territorial Organization, with investigative competence too |
| | Turkey | N/A | N/A |

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| | Morocco | Yes | |
| | Jordan | Yes | The Jordan Gendarmerie Force provides major assistance to all other security agencies (The National crisis management center) and the concerned Government ministries in case of natural and manmade disasters. |
| | Argentina | Yes | |
| | Chile | Depending on the situation, we do have a team concerning HAZ-MAT (Hazard Materials). Earthquake and tsunamis, police has offered shelter and communications with relatives, also first medical aid. | Basic training. Hazmat- Specialized training in USA. |
| | Qatar | Yes | |
| Community policing | Romania | No | Embedded in the basic training courses - module on general policing |
| | The Netherlands | Basic police procedures | Basic training Ass DA training |
| | Spain | Courses | Judicial Police Course Cepol courses |
| | Portugal | General police procedures | Basic and special training |
| | Italy | | Basic training |
| | Turkey | N/A | N/A |
| | Morocco | Yes | |
| | Jordan | Yes | The Jordan Gendarmerie Force conducts special programs in the field of community policing related to |

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| | | | Gendarmerie (camps, training courses and lectures to the students in the universities and schools) as well as issuing a periodical magazine which highlights the role of The Jordan Gendarmerie Force in the community |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Basic training |
| | Qatar | No comment in this point. | |
| Public order | Romania | Intervention procedures | Public order specific courses – module on intervention to mass events (crowd and riot control) |
| | The Netherlands | Basic police procedures | Basic training Ass DA training |
| | Spain | Drills and courses | Crowd control courses Public Safety Courses |
| | Portugal | General police procedures and Unit responsible for responding to natural disasters | Basic and special training |
| | Italy | | Specific course before and during their service in special units. |
| | Turkey | N/A | N/A |
| | Morocco | Yes | |
| | Jordan | Yes | Maintaining public order is a main task for The Jordan Gendarmerie Force along with PSD. |
| | Argentina | Yes | |

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| | Chile | General Police Procedures | Basic training – Anti riot Forces. |
| | Qatar | No comment in this point. | |
| Flagrant criminality | Romania | | Judiciary specific courses – module on judiciary procedure and relation to victims |
| | The Netherlands | Specialized Squad | Specialized training |
| | Spain | Drills and courses | Crow control courses Public safety courses |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | | Flagrant criminality and domestic violence (even in case of violence against children and women, and in all kinds of violation of Penal Code and Special Penal Legislation provisions, each Carabinieri have to proceed and ensure the prosecution of perpetrators. |
| | Turkey | N/A | N/A |
| | Morocco | Yes | |
| | Jordan | Yes | In some cases The Jordan Gendarmerie Force could act as first responder. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Basic training |
| | Qatar | No comment in this point. | |
| Traffic | Romania | No | Embedded in the basic training courses – module on support to other state bodies; module on traffic control (road blocks, filters etc) |
| | The Netherlands | Basic police procedures | Basic training Ass DA training |

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| | Spain | No comment in this point. | |
| | Portugal | General police procedures and Units with traffic competencies | Basic and special training, in the Traffic field |
| | Italy | Operational Model | Basic training Specialized courses |
| | Turkey | N/A | N/A |
| | Morocco | Yes | |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Basic training |
| | Qatar | Yes | |
| Human trafficking | Romania | No | Embedded in the basic training courses - module on support to other state bodies; module on professional intervention |
| | The Netherlands | Basic police procedures, first respond Further investigation by specialized investigators | Basic training Ass DA training Specialized training |
| | Spain | Inspection and courses | Trafficking in H.B. Judicial Police Course Gender based Violence Organized Crime course |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |

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| | Italy | Operational Model | Basic training Specialized courses |
| | Turkey | Mainly ASOC Units, sometimes Public Order Units are the first responders. Following the preliminary judicial steps and the interview the victim is handed over to NGOs and Social Services. | - Basic Training - ASOC Course |
| | Morocco | Yes | |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Public Prosecutor provides shelter places. |
| | Qatar | No comment in this point. | |
| Human smuggling | Romania | No | Embedded in the basic training courses - module on support to other state bodies; professional intervention in frontier areas; module on search and rescue |
| | The Netherlands | Basic police procedures, first respond Further investigation by specialized investigators | Basic training Ass DA training Specialized training |
| | Spain | Idem | idem |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | Operational Model | Basic training Specialized courses |

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| | Turkey | Mainly ASOC Units, sometimes Public Order Units are the first responders. Following the preliminary judicial steps and the interview the victim is handed over to General Directorate of Security (Foreigners' Bureau) | - Basic Training - ASOC Course |
| | Morocco | Yes | |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Public Prosecutors |
| | Qatar | Yes | |
| Drugs related criminality | Romania | No | Embedded in the basic training courses - victims relations |
| | The Netherlands | Basic police procedures, first respond Further investigation by specialized investigators | Basic training Ass DA training Specialized training |
| | Spain | Courses, seminars, webinars | Judicial Police Course Courses at the university Cepol courses on this area |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | Operational Model | Basic training Specialized courses |
| | Turkey | N/A | N/A |
| | Morocco | Yes | |

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| | Jordan | Yes | The Jordan Gendarmerie Force conducts anti- drugs operations along with anti drugs department which is linked with PSD through specialized unit. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | |
| | Qatar | Yes | |
| Domestic violence | Romania | No | Embedded in the basic training courses - module on general policing, victims relations |
| | The Netherlands | Richtlijn huiselijk geweld (DV Procedure) | Basic training and Specialized personal |
| | Spain | Courses, seminars, webinars | Judicial Police Course Gender based Violence Psychological training on-going Cepol courses on this area |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | | Basic training Specialized courses |
| | Turkey | N/A | N/A |
| | Morocco | Yes | specific module |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Security around the victim's house, in extreme situations a LPO is located outside the house for a period of time. |

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| | Qatar | No comment in this point. | |
| Violence against children | Romania | No | Embedded in the basic training courses - module on general policing, victims relations |
| | The Netherlands | Procedure Child abuse | Basic training and Specialized personal |
| | Spain | Courses, seminars, webinars | Judicial Police Course Gender based Violence Psychological training on-going. Child pornography course |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | Yes | Basic training Specialized courses |
| | Turkey | N/A | N/A |
| | Morocco | Yes | Specific module |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | |
| | Qatar | No comment in this point. | |
| Violence against women | Romania | No | Embedded in the basic training courses - module on general policing, victims relations |
| | The Netherlands | Richtlijn huiselijk geweld (DV Procedure) Procedure Sexual abuse | Basic training and Specialized personal |
| | Spain | Courses, seminars, webinars | Judicial Police Course |

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| | | | Gender based Violence Psychological training on-going Cepol courses on this area |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | | Basic training Specialized courses |
| | Turkey | N/A | N/A |
| | Morocco | Yes | specific module |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | Security around the victim's house, in extreme situations a LPO is located outside the house for a period of time. |
| | Qatar | No comment in this point. | |
| Discrimination | Romania | No | Embedded in the Human Rights courses -- module on non-discrimination, victims relations |
| | The Netherlands | Basic police procedures | Basic training Ass DA training |
| | Spain | Idem | Idem |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | No comment in this point. | |
| | Turkey | N/A | N/A |
| | Morocco | Yes | Specific module |
| | Jordan | Yes | Considered mainly as tasks for PSD |

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| | | | and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | |
| | Qatar | No comment in this point. | |
| Victims relations | Romania | No | Victims assistance, Victims protection |
| | The Netherlands | Information (Wet Terwee), 51 a/e Sv | Basic training Ass DA training |
| | Spain | Idem | Idem |
| | Portugal | General police procedures and CI Units | Basic and special training, in the CI field |
| | Italy | No comment in this point. | |
| | Turkey | N/A | N/A |
| | Morocco | Yes | |
| | Jordan | Yes | Considered mainly as tasks for PSD and The Jordan Gendarmerie Force assist PSD operationally if required. |
| | Argentina | Yes | |
| | Chile | General Police Procedures | |
| | Qatar | No comment in this point. | |
| Other | Romania | No comment in this point. | |
| | The Netherlands | No comment in this point. | |
| | Spain | No comment in this point. | |
| | Portugal | No comment in this point. | |

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|--|------------------|---------------------------|---|
| | Italy | No comment in this point. | |
| | Turkey | No comment in this point. | |
| | Morocco | No comment in this point. | |
| | Jordan | No comment in this point. | |
| | Argentina | | <p>The force gives primary assistance in flagrant situations, then, specialized organisms are to help human trafficking victims</p> <p>Constant risk victims, families and family environment might suffer is evaluated, whether it is convenient or nor to go back to their place of origin.</p> <p>As well, the force establishes personal custody to rescued victims if the judge indicates so. This is considered a case of absolute confidentiality.</p> |
| | Chile | No comment in this point. | |
| | Qatar | No comment in this point. | |

Analysis

At FIEP level there is a reservoir of expertise which can be used in order to develop a better understanding of the Law Enforcement Agencies role in relation to victims' protection and assistance. There are several aspects of the Members activity, which can be mentioned as strong points:

1. The First Responder status: the Members reported existing procedures related to Victim assistance, Crime Scene (PD management), First Aid, Coordinating medical help, Identifying victims, Taking them to specialized units (Sexual crimes, Domestic Violence), Providing security environment, Delivering information to relatives, Taking statements, Cooperation on the spot.

In respect to the training available at FIEP Members level, all answers indicated that victims' protection and assistance is already embedded in the basic training courses, according

to their limits of competency. Moreover, specialized courses are delivered on Judicial Police, Trafficking in Human Beings, Investigation and Support to Vulnerable Victims, Anti-Smuggling and Organized Crime Course, or Victims identification.

2. Natural or manmade disasters: the Members reported existing procedures related to this matter, some being already comprised in the Basic Police procedures (ex: first aid, interview), other more specialized such as HAZ-MAT (Hazard Materials), transport accidents (ex: airplane, train, bus crash), industrial accidents (ex: factories), medical quarantine (ex: bird flue), DVI (Disaster Victims Identification), intervention to natural disasters (by land, air and sea), disasters relief (earthquakes, tsunamis, floods, avalanches / abundant snow, fire).

The training can be embedded in the basic training courses (modules on disasters relief), which allows access for all personnel, or in Specialized Training Courses and Drills, such as those set for Assistant DA training, Public Safety, Judicial Police, DVI (Disaster Victims Identification), HAZ-MAT (Hazard Materials), which are mostly addressed to members of specialized teams working with victims.

All Forces highlighted the importance of cooperation which can be developed at different levels (national - international; central authorities - local authorities - civil society).

3. Community policing: is one of the core aspects of police work, which provides numerous opportunities for the personnel in the field to directly engage victims. As such, this activity is approached in a robust manner, by involving basic victims' assistance and protection in the General Police procedures, in order for all personnel to be provided with necessary knowledge to deal with such situations.

The training can be embedded in the basic training courses (modules on general policing), but particular training is delivered to personnel specialized in judicial matters (Assistant DA, Judicial Police). Moreover, some Forces use the international expertise (ex: CEPOL Courses), to better develop their human resources.

