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The Permanent Mission of the Republic of Serbia to the United Nations Office and other International Organizations in Geneva presents its compliments to the Office of the High Commissioner for Human Rights and has the honour to enclose herewith the requested response to the Joint Urgent Appeal from Special Procedures concerning the allegations of failure to comply with international standards of human rights of migrants in Serbia (Ref: UA SRB 1/2017), which was originally submitted to the Special Procedures Branch via e-mail on 29 May 2017.

The Permanent Mission of the Republic of Serbia to the United Nations Office and other International Organizations in Geneva avails itself of this opportunity to renew to the Office of the High Commissioner for Human Rights the assurances of its highest consideration.

Geneva, 11 August 2017



OHCHR REGISTRY

14 AUG 2017

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Office of the High Commissioner for Human Rights
G E N E V A

OFFICE FOR HUMAN AND MINORITY RIGHTS
Sector for the Promotion and Protection of Human Rights

RESPONSES

to the Join Urgent Appeal from Special Procedures (the Special Rapporteur on the right of everyone to the enjoyment of the highest attainable standard of physical and mental health; the Special Rapporteur on adequate housing as a component of the right to an adequate standard of living; the Special Rapporteur on the human rights of migrants; and the Special Rapporteur on extreme poverty and human rights)

concerning the allegations of failure to comply with international standards of human rights of migrants in Serbia

(Ref: UA SRB 1/2017)

1. Please provide any information or additional comments in relation to these allegations.

Since the beginning of the migrant crisis, the Republic of Serbia has been and still is an example of how to deal with migrants in the most humane way, and it is the only country in the Western Balkan route which has not raised fences and walls, which encourages dialogue with the countries in the region and regularly coordinates its activities with EU Member States and its institutions in line with international standards.

Experience in providing assistance and shelter to displaced population Serbia has gained long before the current migration-refugee crisis, since during the 90s hundreds of thousands of refugees from the former Yugoslavia found shelter in Serbia, as well as over 200,000 internally displaced persons who were forced to leave the Autonomous Province of Kosovo and Metohija in 1999, out of which less than 5% were able to return to the Province to date.

In the past two years, more than 900,000 migrants have passed through the territory of the Republic of Serbia and have been taken care of. Migrants passing through the Republic of Serbia were taken care of, they were provided with food, shelter and health care. Representatives of the institutions in charge of the asylum system and security have registered the migrants, informed them of their rights, ensured their safety, and they are taking specific measures to prevent smuggling.

The Republic of Serbia, in accordance with the agreement reached with the European Union representatives, is working to establish the capacities for 6,000 migrants, in accordance with international standards. Also, special attention is paid to the most vulnerable, first of all children, and in this sense special corners for children have been established in all reception centers, while the social welfare system has increased and improved the capacities for accommodation and care of unaccompanied minors. Through a partnership with organizations, psychosocial support has been provided and additional recreational and educational activities have been organized for children and young people.

On 6 June 2015, for the purpose of coordinated action and systemic approach in dealing with a large influx of migrants, the Government of the Republic of Serbia established a Working group to solve the problem of mixed migration flows at the ministerial level, with a task to monitor, analyze and address the issues of mixed migration flows in the Republic of Serbia with a special emphasis on the problems in this area, to give proposals for measures to solve the identified problems and harmonize the positions of competent state authorities. Working group meetings are held regularly.

In the process of providing assistance to and protection of migrants, the relevant institutions of the Republic of Serbia have continuous, open and constructive cooperation with international organizations, first and foremost UNHCR, UNICEF, UNDP, IOM, as well as various international and national non-governmental organizations dealing with migrant issues. The practice of regular meetings of governmental institutions with different UN agencies, organized by UN Country Team, attended by NGOs and interested representatives of