Certain Members have developed special programs in the field of community policing (related to student camps), which provide lectures and training courses to the students (schools and universities), therefore administrating knowledge in various fields, victims rights included.

4. Public order: All Members have included the procedures for public order intervention within their basic Police Procedures; therefore all personnel must know and respect them. The Units Specialized in Public Order, Mobile and Mountain units, as well as Units responding to natural disasters, have to take this procedures into consideration at all times, also from the victims interest perspective as all interventions can require public order measures to be taken (ex: restriction of access, protection of goods and property from looters aso). Moreover, while performing their public order intervention, the respective units are obliged to avoid creating victims and provide medical first aid not only to the Law Enforcement personnel, but also to the

civilians who may have been injured as a result. Drills and exercises are performed regularly with the aim of improving the related response of the Force.

Training in the matter can be administrated at general level by the basic police courses, but Public Order specific modules on Intervention to Mass Events (crowd and riot control), as well as Public Safety, are given before and during the service in special units. Legal aspects of the Public Order intervention can also be approached by judicial police or Assistant DA training.

5. **Flagrant criminality:** General Police Procedures are customary for this type of criminality. In these cases, it is always the protection of the victim and immediate assistance which is one of the primary concerns of the Law Enforcement personnel on the spot. In this respect, providing first aid, ensuring a safe climate to the victim and remove the imminent danger, retrieving the victim's property and goods, providing immediate support, informing the concerned stakeholders (according to the situation), cooperation with other state bodies, local authorities and civil society representatives, aso, are all victims related parts of the procedure. Specialized Squads, which have a more technical approach, are provided with specific procedures, according to their particular functions.

Training in this respect is performed usually by drills and courses. Basic and specialized training are conducted in several fields, such as the CI, judiciary matters (modules on judiciary procedure and relation to victims), Crowd Control, Public Safety and domestic violence (violence against children and women).

6. **Traffic:** The responses to the questionnaire confirmed that Members use Basic Police Procedures to regulate the operational conduct of their personnel in respect to road traffic, with the exception of specialized units dealing with road traffic which have more detailed procedures, according to their particularities (ex: motor units, highway units aso). The respective procedures contain provisions towards the victims' assistance and protection, as they often are first responders in case of traffic accidents.

The related training is often embedded in the basic training curricula, within the module on traffic control (ex: road blocks, filters etc), and the support given to other state bodies (ex: first aid, transport of victims, assistance and protection of the victims aso). Special training in the Road Traffic field is provided for specialized traffic units (motor units, highway units), and for the judicial related personnel (ex: Assistant DA).

7. **Human trafficking:** One of the most important matter in relation to the awareness of Police Forces towards the victims situation, it is comprised in the references made by Basic / General Police Procedures in respect to first responder status, as well as in other dedicated procedures such as those related to Criminal Investigations Units (ex: Organized Crime Units), or the Handing Over Procedure (for cases when Public Order Units are the first responders, and

following the preliminary judicial steps and the interview the victim is handed over to NGOS and Social Services).

In this respect, it is worth noting that Inspections performed by the THB specialized units to the commercial entities which are likely to facilitate human trafficking (night clubs, clubs, bars, casinos, massage aso) are among the most important means to deter and detect such situations.

The training pertaining human trafficking aspects from a victim related perspective, may be embedded in the basic training courses (ex: module on support to other state bodies; module on professional intervention, module on victims approach), but can also meet the form of specialized training on Trafficking of Human Beings, Judicial Police, Gender based Violence, Human Smuggling, Organized Crime, as well as advanced training given to highly qualified personnel (ex: Assistant DA)

The cooperation and assistance provided by the Member Forces to other State bodies, local authorities or civil society (NGOs, Victims Associations) is also particularly important in respect to the force activity in the field of victims' protection and assistance.

8. Human smuggling: also comprised in the Basic / General Police Procedures in respect to first responder status, and other specialized procedures related to Criminal Investigations Units (ex: Human Smuggling and Organized Crime Units), or the Handing Over Procedure.

In this respect, it is worth noting that Inspections carried out by different authorities (some FIEP Members included) to places (ex: boats, ports), residences or commercial entities (ex: factories) which are likely to facilitate human Smuggling are among the most important means to deter and detect such situations.

The training pertaining Human Smuggling aspects from a victim related perspective, may be embedded in the basic training courses (ex: module on support to other state bodies; module on professional intervention on land, sea and air, module on victims approach). However, specialized training on Human Smuggling, Judicial Police, THB, Organized Crime, as well as advanced training of highly qualified personnel (ex: Assistant DA), can be provided by the Members.

The cooperation and assistance provided by the Member Forces to other State bodies, local authorities or civil society (NGOs, Victims Associations) is also particularly important in respect to the force activity in the field of victims' protection and assistance.

9. Drugs related criminality: this matter is also regarded as a part of the Basic / General Police Procedures in respect to first responder status, in order to ensure a broad awareness on its seriousness at the Forces level. However there are also certain specialized procedures related

to Criminal Investigations Units (ex: Organized Crime Units), which regulate the more technical aspects of some Members activity in this field.

The training referring to Drugs related Criminality aspects from a victim related perspective, are in some cases embedded in the basic training courses (ex: module on support to other state bodies; module on professional intervention, module on victims approach). However, specialized training on Drugs related Criminality, Judicial Police, Organized Crime, as well as advanced training of highly qualified personnel (ex: Assistant DA), can be provided by the Members. Courses, seminars, webinars, academic cooperation and CEPOL training initiatives in this area have been mentioned among the most important means to ensure the concerned personnel updating process.

10. Domestic violence: the Members reported various approaches in this field too, according to each Force national competencies. In this respect, it is to be mentioned that all included Domestic Violence / DV in the General police procedures, giving it, as such, a certain level of importance, which ensure a regulated application. Moreover, specific DV Procedures, as well as particular regulations for Crime Investigation Units are in place in some Members cases (ex: a protection team is often required to patrol around the victim's house; in extreme situations, the respective team can be located outside the house for a limited time)

As for the training available at FIEP level in this matter, the Forces use both basic and special training. All forces seem to have embedded the DV in the basic training courses (modules on general policing or victims' relations). Specific modules such as those related to Judicial Police, Gender based Violence and Psychological Support, aim to enhance knowledge of specialized personal. Furthermore, courses, seminars, webinars and CEPOL initiatives on DV training, are destined to help the CI specialists in this particular field.

11. Violence against children: the common approach in this field, is similar to the Domestic Violence / DV in the General Police Procedures, and particular regulations for Crime Investigation Units are in place in some cases. Special protection and assistance measures can be emplaced when the situation requires (ex: immediate danger for the life or corporal integrity of the victim can demand personal protection measures, such as creating a safe environment / providing shelter and basic level of living).

As for the available training, the Forces use both basic and special training. Specific modules such as those related to Judicial Police, Gender based Violence, Psychological Support and Child pornography, aim to enhance knowledge of specialized personal. Furthermore, courses, seminars, webinars and CEPOL initiatives in the matter, are destined to support the CI specialists.

12. Violence against women: the common approach in this field is also similar to the Domestic Violence / DV in the General Police Procedures, and particular regulations for Crime Investigation Units are in place in some cases (ex: Sexual abuse Procedure). Special protection

and assistance measures can be emplaced when the situation requires (ex: immediate danger for the life or corporal integrity of the victim can demand personal protection measures, such as house surveillance or security)

As for the available training, the Forces use both basic and special training. Specific modules such as those related to Judicial Police, Gender based Violence, Psychological Support and Sexual abuse, are destined to enhance knowledge of specialized personal. Furthermore, courses, seminars, webinars and CEPOL initiatives in the matter, aim to support the CI specialists.

For fields such as Mountain Intervention, Discrimination, Medical and Psychological Assistance and Victims Relation, which could be quite technical, apart of basic training provided to all personnel, there are certain procedures available for specialized teams. However, the respective operational procedures largely respect the procedures recommended by the general authorities in those matters.

Question: When providing Victims Protection and Assistance, which particularities are taken into account by your related procedures?

| Major points of interest on the subject | Description of the situation |
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| Situation | <p>Romania</p> <ul style="list-style-type: none"> - natural or manmade disasters - terrorism - crime - public order intervention - domestic violence or repetitive abuse - mountain gendarmerie - evacuation of endangered areas - search and rescue |
| | <p>The Netherlands See above</p> |
| | <p>Spain Every time we detect victims, we provide first needs, and we call to the specialized units to interview or to get their testimony (in case of crimes).</p> |
| | <p>Portugal Natural disaster, crime, public order intervention etc</p> |
| | <p>Italy Carabinieri ensure the victims safety, first of all against perpetrators reaction and activity</p> |

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| <p>Turkey : natural disaster, crime, public order intervention etc</p> |
| <p>Morocco No comment in this point.</p> |
| <p>Jordan</p> <ul style="list-style-type: none"> - natural or manmade disaster - terrorism - crime - public order intervention - domestic violence or repetitive abuse - evacuation of endangered areas - search and rescue |
| <p>Argentina No comment in this point.</p> |
| <p>Chile Natural disaster, crime, public order intervention etc</p> |
| <p>Qatar natural disaster, crime, public order intervention etc</p> |
| <p style="text-align: center;">Analysis</p> <p>Most Member Forces reported their ability to provide Victims Protection and Assistance according to existing procedures for different situations, such as:</p> <ul style="list-style-type: none"> - natural or manmade disasters - mountain gendarmerie - evacuation of endangered areas - search and rescue - public order intervention - terrorism - crime - domestic violence or repetitive abuse <p>This process takes into account the most important particularities of the respective situations, such as:</p> <p><u>The nature of the situation:</u> allows the classification of the situation, triggers the appliance of the proper procedure. (crime related or not, national or international issue, emergency situation or not, possible need for containment)</p> <p><u>The number of victims and casualties:</u> allows to understand the amplitude of the situation, to provide necessary logistics and resources (human or material)</p> <p><u>Location:</u> allows the tasking process to be more accurate</p> |

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| | <p>(example: mountain search and rescue will be the responsibility of mountain units)</p> <p>Cooperation needs: based on the needs assessment and the existing cooperation plans, the Force starts cooperation procedures with the other stakeholders (state bodies, local authorities, civil society aso). As an example the needs indicators can refer to the opportunity to instate quarantine, the necessity to protection of the victims life, property and goods, the needs for urgent assistance and for public order measures, as well as the communication with the victims / families and the public.</p> <p>Force competency following the first response: direct action (specialized units / personnel) or support (operational, medical, logistic, engineering, manpower, aso) to other competent authorities trough Cooperation Plans</p> <p>Level of Emergency: mostly for natural and a-manmade disasters, terrorism and war/conflict/crisis related situations</p> <p>Available logistics, transport and communications: also influences cooperation with the other stakeholders</p> |
| <p>Type of harm</p> | <p>Romania The type of harm indicates what type of assistance or protection may be needed. Priority is to be given for combinations of harms.</p> <ul style="list-style-type: none"> - medical (injures, first aid) - psychological (psychological assistance) - moral (psychological assistance) - sexual (psychological assistance, medical assistance) -pecuniary (judicial or administrative guidance, psychological assistance) - discrimination (in case of women, children, LGBT, racism, ethnic, disabilities etc) administrative guidance <p>The Netherlands See above</p> <p>Spain Depending on the crime, we get in touch with different social services.</p> <p>In Guardia Civil we have a psychological team (called SACD) that they are responsible for taking the testimony of this kind of victims, and they also work as trainer of trainers of the rest of the EMUMES (minors - women teams). EMUMES are deployed all over Spain, and they are also responsible for dealing with victims (See the map below).</p> <p>Portugal Medical, psychological, moral, sexual, pecuniary, discrimination, etc</p> <p>Italy In case of identification of alleged victims, Carabinieri ensure their safety, first of all against perpetrators reaction and activity, and as fallowing step,</p> |

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| | <p>involving all partners of “protection system” (Prosecutor, Local Authorities/Public services, NGOs and others private actors of s. “Third Sectors).</p> |
| | <p>Turkey Medical, psychological, moral, sexual, pecuniary.</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan The type of harm indicates what type of assistance or protection may be needed</p> |
| | <p>Argentina No comment in this point.</p> |
| | <p>Chile Medical, psychological, moral, sexual, pecuniary, discrimination etc</p> |
| | <p>Qatar medical, psychological, moral, sexual, pecuniary, discrimination etc.</p> |
| | <p style="text-align: center;">Analysis</p> <p>The type of harm indicates what type of assistance or protection may be needed. Priority is to be given for combinations of harms. Specialized teams can be involved (direct responsibility) in dealing with the victims.</p> <p>In case of victims’ identification, safety against perpetrators reaction and activity is the first priority.</p> <p>A second step is to involve all partners of “protection system” (Prosecutor, State bodies, Local Authorities/Public services, NGOs and others private actors).</p> <p>The most present types of harm are the following:</p> <ul style="list-style-type: none"> - medical (injures, first aid) - psychological (psychological assistance): specialized teams can be responsible for taking the testimony of this kind of victims - moral (psychological assistance) - sexual (psychological assistance, medical assistance) - pecuniary (judicial or administrative guidance, psychological assistance) - discrimination (in case of women, children, LGBT, racism, ethnic, disabilities etc) administrative guidance |
| Gender or sexual orientation | <p>Romania LGBT</p> |
| | <p>The Netherlands See above</p> |
| | <p>Spain Idem</p> |

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| Portugal Prevention, support and assistance, with close interaction with NGO |
| Italy No comment in this point. |
| Turkey Prevention, support and assistance, with close interaction with NGO |
| Morocco No comment in this point. |
| Jordan No comment in this point. |
| Argentina No comment in this point. |
| Chile Prevention, support, assistance. |
| Qatar No comment in this point. |
| <p style="text-align: center;">Analysis</p> <p>Discrimination based on gender or sexual orientation is an issue about which many societies are becoming increasingly aware. The LGBT community (Lesbian, Gay, Bisexual, Transsexual) is more present, visible, active and connected than before in a number of countries. Concurrently, the human rights legislation, national and international, has recognized the rights of the LGBT. The enforcement of the respective rights was so far performed in a very different manner, according to the national perspectives and culture. Ongoing debates are still oriented, in many countries, on the rights to an open alternative lifestyle, including marriage and children adoption.</p> <p>The LGBT community is largely supported by some parts of the Civil Society (NGOs, Associations) and sometimes by certain state administrations, which have common policies in the matter. Gatherings, campaigns, meetings and other public events are organized and financed by the respective supporters of the LGBT community.</p> <p>The discrimination is a Human Rights violation. In this respect, Law Enforcement Agencies, within their scope of protecting all citizens and according to the national and international legislation, are tasked not only to prevent and sanction such breaches of the law, but also to protect, support and assist the victims of discrimination (in close interaction with NGOs) and to participate as well to the public awareness process, by conducting anti-discrimination campaigns.</p> <p>From the operational perspective, the sexual orientation can be a</p> |

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| | <p>strong indicator for certain types of discrimination which can result in a variety of crimes and offences (criminal, violence, rape, harassment, human trafficking, labor discrimination, access to social status, access to administrative positions, denying certain rights aso).</p> <p>When the discrimination takes a violent form (example: hate crimes, violence, rape and harassment, human trafficking), protection is the primary focus of Law Enforcement personnel, and it consists in removing the immediate danger and creating a safe environment for the discriminated person. When further assistance is needed (medical, psychological, and relational) and it can be usually given in cooperation with the other stakeholders' representatives (state bodies, social services and civil society).</p> |
| Victims condition | <p>Romania People with disabilities</p> <p>The Netherlands See above</p> <p>Spain Idem</p> <p>Portugal Person with disabilities, LGBT people or ethnic minorities, with close interaction with NGO</p> <p>Italy Particular procedures are requested in case of vulnerable categories.</p> <p>Turkey Mostly exposed to psychological and physical violence</p> <p>Morocco No comment in this point.</p> <p>Jordan People with disabilities</p> <p>Argentina No comment in this point.</p> <p>Chile Depending if it was a violent crime, the Mol provide shelter and normally Crime Lab provide assistance for a while with psychologists.</p> <p>Qatar Person with disabilities</p> <p>Analysis</p> <p>Discrimination based on the victims' condition is an issue about which many societies are still less aware. The respective victims belong to vulnerable groups and usually have a disability illness or an illness. They are also protected by the national and international human rights legislation. The enforcement of the respective rights was so far performed</p> |

in a very different manner, according to the national perspectives and culture.

The discrimination of such persons remain is a Human Rights violation. This can be often take the form of:

- physical violence (ex: against disabled people which cannot defend themselves, run for cover, or look for shelter and help)
- psychological violence (ex: against persons having a grave illness such as AIDS)
- social exclusion (ex: being disregarded by society and sometimes by authorities which do not provide them with proper assistance for a normal activity and life)
- labor related: difficulties to obtain employment

In this respect, Law Enforcement Agencies, within their scope of protecting all citizens and according to the national and international legislation, are tasked not only to prevent and sanction such breaches of the law, but also to protect, support and assist the victims of discrimination (in close interaction with NGOs) and to participate as well to the public awareness process, by conducting anti-discrimination campaigns.

From the operational perspective, the victims condition can be a strong indicator for certain types of discrimination which can result in a variety of crimes and offences (hate crimes, robbery, rape, harassment, kidnapping, human and organs trafficking, labor discrimination, access to social status, access to administrative positions, denying certain rights aso).

When the discrimination takes a violent form (example: criminal, violence, rape, harassment, human trafficking), protection is the primary focus of Law Enforcement personnel, and it consists in removing the immediate danger and creating a safe environment for the discriminated person. When further assistance is needed (medical, psychological, and relational) and it can be usually given in cooperation with the other stakeholders' representatives (state bodies, social services and civil society). When homeless people are the victims, assistance may also need to involve sustenance and shelter.

For the discrimination which does not take a violent form (such as verbal abuse, labor discrimination, access to social status, access to

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| | <p>administrative positions, denying certain rights aso), after following the existing procedures, the Law Enforcement personnel usually initiates cooperation with the other stakeholders’ representatives (state bodies, social services and civil society).</p> |
| <p>Relation of the victim with an eventual perpetrator</p> | <p>Romania</p> <ul style="list-style-type: none"> - personal relationship - family |
| | <p>The Netherlands See above</p> |
| | <p>Spain Idem</p> |
| | <p>Portugal Prevention, investigation, support and assistance, with close interaction with NGO</p> |
| | <p>Italy Carabinieri ensure the victims safety, against all perpetrators reaction and activity</p> |
| | <p>Turkey No comment in this point.</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan</p> <ul style="list-style-type: none"> - personal relationship - family |
| | <p>Argentina No comment in this point.</p> |
| | <p>Chile Prevention campaign, assistance, also taking the perpetrator out of the familiar house, for that is necessary an order coming from the Court of Justice.</p> |
| | <p>Qatar No comment in this point.</p> |
| | <p>Analysis</p> <p>Most answers showed that the personal relationship of the victim with the perpetrator can often be an indicator of a specific type of crime. As such, taking into account the respective relation can help the investigation phase (identification, establishing the facts aso), but can also provide, (for situations such is domestic violence for example) the likelihood of recurrence, which directly impact the victims protection measures to be taken by the Law Enforcement personnel, the urgency of reaction, the cooperation with other stakeholders (ex: Social Services / Child Protection, NGOs, Victims Associations aso), or the need for</p> |

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| | <p>relocation.</p> <p>In the secondary phase, the Law Enforcement can continue to provide protection and assistance, also by removing the perpetrator out of the familiar house under the order of the Court. Regular contact of the personnel with the victims is required, preferably in a familiar environment.</p> <p>Medical assistance, psychological assistance, professionally conducted interviews and liaison with the other specialized stakeholders are very important for a proper assistance of the victim.</p> <p>Prevention campaigns are conducted by the Law Enforcement Agencies in order to make citizens aware of the level of domestic violence and its dangers.</p> |
| <p>Age of the victim</p> | <p>Romania The Romanian law can take into consideration the legal capacity of the victim prior of the application of certain procedure.</p> <p>Ex: When the Gendarmerie is involved as first responder, in situations where children are victims of domestic abuse, the personnel who applies the Law has to take into account the cooperation with the general competent authority (Social Services-Child Protection).</p> <p>The Netherlands See above</p> <p>Spain When the victims are under 7 years old, it is mandatory that the Guardia Civil Psychological Team (SACD) get the first protection and assistance, especially when a crime has happened and the testimony is paramount. Over 7-8 years old, EMUMES can carry out this assistance.</p> <p>Portugal Prevention, investigation, support and assistance, with close interaction with NGO</p> <p>Italy Particular procedures are requested in case of minors, and other vulnerable categories.</p> <p>Turkey Mostly young adults.</p> <p>Morocco No comment in this point.</p> <p>Jordan In case of any situation the procedures taken by the Jordan Gendarmerie Force must be according to the Gendarmerie doctrine and SOP's</p> <p>Argentina No comment in this point.</p> |

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| | <p>Chile In case of abuse of children, during the interview – prevention, investigation, support and assistance.</p> |
| | <p>Qatar No comment in this point.</p> |
| | <p style="text-align: center;">Analysis</p> <p>The answers provided by the members showed that the legal capacity of the victim is taken into consideration the prior of the application of certain procedure. In this respect, in situations where children are victims of domestic abuse, the personnel who applies the Law has to take into account the cooperation with the general competent authority (Social Services / Child Protection) but also with representatives of other State bodies (Police, DA aso) and preferably with Civil Society (NGOs, Associations).</p> <p>The age of victims is also very important for the appliance of psychological support of specialized teams, which can take precedence in providing first protection and assistance, especially when a crime has happened and the testimony of the victim is paramount. In this respect, particular procedures are requested in case of vulnerable categories (minors and elders).</p> <p>In respect to prevention, the statistics based on age of the victims are used by Law Enforcement Agencies to analyze patterns and trends (example: young adults mostly become victims of violent crimes), and to determine operational needs. Public campaigns are conducted as a result in close interaction with the civil society.</p> |
| <p style="text-align: center;">Other</p> | <p>Romania No comment in this point.</p> |
| | <p>The Netherlands See above</p> |
| | <p>Spain No comment in this point.</p> |
| | <p>Portugal No comment in this point.</p> |
| | <p>Italy No comment in this point.</p> |
| | <p>Turkey No comment in this point.</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan No comment in this point.</p> |

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| | Argentina No comment in this point. |
| | Chile No comment in this point. |
| | Qatar we take into account all these particularities. We work to help the victims in all humanitarian situations in accordance with our mandate and the applicable laws in the country. |

Chapter 5: Conceptual aspects

Question: How does your Force approach Victims Protection issue?

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| Procedures | Romania Romanian Gendarmerie does not approach yet the Victim Protection issue in a unitary manner, and does not have dedicated procedures for it. In this respect, the Force perceive its role as support for the competent authorities, which are better structured and equipped to deal with the core of Victim Protection activity. However, the field is currently regarded as a set of segregated issues, some of them already procedure, which are closely related to human rights domain, but do not represent a key competency of the Gendarmerie, which mainly acts when under the status of first intervenient. |
| | The Netherlands If the victim is also a witness there are some procedures applicable for the victim in case of witness protection |
| | Spain Interviewing, calming down and providing first needs. |
| | Portugal General police procedures, complemented with a qualified intervention, from the units dedicated to tackling domestic violence situations |
| | Italy Carabinieri have a multi-agency approach: Law-enforcement agencies usually have the first contact with alleged victims. Carabinieri, giving the first aid to victims, advice Prosecutors and then involve all actors of multi-agencies model. During the first phase Carabinieri give their cooperation to others Actors, even because usually it is useful caring out investigation (information, witnesses, etc). |
| | Turkey General police procedures and Law on Criminal Procedures (Law No. : 5271) are implemented. After the preliminary actions victim is handed over to the relevant institution (such as NGOs and social services) |

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| <p>Morocco No comment in this point.</p> |
| <p>Jordan There is a high cooperation and coordination - when needed - between the Jordan Gendarmerie Force and all concerned security agencies- when needed - in the field of victim's protection issue</p> |
| <p>Argentina No comment in this point.</p> |
| <p>Chile General Police Procedures complemented with qualified intervention in some crimes.</p> |
| <p>Qatar we make the necessary procedures according to the applicable laws.</p> |
| <p style="text-align: center;">Analysis</p> <p>At FIEP level, the answers to the present questioner gave no clear indication of a unitary approach towards the Victim Protection. Difference of Members general perspective of the Victim Protection is still applicable, according to the holistic and specialized models. This field is currently regarded as a set of segregated issues, some of them already procedured, which are closely related to the human rights general domain. According to their national competencies, they may or may not regard Victim Protection as a key matter to have dedicated procedures for it. Members, who mainly act when under the status of first intervenient, rather perceive their role as support for other competent authorities, which are better structured and equipped to deal with the core of Victim Protection activity. Other Members already developed dedicated procedures for certain situations, mostly related to the protection of crime victims.</p> <p>However, all Forces apply the General Police Procedures which can be complemented with different types of qualified intervention.</p> <p>From the procedural perspective, most forces stressed the importance of removing immediate danger, providing a safe environment, providing first aid, calming down, interviewing, and providing first needs.</p> <p>According to the victims quality (ex: the victim is also a witness) there could be some additional procedures applicable for the victim (ex: in case of witness protection, domestic violence, child</p> |

abuse). They can have a different nature (physical protection, psychological, medical, and social).

Most Forces hand over the victim, after completing preliminary actions, to relevant stakeholders (such as State bodies, local social services, or civil society / NGOs). Reports suggest that due to the level of complexity, cooperation and coordination between stakeholders are very high in the field of victim's protection issue.

Moreover, certain Members have developed a clear Multi-Agencies approach, based on cooperation within a Multi-Agencies Model, as Law Enforcement Agencies usually have the first contact with alleged victims, providing first aid, advice Prosecutors and then involve all stakeholders.

On these grounds, the respective Members are able to give their cooperation to other Actors which perform first response activities during the first phase of the process, (if not for other reasons but because it is useful for investigation and information gathering, contact witnesses, etc).

Structures

Romania No dedicated structures. All operational personnel involved in first responder related activities is able to provide victims protection when required. For special situations, the tactical level commander is to decide on the matter.

The Netherlands No comment in this point.

Spain No comment in this point.

Portugal Operational and support

Italy No comment in this point.

Turkey The main bodies to fight against smuggling and organized crime are Anti-Smuggling and Organized Crimes (ASOC) Department and the Anti-Smuggling and Organized Crimes units in the provinces.

(81) Provinces of Turkey were divided into groups by their frequency of smuggling cases, population density, and geographical position, economic, social and cultural structure. In accordance with the grouping, ASOC Branches were established in (63) provinces while ASOC Sections were established in (18) provinces under the Public Order

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| Branches. |
| Morocco No comment in this point. |
| Jordan All operational personnel involved in first responder related activities is able to provide victims protection when required. |
| Argentina No comment in this point. |
| Chile Operational and support |
| Qatar No comment in this point. |
| <p style="text-align: center;">Analysis</p> <p style="text-align: center;">At the FIEP Members level there are no structures dedicated to victims’ protection only.</p> <p>For Members operating under the holistic approach, all operational personnel involved in first responder related activities are able to provide victims protection when required. For special situations, the tactical level commander is to decide on the matter. In this respect, when immediate safety and first aid have been provided, the respective commander can either call the chain of command for operational or / and logistics support, or inform (usually upon orders and according to existing Cooperation Plans and Procedures) the other stakeholders (state bodies, local competent authorities, civil society representatives).</p> <p>The existing specialized structures (operational and support) usually deal with both protection and assistance of the victims, with a larger focus on the assistance part. However, special protection measures can be installed during the first response (mostly in natural or manmade disaster relief situations, in order to protect life, goods and property of victims) or following the first stage of the intervention process (related to criminal matters), when it becomes clear that operational requirements demand protection against recurrent action of perpetrators. In more delicate situations (the victim is also a witness or VIP) the protection can be given by dedicated structures (Witness Protection Unit or Close Protection Units).</p> |

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| <p>Related training</p> | <p>Romania No dedicated comprehensive training. However, training in certain related matters is approached by embedding the relevant notions (lectures, themes, modules) in:</p> <ul style="list-style-type: none"> - basic training courses - human rights training courses - public order specific courses - mountain training courses - search and rescue courses / training sessions - first aid courses - public relations courses / training sessions (in respect to gendarmerie personnel behavior when victims are involved) <hr/> <p>The Netherlands No comment in this point.</p> <hr/> <p>Spain No comment in this point.</p> <hr/> <p>Portugal The same as mentioned previously</p> <hr/> <p>Italy Personnel of Law-enforcement agencies attend periodically refresh courses on these fields.</p> <hr/> <p>Turkey Related topic is within basic training and special training curriculum. Special training involves Anti Smuggling and Organized Crime (ASOC) Course which is a 160 hour-course for the ASOC Branch personnel.</p> <hr/> <p>Morocco No comment in this point.</p> <hr/> <p>Jordan</p> <ul style="list-style-type: none"> - basic training courses. - human rights training courses. - public order specific courses - search and rescue courses / training sessions - first aid courses <hr/> <p>Argentina No comment in this point.</p> <hr/> <p>Chile The above mentioned in past paragraph</p> <hr/> <p>Qatar We participate in Specialized courses in recognized international institutes</p> |
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| | <p style="text-align: center;">Analysis</p> <p>The answers to the present questionnaire revealed that the Member Forces regard training in this field from a more comprehensive perspective which always involves aspects of victims' assistance as well.</p> <p>Under the holistic approach, these notions are usually delivered in specific lectures, themes, modules of certain courses, such as:</p> <ul style="list-style-type: none"> - basic training courses - human rights training courses - public order specific courses - mountain training courses - search and rescue courses / training sessions - first aid courses - public relations courses / training sessions (in respect to Law Enforcement personnel behavior when victims are involved) <p>The Law Enforcement Agencies personnel also periodically attend courses destined to refresh their knowledge on these fields.</p> <p>Under the specialized approach, the victims' protection is comprised both within basic training and special training curriculum. Special training is provided only for the personnel of special structures, which require particular competencies, and it is mostly related to the victims of crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime).</p> <p>The training of the specialized personnel can be performed both in national and international environment, (as Members also reported training their personnel in international institutes) and can take the form lectures, courses or seminars given/held by military or civilian entities, often emerging from bilateral cooperation, related to the academic international environment, to more operational security and humanitarian actors (International Organizations - UN, EU, OSCE, NATO, UA aso), different International Missions and Operations or to representatives of civil society (NGOs, Victims Associations)</p> |
| <p>Related domains of applications</p> | <p>Romania</p> <ul style="list-style-type: none"> - disaster relief |

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| | <ul style="list-style-type: none"> - terrorism - human rights – discrimination: vulnerable groups - public order and safety - domestic violence or recurrent abuse - mountain gendarmerie - evacuation of endangered areas - search and rescue |
| | The Netherlands No comment in this point. |
| | Spain No comment in this point. |
| | Portugal Prevention, investigation, support and assistance, with close interaction with NGO |
| | Italy No comment in this point. |
| | Turkey Information may be taken via 157 helpline, application of a witness or the victim him/herself. It is also possible that Gendarmerie may come across the situation during investigating some other cases. |
| | Morocco No comment in this point. |
| | Jordan <ul style="list-style-type: none"> - disaster relief. - terrorism. - human rights – discrimination: vulnerable groups - public order and safety - domestic violence or recurrent abuse - mountain gendarmerie - evacuation of endangered areas - search and rescue |
| | Argentina No comment in this point. |
| | Chile Operational and support |
| | Qatar No comment in this point. |
| | <p style="text-align: center;">Analysis</p> <p style="text-align: center;">Victims Protection concept, in various forms, finds its applicability in a number of fields in which the Members are very active, such as:</p> <ul style="list-style-type: none"> - disaster relief |

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| | <ul style="list-style-type: none"> - terrorism - human rights: discrimination of vulnerable groups - public order and safety - domestic violence or recurrent abuse - mountain gendarmerie - evacuation of endangered areas - search and rescue - crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime) prevention, investigation, support and assistance, - victims of war / conflict / crisis (refugees, IDPs) - international missions and operations - public relations: information campaigns, help lines, radio and TV shows |
| <p>Start and end</p> | <p>Romania Mostly limited to first responder duties</p> <hr/> <p>The Netherlands No comment in this point.</p> <hr/> <p>Spain It starts as soon as it is detected and the assistances and protection ends when we transfer victims to the social services or to the ONGs.</p> <hr/> <p>Portugal Victim protection may start from the moment a case gets to LEA knowledge, and can continue further on, even after a court decision, depending on victim's needs and risk assessment</p> <hr/> <p>Italy No comment in this point.</p> <hr/> <p>Turkey Protection and assistance start as soon as the information is taken. It ends when the victims voluntarily leave or the case is closed.</p> <hr/> <p>Morocco No comment in this point.</p> <hr/> <p>Jordan The Jordan Gendarmerie Force first to present and secure and the last to leave which depends on the security situation.</p> <hr/> <p>Argentina No comment in this point.</p> <hr/> <p>Chile It starts from the moment a LPO knows that a crime happened and depends on the directions of Public Prosecutors, according with that may end even after a court decision, depending on victims' needs and risk assessment for the victims' protection.</p> <hr/> <p>Qatar It starts when there is a need for it until overcoming all the risks.</p> |

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| | <p style="text-align: center;">Analysis</p> <p>The extent of competences slightly differs from one Force to the next. As most Members limit their victims protection attributions to first responder duties, all agree that the Force responsibility starts as soon as the victim is detected.</p> <p>However, the end of the respective responsibility depends from the different perspectives:</p> <ul style="list-style-type: none"> - for Members embracing the holistic view, protection duty ends when victims are transferred to the social services or to the NGOs, it can depend on the security situation, or it can last until all the risks for victims have been overcome. - for those taking the specialized approach (closely related to crime), the responsibility of the specialized units / personnel ends when the victims voluntarily leave or the case is closed, it can depend on the directions of Public Prosecutors or it can continue further on, even after a court decision, depending on victim's needs and risk assessment . |
| Cooperation | <p>Romania No comment in this point.</p> <p>The Netherlands No comment in this point.</p> <p>Spain It is paramount, with social service, ONGs, Europol, Interpol, other police forces...</p> <p>Portugal Is a constant process, with the involvement of other government agencies and NGO</p> <p>Italy, in order to guarantee the constant updating and the knowledge of every particularity of complex phenomenon as THB. Arma of Carabinieri is partner of Department for Equal Opportunities at Technical Table in charged to write the National Plan to Combat THB.</p> <p>Turkey There is a good cooperation amongst government institutions and NGOs. There protocols on cooperation and experiences on implementation.</p> <p>Morocco The action of the Gendarmerie Royale subscribes within the framework of "multi-organisms". This institution like other security organs is the first to intervene on the ground and coordinates with others State</p> |

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| actors. |
| Jordan No comment in this point. |
| Argentina No comment in this point. |
| Chile Is a constant process, with the involvement of other government agencies. |
| Qatar we cooperate with the concerned authorities in the State of Qatar: government bodies and civil society organizations. |
| <p>Analysis</p> <p>In the matter of victims protection, the all Members stressed the importance of cooperation with other stakeholders, among which there are other government bodies, police forces, local authorities, social services, NGOs and private entities (example: private security, donors aso), but also international actors such as Europol, Interpol, international organizations, international missions and operations and others.</p> <p>Cooperation can take many forms, and reach different levels of magnitude, from institutional, diplomatic, operational, logistics, support, transport, communications and relational efforts to concerted campaigns, and it can follow different levels of emergency.</p> <p>As the matter is a constant and very complex process, a good cooperation amongst government institutions, local authorities and NGOs is paramount. In this respect, Cooperation Protocols are signed and experiences exchanges on implementation of best practices must be taken into consideration and become a constant practice.</p> |

Question: How does your Force approach Victims Assistance issue?

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| Structures | Romania No dedicated structures |
| | The Netherlands Operational and support. |
| | Spain No comment in this point. |

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| <p>Portugal Special and qualified Units, within the GNR project IAVE (Support and Assistance to Vulnerable Victims)</p> |
| <p>Italy Carabinieri amend and update every kind of operational procedures linked with their competences, both when there is a reform of legislation then when Operational Model requires to be modified and adapt to the real necessity of new criminal phenomenon.</p> |
| <p>Turkey General police procedures and Law on Criminal Procedures (Law No. :5271) are implemented. After the preliminary actions victim is handed over to the relevant institution (such as NGOs and social services)</p> |
| <p>Morocco No comment in this point.</p> |
| <p>Jordan No comment in this point.</p> |
| <p>Argentina No comment in this point.</p> |
| <p>Chile Special Unit in Domestic Violence.</p> |
| <p>Qatar No comment in this point.</p> |
| <p style="text-align: center;">Analysis</p> <p>For Members operating under the holistic approach, all operational personnel involved in first responder related activities are able to provide victims protection, but also a certain level of assistance, when required. For special situations, the tactical level commander is to decide on the matter. In this respect, when protection has been provided, the respective commander assess the situation and can decide if there is a further need for operational or / and logistics support, or to inform (usually according to existing Cooperation Plans and Procedures) the other stakeholders (state bodies, local competent authorities, civil society representatives).</p> <p>The existing specialized structures (operational and support) usually deal with both protection and assistance of the victims, with a larger focus on the assistance part. However, the nature of the situation can impose, by default, assistance measures which can be installed during the first response (mostly in natural or manmade disaster relief situations or evacuations, in order to provide basic living conditions for the victims) or following the first stage of the intervention process (related to criminal matters), when it becomes clear that operational requirements demand further</p> |

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| | <p>assistance. Specialized units (ex: Support and Assistance to Vulnerable Victims, Domestic Violence, Medical and Psychological teams) can provide their assistance even after the victims protection is no longer required.</p> |
| <p>Related domains of applications</p> | <p>Romania</p> <ul style="list-style-type: none"> - disaster relief - terrorism - human rights – discrimination: vulnerable groups - public order and safety - domestic violence or recurrent abuse - mountain gendarmerie - evacuation of endangered areas - search and rescue <p>The Netherlands Cooperation with specialized medical personal and civil organizations.</p> <p>Spain No comment in this point.</p> <p>Portugal Operational and support</p> <p>Italy In field of THB and Victim Protection</p> <p>Turkey The main bodies to fight against smuggling and organized crime are Anti-Smuggling and Organized Crimes (ASOC) Department and the Anti-Smuggling and Organized Crimes units in the provinces.</p> <p>(81) Provinces of Turkey were divided into groups by their frequency of smuggling cases, population density, and geographical position, economic, social and cultural structure. In accordance with the grouping, ASOC Branches were established in (63) provinces while ASOC Sections were established in (18) provinces under the Public Order Branches.</p> <p>Morocco No comment in this point.</p> <p>Jordan No comment in this point.</p> <p>Argentina</p> <p>Ministry of Labor and Social Security. Federal Administration of Public Income.</p> <p>GN makes labor inspections that discover cases of human trafficking detected by those organisms.</p> <p>Support and assistance in Migrations National Department</p> |

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| | <p>procedures.</p> <p>Childhood, adolescent and family Secretary (SENNAF) on foreign human trafficking victims, who assists them. Taking those bases into account, the Ministry of Security made an analysis of the data and redesigned with SENNAF the information registry criteria to juggle them with the SisTrata criteria.</p> |
| | <p>Chile operational and support</p> |
| | <p>Qatar No comment in this point.</p> |
| | <p style="text-align: center;">Analysis</p> <p>Victims Assistance concept, in various forms, finds its applicability in a number of fields in which the Members are very active, such as:</p> <ul style="list-style-type: none"> • disaster relief • terrorism • human rights: discrimination of vulnerable groups • public order and safety • domestic violence or recurrent abuse • mountain gendarmerie • evacuation of endangered areas • search and rescue • crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime) prevention, investigation, support and assistance • cooperation with specialized medical personal and civil organizations • labor inspections • social security • victims of war / conflict / crisis (refugees, IDPs) • international missions and operations • public relations: information campaigns, help lines, radio and TV shows |
| <p>Related training</p> | <p>Romania No dedicated comprehensive training.</p> <p>However, training in certain related matters is approached by embedding the relevant notions (lectures, themes, modules) in:</p> <ul style="list-style-type: none"> - basic training courses |

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| | <ul style="list-style-type: none"> - human rights training courses - public order specific courses - mountain training courses - search and rescue courses / training sessions - first aid courses - public relations courses / training sessions (in respect to gendarmerie personnel behavior when victims are involved) |
| | <p>The Netherlands Depending on the criminal activities and the person of the victim (child / adult)(violence or sexual abuse).</p> |
| | <p>Spain No comment in this point.</p> |
| | <p>Portugal CIAVE and update training</p> |
| | <p>Italy Arma of Carabinieri follows every kind of amendment and subsequently updates basic and special courses, with the aim to ensure the best Knowledge of every criminal and security issue. For this reason Carabinieri take part to a lot of workshops, expert meeting, seminar, both at national than at international level</p> |
| | <p>Turkey Related topic is within basic training and special training curriculum. Special training involves Anti Smuggling and Organized Crime (ASOC) Course which is a 160 hour-course for the ASOC Branch personnel.</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan No comment in this point.</p> |
| | <p>Argentina No comment in this point.</p> |
| | <p>Chile Basic training</p> |
| | <p>Qatar No comment in this point.</p> |
| | <p style="text-align: center;">Analysis</p> <p style="text-align: center;">The Member Forces regard training in this field from a more comprehensive perspective which always involves aspects of victims' protection as well.</p> <p style="text-align: center;">Under the holistic approach, these notions are usually delivered in specific lectures, themes, modules of certain courses, such as:</p> |

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| | <ul style="list-style-type: none"> - basic training courses - human rights training courses - public order specific courses - mountain training courses - search and rescue courses / training sessions - first aid courses - public relations courses / training sessions (in respect to Law Enforcement personnel behavior when victims are involved) <p>The Law Enforcement Agencies personnel also periodically attend courses destined to refresh their knowledge on these fields.</p> <p>The training of the specialized personnel can be performed both in national and international environment (international institutes) and can take the form lectures, courses, workshops, expert meetings, working groups or seminars given/held by military or civilian experts, emerging from bilateral or multilateral cooperation, related to the academic international environment, operational security and humanitarian actors (International Organizations - UN, EU, OSCE, NATO, UA aso), different International Missions and Operations or to representatives of civil society (NGOs, Victims Associations)</p> <p>Under the specialized approach, the victims' assistance is comprised both within basic training and special training curriculum. Special training is provided only for the personnel of special structures, which require particular competencies, and it is mostly related to the victims of crime (ex: THB, Human Smuggling, Domestic Violence, Organized Crime). The curricula is constantly updated and can also shift focus in a flexible manner, based on the criminal activities trends (ex: violence or sexual abuse) and the victims age or gender particularities (child / adult; women / men).</p> |
| <p>Procedures</p> | <p>Romania Romanian Gendarmerie does not approach yet the Victim Assistance issue in a unitary manner, and does not have dedicated procedures for it.</p> <p>The Netherlands By Law or directives / procedures</p> <p>Spain No comment in this point.</p> <p>Portugal At all levels of the organization, from the strategic (CID level) to</p> |

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| | <p>the operational levels (Territorial Posts and District Units)</p> |
| | <p>Italy No comment in this point.</p> |
| | <p>Turkey Protection and assistance start as soon as the information is taken. It ends when the victims voluntarily leave or the case is closed.</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan No comment in this point.</p> |
| | <p>Argentina No comment in this point.</p> |
| | <p>Chile Prevention, investigation, support and assistance</p> |
| | <p>Qatar No comment in this point.</p> |
| | <p style="text-align: center;">Analysis</p> <p>The victims' assistance field is not dealt with by the Members in a unitary manner. According to their general approach, the holistic perspective supporters do not have dedicated procedures for it, and base the foundation of their related work on the general police procedure.</p> <p>From the specialized approach perspective certain procedures are created according to the Law or other directives, issued and disseminated at all levels of the organization, from strategic to operational (specialized and support). The main focus of the respective procedures is to set the mechanisms for prevention, investigation, support and assistance in criminal cases.</p> |
| Functioning | <p>Romania The Force perceive its role as support for the competent authorities, which are better structured and equipped to deal with the core of Victim Assistance activity. However, the field is currently regarded as a set of segregated issues, some of them already procedured, which are closely related to human rights domain, but do not represent a key competency of the Gendarmerie, which mainly acts when under the status of first intervenient.</p> |
| | <p>The Netherlands The total chain from first responder on to the judge.</p> |
| | <p>Spain No comment in this point.</p> |
| | <p>Portugal Prevention, investigation, support and assistance, with close</p> |

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| NGO interaction |
| Italy No comment in this point. |
| Turkey Information may be taken via 157 helpline, application of a witness or the victim him/herself. It is also possible that Gendarmerie may come across the situation during investigating some other cases. |
| Morocco No comment in this point. |
| Jordan No comment in this point. |
| Argentina No comment in this point. |
| Chile Territorial police station and specialized units. |
| Qatar No comment in this point. |
| <p style="text-align: center;">Analysis</p> <p>At FIEP level, the answers to the present questioner gave no clear indication of a unitary approach towards the Victim Assistance. Difference of Members general perspective of the Victim Assistance is still applicable, according to the holistic and specialized models. This field is also regarded as a set of separate issues, some of them already procedured, which are closely related to the human rights general domain. According to their national competencies, the Forces may or may not regard Victim Assistance as a matter important enough or sufficiently regulated (from the competence point of view) to issue dedicated procedures for it. Members who mainly act as first intervenient, rather perceive their role as support for other general competent authorities, which should be better structured and equipped to deal with the core of Victim Assistance activity.</p> <p>Other Members embracing the specialized approach already developed dedicated procedures for certain situations, mostly related to the Assistance of crime victims regulating the total chain from first responder on to the judge..</p> <p>However, all Forces apply the General Police Procedures which can be complemented with different types of qualified intervention.</p> |

From the procedural perspective, most forces stressed the importance of qualified Assistance for the victims, either basic (first contact, first aid, calming down the victim, confidence building, respectful, protective and firm behavior, interview, search and rescue, disasters relief, aso) or specialized (medical, psychological, criminal matters related interview, evacuation aso).

According to the victims quality (ex: the victim is also a witness) there could be some additional procedures applicable for the victim (ex: in case of witness protection, domestic violence, child abuse). They can also have a different nature (physical protection, psychological, medical, and social).

Most Forces hand over the victim, after completing preliminary actions, to relevant stakeholders (such as State bodies, local social services, or civil society / NGOs). Reports suggest that due to the level of complexity, cooperation and coordination between stakeholders are very high in the field of victim's assistance issue.

Moreover, certain Members have developed a clear Multi-Agencies approach, based on cooperation within a Multi-Agencies Model, as Law Enforcement Agencies usually have the first contact with alleged victims, providing first aid, advice Prosecutors and then involve all stakeholders.

On these grounds, the respective Members are able to give their cooperation to other Actors which perform first response activities during the first phase of the process, (it is useful for investigation and information gathering, contact witnesses, etc).

Start and end

Romania Mostly limited to first responder duties

The Netherlands Depending on the situation.

Spain No comment in this point.

Portugal Victim protection may start from the moment a case gets to LEA knowledge, and can continue further on, even after a court decision, depending on victim's needs and risk assessment

Italy No comment in this point.

Turkey General police procedures and Law on Criminal Procedures (Law No. :5271) are implemented. After the preliminary actions victim is handed over to the relevant institution (such as NGOs and social services)

Morocco No comment in this point.

Jordan No comment in this point.

Argentina No comment in this point.

Chile it starts from the moment a LPO knows that a crime happened and depends on the directions of Public Prosecutors, according with that may end even after a court decision, depending on victim's needs and risk assessment for the victims' protection.

Qatar No comment in this point.

Analysis

Most Members limit their victims' assistance attributions to first responder duties, although all agree that the Force responsibility starts as soon as the victim is detected.

However, the end of the respective responsibility depends of different perspectives:

- for Members embracing the holistic view, assistance duty ends when victims are transferred to the social services or to the NGOs, it can depend on the security and sometimes social situation, or it can last until all the risks for victims have been overcome.

- for those taking the specialized approach (closely related to crime), the responsibility of the specialized units / personnel ends when the victims voluntarily leave or the case is closed, it can depend on the directions of Public Prosecutors or it can continue further on, even after a court decision, depending on victim's needs

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| | <p>and risk assessment.</p> |
| <p>Cooperation</p> | <p>Romania</p> <ul style="list-style-type: none"> - interested international entities: multilateral (organizations and associations) and bilateral (similar Forces, public entities): cooperation on training and international missions/operations - competent national authorities: operational cooperation, training, public campaigns - academic environment: training - civil society (NGOs, Victims Associations, Media): training, operational (studies, analyses, information, cooperation documents), public campaigns <p>The Netherlands Cooperation with specialized medical personal and civil organizations.</p> <p>Spain No comment in this point.</p> <p>Portugal Is a constant process, with the involvement of other government agencies and NGO</p> <p>Italy No comment in this point.</p> <p>Turkey There is a good cooperation amongst government institutions and NGOs. There protocols on cooperation and experiences on implementation.</p> <p>Morocco No comment in this point.</p> <p>Jordan No comment in this point.</p> <p>Argentina No comment in this point.</p> <p>Chile Is a constant process, with the involvement of other government agencies. Depends on each case.</p> <p>Qatar No comment in this point.</p> <p style="text-align: center;">Analysis</p> <p style="text-align: center;">In the matter of victims assistance, the all Members stressed the importance of cooperation with other stakeholders, among which there are:</p> |

- interested international entities: multilateral (organizations and associations) and bilateral (similar Forces, public entities): cooperation on training and international missions/operations; Europol and Interpol deserve a special mention in regard to criminal matters
- competent national authorities: operational cooperation, training, public campaigns
- academic environment: training
- civil society (NGOs, Victims Associations, Media): training, operational (studies, analyses, information, cooperation documents), public campaigns

Cooperation can take many forms, and reach different levels, from institutional, diplomatic, operational, logistics, support, transport, communications and relational efforts to concerted campaigns, and it can follow different levels of emergency.

As the matter is a constant and very complex process, a good cooperation amongst government institutions, local authorities and NGOs is paramount. In this respect, Cooperation Protocols and exchanges of experience on best practices implementation must be taken into consideration and become as a constant concern for the Members.

Chapter 6: Lessons learned

Question: How does your Force amends, updates and upgrades the procedures related to Victims Protection and Assistance

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| New legislation | Romania For the moment, as Romanian gendarmerie barely initiates the development of the matter, there is a process of enhancing the application of the Law going on, but is not yet the time for legislation improvement |
| | The Netherlands In close cooperation between the Operational Staff and the training and Knowledge centre will the new legislation be implemented in the current and coming training and education (KOWA). |
| | Spain Feedback from other countries and other polices forces. |
| | Portugal Via new operational guidelines and update training |
| | Italy Carabinieri amend and update every kind of operational procedures |

linked with their competences, both when there is a reform of legislation then when Operational Model requires to be modified and adapt to the real necessity of new criminal phenomenon.

Turkey Via new operational guidelines and update training

Morocco The Gendarmerie Royale updates its internal service notes tackling the issue in accordance with new legislations and new operational situations.

Jordan Yes

Argentina Ongoing training and updating

Chile Through the Guidelines given by the Public Prosecutors, Analysis and recommendations given by the Carabineros de Chile's Justice Division, that involve the guidelines

Qatar yes

Analysis

The new legislation is implemented in the current and coming training and education process trough a close cooperation between the departments in charge with Operations, Training and Knowledge Centers.

Changes in procedures, however, appear when there is a legislation reform, when guidelines given by the Public Prosecutors, when analysis and recommendations are issued by the legal departments and the Operational Model requires to be modified and adapted to the real necessity of new criminal realities.

The Law Enforcement Agencies (Member Forces included) are usually part of the legislation reform, their proposals and recommendations being forged as a mixture of own operational and legal analysis, feedback from the citizens, as well as national and international police cooperation and experience exchanges with

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| | other polices forces. |
| New operational situations | Romania For the moment, as Romanian gendarmerie barely initiates the development of the matter, for enhancing the application of the Law, is yet to build a broad expertise. However for certain fields where the existing procedures and expertise are already significant (mountain gendarmerie, public order, search and rescue, disasters relief etc) all new operational situations are dealt with in the different specialized Training Centers of the Force |
| | The Netherlands See above |
| | Spain No comment in this point. |
| | Portugal Via new operational guidelines and update training |
| | Italy Arma of Carabinieri is partner of different Authorities: first of all, Carabinieri Corps, thanks to Specialized Unit, is advisor of a lot of Ministries (Health, Labour, Cultural Heritage, Agriculture, and Environment). |
| | Turkey Via new operational guidelines and update training |
| | Morocco No comment in this point. |
| | Jordan Yes |
| | Argentina No comment in this point. |
| | Chile Through new protocols or guidelines. |
| | Qatar yes |
| | <p>Analysis</p> <p>There are different perspectives over the way of dealing with new operational situations.</p> <p>Some Members introduce their own analysis in the operational procedures and the training and education process trough a close cooperation between the departments in charge with</p> |

Operations, Training and Knowledge Centers.

Other Forces deal with new operational situations by submitting them to the attention of their different specialized Training Centers, which are charged with conducting the necessary analysis and issue related proposals and recommendations, usually resulting in new protocols or guidelines after a proper scrutiny of the operational staff.

For matters that need a large degree of cooperation, some Members can make use of their partnerships with different Authorities: as thanks to their Specialized Unit, they act as advisors for a number of Ministries (such as Health, Labor, Cultural Heritage, Agriculture and Environment).

It is to be mentioned that due to the relative novelty of the victims' protection and assistance field as well as the new international perspective over the increasing importance of the rights of individuals, the incidence of such situations in the legislation dynamics is rather significant.

Moreover the lack of application of related legislation, compels the international courts to sanction more and more transgressions of the States from the international provisions on human rights, which cannot lead, in the close future, to anything but reforms (mostly at the level of secondary legislation and provisions related to application of the existing laws).

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| <p>New domains</p> | <p>Romania Currently, Romanian gendarmerie is in the process of initiating the development of several related Human Rights fields, which were previously considered to be mainly under the competence of other State Bodies (discrimination, LGBT, etc)</p> |
| | <p>The Netherlands See above</p> |
| | <p>Spain No comment in this point.</p> |
| | <p>Portugal Via new operational guidelines and update training</p> |
| | <p>Italy In field of THB and Victim Protection, Arma of Carabinieri follows every kind of amendment and subsequently update basic and special courses, with the aim to ensure the best Knowledge of every criminal and security issue.</p> |

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| | <p>Turkey Via new operational guidelines and update training</p> |
| | <p>Morocco No comment in this point.</p> |
| | <p>Jordan Yes</p> |
| | <p>Argentina</p> |
| | <p>Chile Via new operational guidelines and update training</p> |
| | <p>Qatar yes</p> |
| | <p style="text-align: center;">Analysis</p> <p>It has to be mentioned that, at FIEP level, different domains can be new for some Members, and ordinary for others, according to their national competencies and general perspectives over the victims' assistance and protection. This is partly due to the international policy of the States, which choose for themselves the proper moment to adopt certain international legislation. Therefore, differences in approaches, perspectives, application, enforcement and society awareness (sometimes counting decades), are to be expected.</p> <p>In this respect, there are at least two situations suitable for FIEP Members in respect to new domains:</p> <ul style="list-style-type: none"> - the respective field is only new for themselves (and not for everybody else), in which case they can rely on the expertise of the other Forces and improve their knowledge through bilateral or multilateral cooperation (experience exchanges, workshops, seminars, working groups aso); - the respective field is a striking novelty in international environment, which typically triggers the international cooperation mechanisms, which in such situations call for international experts working groups with the view to issue related recommendations. <p>However, most Forces reported to follow every kind of amendment / guideline and subsequently update basic and special courses, with the aim to ensure for their personnel the best knowledge of every criminal and security issue.</p> |
| <p>Role of know how in</p> | <p>Romania No</p> |

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| procedures development | The Netherlands See above |
| | Spain No comment in this point. |
| | Portugal Via new operational guidelines and update training |
| | Italy Carabinieri take part to a lot of workshops, expert meeting, seminar, both at national than at international level, in order to guarantee the constant updating and the knowledge of every particularity of complex phenomenon as THB. (Arma of Carabinieri is partner of Department for Equal Opportunities at Technical Table in charged to write the National Plan to Combat THB). |
| | Turkey Via new operational guidelines and update training |
| | Morocco No comment in this point. |
| | Jordan Yes |
| | Argentina No comment in this point. |
| | Chile Sometimes is required information through the police attaché redeployed in different countries, in order to make compared analysis and propose new actions. |
| | Qatar yes |
| <p style="text-align: center;">Analysis</p> <p style="text-align: center;">According to the Members, acquiring know-how is a matter which has a double source, national (intra-institutional and inter-institutional) and international (bilateral and multilateral):</p> <p style="text-align: center;">1. National dimension:</p> <p style="text-align: center;">1a. Intra-institutional level: it consists in creating know-how by constantly developing existing operational guidelines based on feedback, reporting and analysis, building personnel awareness, update training and operational procedures, achieve specialization;</p> <p style="text-align: center;">1b. Inter-institutional level: it consists in creating know-how by constantly cooperating, exchange and build common experiences with other stakeholders (state bodies, local authorities and civil society)</p> <p style="text-align: center;">2. International dimension</p> | |

2a. Bilateral cooperation with similar forces and other international stakeholders (embassies, foreign central and local authorities, international NGOs). Sometimes the information required is obtained through attachés redeployed in different countries, in order to make compared analysis and propose new actions.

2b. Multilateral cooperation: it consists in building know-how by participating to international courses, workshops, expert meetings, seminars, working groups, conferences, exercises and operations / missions, in order to guarantee the constant updating of professional knowledge.

Chapter 7: Cooperation on Victims’ protection and assistance

Question: Does your Force cooperate with other interested national authorities and entities in the matter?

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| Operational cooperation | Romania The Romanian Gendarmeries cooperates with other competent state bodies who’s principal attributions demand transfer of competence from first responders, such as: <ul style="list-style-type: none"> -Romanian Police, -Romanian Inspectorate for Emergency Situations, -Ministry of Health -Ministry of Social Protection -Social Services-Child Protection |
| | The Netherlands The Police, the medical care institutions, the national institute for victim care (Bureau Slachtofferzorg). |
| | Spain Other police forces |
| | Portugal With other competent state bodies who’s principal attributions demand transfer of competence from first responders, and NGO |
| | Italy All Carabinieri Units, as judiciary police Office, have a direct dependence from Judicial Authorities (Prosecutors’ Office). When Carabinieri carry out investigation on THB they ensure cooperation with all members of multi-agency model, promoted with domestic law by Department of Equal Opportunities. So they first of all inform constantly Prosecutors, than cooperate with Local Authorities and NGOs in charged of Victim Protection and Assistance. Obviously, during |

investigation Carabinieri carry out international Police Cooperation (INTERPOL, EUROPOL, FRONTEX, etc) and ensure their availability for judicial cooperation.

Turkey There is a good cooperation amongst government institutions and NGOs. There protocols on cooperation and experiences on implementation.

Morocco The Gendarmerie Royale copes with many State organisms and non-governmental organizations namely:

- The Ministry of Interior;
- The Ministry of Justice;
- The General Directorate of National Police
- The Ministry of the Public Health;
- The Protection Civil;
- The Ministry of social development of the family and solidarity;
- The State Secretariat of the family, the childhood and the handicapped persons;
- The Civil society.

Jordan There is an operational cooperation on victim's protection and assistance between The Jordan Gendarmerie Force and other Jordanian security agencies,

Argentina

- Agreement between Argentina and Uruguay to the cooperation between Gendarmeria Nacional Argentina (GNA) and Policia Nacional del Uruguay.

- Agreement between Argentina and Chile to the cooperation between Gendarmeria Nacional Argentina (GNA) y la Policia de Investigaciones de Chile

- The Ministry of Security with the Special Unit in human trafficking of Paraguay

Chile Ministry of Interior (Unit of Victims for Violent Crimes), Public Prosecutor (Unit in charge of shelter and protection), Carabineros de Chile (Domestic Violence and Family Protection), Policia de

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| | <p>Investigaciones (Civilian Police) through orders given by the Prosecutors.</p> <p>Qatar with other competent state bodies whose principal attributions demand transfer of competence from first responders</p> <p style="text-align: center;">Analysis</p> <p>The Members reports on the matter of cooperation revealed various forms of relations, both national and international, which have to be developed in order to successfully tackle the matter of victims’ protection and assistance, as follows:</p> <ol style="list-style-type: none"> 1. International Police Cooperation: usually for judicial cooperation purposes, it can involve both multilateral (ex: INTERPOL, EUROPOL, FRONTEX, etc), and bilateral police cooperation (ex: for regional focus on a certain type of crime development such as THB, to facilitate bilateral investigations aso.) 2. Based on Cooperation Protocols, Members cooperate with other competent state bodies who’s principal attributions demand transfer of competence from first responders, such as: <ul style="list-style-type: none"> - Central Authorities (Emergency Situations, Ministry of Health, Ministry of Social Protection development of the family and solidarity, Ministry of Interior, Ministry of Justice, Ministry of Transport, Ministry of Foreign Affaires); - Judicial Authorities (Prosecutors’ Office); - other Police Forces; - Human Rights concerned authorities and Agencies (Authorities for of Equal Opportunities, Agency for Non-Discrimination); - National Institutes for Victim Care; 3. Local Authorities (Social Services, Child Protection); 4. Civil Society (NGOs and Associations concerned with Victim Protection and Assistance) |
| <p>Cooperation on personnel training</p> | <p>Romania</p> <p>Universities: professors are invited to give related classes</p> <p>State bodies: practitioners from different competent institutions are invited to give related lectures</p> <p>Civil society: NGOs, Victims Associations are often invited to present their related points of view and expectations</p> |

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| The Netherlands Representatives of the Police, the medical care institutions, the national institute for victim care support the training. |
| Spain From social Service and NGOs |
| Portugal Cooperation in trainers and trainees |
| Italy In the last years, also the Universities ask the availability of Carabinieri experts on THB. (Oxford University, Catholic University of Milan- Transcrime) |
| Turkey Experts from NGOs and IOM are involved in the training process |
| Morocco No comment in this point. |
| Jordan Also there's a high cooperation with PSD in personnel training |
| Argentina UFASE |
| Chile Coordination |
| Qatar In the field of training and implementation processes |

Analysis

In respect to cooperation for personnel training, Members have identified several ways of improving the level of knowledge and know-how. As such, the related cooperation can involve the following:

Academic environment: University professors are invited to give related classes.

International training: international experts (independent, or connected to international organizations, international missions and operations, international NGOs aso) are invited by the Forces to give lectures and hold courses; moreover, specialized personnel attends international training, seminars, conferences in different.

State bodies: practitioners from different competent institutions are invited to support the training by giving related lectures, holding courses and participating to expert meetings, workshops and seminaries organized by the Forces. (ex: representatives of the Public Prosecutor / District Attorney, Police, medical care institutions, national institute for victim care, aso).

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| | <p>Local Authorities: specialists from Social Services (ex: Child Protection) regularly attend the basic training (train the trainees) and specialized training (train the trainers and future experts).</p> <p>Civil society: NGOs, Victims Associations are often invited to present their related points of view and expectations.</p> |
| <p>Cooperation with civil society</p> | <p>Romania NGOs, Victims Associations, mass media</p> <hr/> <p>The Netherlands Representatives of the Police, the medical care institutions, the national institute for victim care support the training.</p> <hr/> <p>Spain idem</p> <hr/> <p>Portugal NGOs, Victims Associations etc</p> <hr/> <p>Italy In field of THB is partner of Department for Equal Opportunities, which is the governative/central/strategic level responsible of contrast to THB. For this reason personnel of Carabinieri Corps take part regularly to the meeting of Department for Equal Opportunities: international meeting, bilateral meeting, refresh course and training, but also like member of technical Table in charged to write the National Plan to Combat THB.</p> <hr/> <p>Turkey NGOs and Victims Association are actively involved.</p> <hr/> <p>Morocco No comment in this point.</p> <hr/> <p>Jordan There's cooperation with civil society (NGOs) through the Jordanian ministry of interior and the Anti-Human trafficking National Committee as well</p> <hr/> <p>Argentina Fundación MA de Los Ángeles Veron (NGO)</p> |

Chile There is not too much collaboration with NGOs; Victims Associations is depending on the case.

Qatar NGOs, Victims Associations etc.

Analysis

The cooperation with civil society (NGOs, Victims Associations, mass media) has a very important role in way in which the Members manage the victims' protection and assistance, for a number of reasons:

First, because the entities representing the Civil Society (NGOs, Victims Associations, mass media) often represent the closest link with the citizen, who is the beneficiary of the services offered by the Members and the tax payer. Sometimes, these types of associations are in themselves civilian initiatives born because of the very limits of the authorities to action in perfect congruence with the victims needs. In this respect, it is only normal that their voices should be heard with regard to the services provided by the Law Enforcement Agencies, and their suggestions to be, as much as possible and without prejudice to other core values, met by the procedures related to victims' protection and assistance.

Second, because certain NGOs have developed a real understanding and a extraordinary expertise of the respective field, as they are entirely dedicated to specific parts of the Human Rights spectrum, such cooperation can only be beneficial for the Members, who can better develop their own related operational procedures and personnel training.

Third, because some NGOs dispose of an important amount of logistics (ex: Red Cross and Red Crescent), personnel and aid, and already conduct large/huge humanitarian operations (natural disasters relief, war/conflict/crisis refugees camps) and it is important for the Members to properly support such efforts on their national soil and while operating in international environment (International missions and operations)

Forth, mass media can often be a very important tool to

pass important information to the public, both for prevention and reaction to emergencies.

Fifth, constructive criticism (NGOs and mass media) can also be a very important factor in creating the necessary internal synergies to reform certain sectors, legislation, procedures, and approaches.

Representatives of the medical care institutions, national institutes for victim care, civil initiatives (NGOs, Foundations, Associations, media) related to Human Rights, Non-Discrimination, Equal Opportunities, Vulnerable Groups aso. are usually part of a broader network of cooperation relations, involving both strategic and operational level of responsibility.

However, it is important to note that due to the nature of some NGOs activity (sometimes politically affiliated / linked), certain Members maintain a level of cooperation limited to operational cooperation and support for concrete cases of victims assistance.

Question: Does your Force cooperate with other interested international authorities and entities in the matter?

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| Multilateral cooperation | Romania Global security actors (UN, EU), International missions and operations |
| | The Netherlands International organizations and associations depending on the conduct of the operation. |
| | Spain At the operational level there are constant exchanges of information with other European agencies as well as with Europol or Interpol. |
| | Portugal With CEPOL and Spanish Guardia Civil |
| | Italy Carabinieri are partner at EU Level, of COSI, European Commission Committee – DG Home Affairs- which is engaged in strategic level to combat THB too, strictly linked with the decision of European Council in this field. Personnel of Carabinieri regularly take part to meeting of COSI, |

together with others Police Forces of EU member States.

Carabinieri, since its constitution, cooperate with Europol on this field, with Liaison Officers and others Officers occasionally engaged in similar initiatives, both for police cooperation and training (CEPOL).

Turkey Mostly IOM and UNHCR:

Morocco During its participation in peace keeping operations, the Gendarmerie Royale often copes with many international entities (UN, NATO and multinational forces) and other local authorities (authorities of countries in crisis) on the issues of assisting and protecting the victims.

Jordan The Jordan Gendarmerie Force seeking to enhance local, regional and international cooperation and activate channels of communication

Argentina OIM, ACNUR

Chile No

Qatar We cooperate with international organizations and associations

Analysis

Multilateral cooperation in the field of assisting and protecting the victims is a major endeavor for the FIEP Members. In this respect, the first to be mentioned in this regard are the global security actors such as UN, EU, NATO and multinational forces, EUROGENDFOR and the international missions and operations.

Cooperation with UN or/and under the UN umbrella is directed towards the DPKO or specialized organizations such as OMS, IOM or UNHCR or agencies (ex: ILO) and is connected to several aspects such as international legislation, doctrine, guidelines, training (courses, seminars working groups) and operational issues (UN missions and operations).

Certain FIEP Members, coming from EU Member States of Partners are directly involved in activities related to the strategic level of decision in the matter (ex: COSI). Moreover, at the police cooperation level, the operational engagements involving EUROPOL, INTERPOL or FRONTEX, as well as other European Agencies require significant organizational efforts, focus and personnel (Liaison Officers and experts). In training matters CEPOL represents a proper example of successful cooperation, constantly updated by the collective wisdom of the MS Law Enforcement Agencies.

NATO is always a very important partner for cooperation for the Forces coming from Member States (as effective part of the decisional, operational and training mechanism within the Alliance), but also for its partners, as they participate together in NATO Missions and Operations and cooperate in CIMIC or refugees related matters. Moreover, the recent NATO efforts towards more comprehensive operations, which include civilian police capacities, also facilitate cooperation with a wider range of non-combatant actors (ex: NGOs)

The same focus is available for all FIEP Members participating to multinational forces, as nowadays training and operational procedures include certain levels of victims' protection and assistance (example: Coalition of the Willing).

EUROGENDFOR represents a special example of multilateral cooperation in the matter, as the Force can conduct independent operations or under the umbrella of the global security actors. Its important contribution to the NATO mission in Afghanistan can have a very important role on the future shape of NATO missions and operations, its participation to Haiti showed the potential of gendarmerie forces for disasters relief operations, and future EU missions and operations can not longer ignore the existence of such capability (EGF is already involved with CPCC in planning future missions).

There is also important to stress the FIEP Members determination to enhance local and regional cooperation and activate channels of communication by participating to local or

regional initiatives (Salzburg Forum, American, Mediterranean and Black Sea related cooperation initiatives, aso) with ramifications in the area of police cooperation, crime prevention and victims' protection and assistance.

Concurrently, multilateral projects have an important impact on the Members activity and can involve a number of international and national partners.

With this in mind, FIEP itself should not be ruled out as a potential important actor in doctrine and training matters. Already involved by the creation of EUROGENDFOR, FIEP has the capacity to become a trendsetter for the EGF in respect to victims' protection and assistance, and influence its policy on the matter, by helping the creation of related operational procedures.

Nonetheless, FIEP can also develop a net of training initiatives which would have a positive impact on the EGF know-how building process in this respect.

Bilateral Cooperation

Romania Ex: FIEP members, US Embassy

The Netherlands International organizations and associations depending on the conduct of the operation; Course with the German and Belgian Police on the border crossing police cooperation (EU, Schengen, Prüm).

Spain Police forces, European agencies

Portugal With similar Forces and other institutions

Italy A lot of States and their Authorities/Police Forces, coming in Italy in occasion of study visits, ask to meet Carabinieri with the aim to know better Carabinieri Operational Model to combat THB.

Turkey There have been protocols with Kyrgyzstan, Moldova, Ukraine, Georgia and Belarus.

Morocco No comment in this point.

Jordan The Jordan Gendarmerie Force seeking to enhance local, regional and international cooperation and activate channels of communication

Argentina

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| | <p>Chile No</p> <hr/> <p>Qatar We cooperates with our counterparts: Forces, and other institutions</p> <hr/> <p style="text-align: center;">Analysis</p> <p>The bilateral cooperation of the Member Forces has the general goal to improve the service to the society. As such, it can have different objectives, which they reach by engaging in exchanges of know how with certain partners (experience exchanges), facilitate a better access to operational information (sharing information and operational models), make common use of the organizational knowledge (institutional model sharing) and involve all stakeholders in solving trans-national problems (operational cooperation).</p> <p>Bilateral cooperation can take different forms: Cooperation Protocols, bilateral projects, training courses, study visits, seminars, expert meetings, working groups, workshops aso.</p> <p>According to the reports to the present questionnaire, the bilateral cooperation partners of the Members are the following:</p> <ul style="list-style-type: none"> - International organizations and associations: although being rather subject for multilateral cooperation, they are also interested in bilateral efforts, usually in respect to training matters or bilateral projects (also financially); - International missions and operations: available for cooperation mostly in training matters (ex: training local police) - European agencies: operational cooperation, bilateral projects and training matters - Similar Forces (FIEP members on top): training matters (experience exchanges, expert meetings, working groups, courses, lectures, seminars, transfer of know how), doctrine, organization, bilateral projects, operational models, bilateral support, logistics, aso. - Diplomatic missions: bilateral projects, liaison - Other entities (NGOs, Associations, Foundations) |
| <p>International training programs</p> | <p>Romania Discussions with the US for a possible program on developing the application of Human Rights</p> <hr/> <p>The Netherlands Course with the German and Belgian Police on the</p> |

and projects

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| border crossing police cooperation (EU, Schengen, Prüm), EUPST, Lowlands Grenade2014 etc. |
| Spain Interpol Courses, Cepol courses, interchanges with other police officers.... |
| Portugal With CEPOL and other national NGO, at EU projects |
| Italy Since 2003, with the amendments of domestic THB legislation, Carabinieri take part to cooperation with others International Authorities interested to combat this crime. Particularly since 2005 ILO (International Labour Office – UN Agency) invite Carabinieri experts in international meeting. Also the IOM (International Organization for Migrants) usually asks the cooperation of Carabinieri both in meeting and training course. In same way, a lot of States and other international Organization (one of most important is the OSCE, but even the ICMPD of Vienna), invite Carabinieri expert to share the "Know How" and to show the best practices on this field. |
| Turkey With EU Projects |
| Morocco No comment in this point. |
| Jordan Exchange of information and expertise in the field of victim's protection and assistance. |
| Argentina |
| Chile Yes, basic training concerning Family Protection, but not very well developed |
| Qatar We have International training programs and projects |


 The logo for FIEP (Federation of International Experts in Protection) is displayed in large, light blue, outlined letters. The letters are bold and have a slight shadow effect.

Analysis

In respect to international training programs and projects, they remain a very important form of updating the knowledge in many fields, including victims assistance and protection. Members reportedly use such cooperation opportunities, coming on different channels such as:

Bilateral cooperation: interchanges between Law Enforcement Agencies and experience exchanges on matters such as human rights (non-discrimination, victims rights), Border crossing procedures, THB, Human Smuggling, Family Protection, Domestic Violence aso.

Training facilitated trough UN initiatives (ex: ILO, IOM aso), where the Members representatives can participate in working groups, expert meetings and training courses, as such being able to receive updates of their knowledge and provide expertise for their partners in the matters which they master.

For some Members, training is facilitated trough **EU Projects and Police Cooperation mechanisms:** courses, seminars, and workshops organized under different European initiatives (ex: Schengen, Salzburg and Prüm), different exercises (ex: EUPST), CEPOL and INTERPOL Training Courses.

OSCE and NATO also developed training mechanisms which can be accessed by the FIEP Members according to their national relations with the respective organizations (Member States, Partners aso)

Other organizations such is the International Centre for Migration Policy Development ICMPD of Vienna offer opportunities for the Law Enforcement Agencies to share their know how and best practices and to exchange experience in victims protection and assistance related fields.

Availability for cooperation in new initiatives

Romania Romanian Gendarmerie is open for new initiatives on victims protection and assistance such as courses, experience exchanges, seminars, working groups, projects

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| <p>The Netherlands Courses, experience exchanges, seminars, working groups, projects.</p> |
| <p>Spain Courses, seminars, working groups. Phoenix file to share information</p> |
| <p>Portugal Courses, experience exchanges, seminars, working groups, projects</p> |
| <p>Italy Willing</p> |
| <p>Turkey Gendarmerie General Command is and will be cooperating with relevant institutions on victim protection and assistance via courses, experience exchanges, seminars, working groups, projects.</p> |
| <p>Morocco No comment in this point.</p> |
| <p>Jordan The Jordan Gendarmerie Force is open for new initiatives on victims' protection and assistance such as courses, experience exchanges, projects.</p> |
| <p>Argentina Taking into account that human trafficking is a phenomenon that goes through frontiers, cooperative actions are extended themselves national and internationally. Being so, the Ministry of Security has subscribed a series of International agreements</p> |
| <p>Chile Courses, experience exchanges, seminars, working groups, projects</p> |
| <p>Qatar We are available for cooperation in new initiatives: courses, experience exchanges, seminars, working groups, projects</p> |
| <p style="text-align: center;">Analysis</p> <p style="text-align: center;">All Members stated their openness for new initiatives on victims protection and assistance, such as courses, experience exchanges, seminars, working groups, projects</p> |

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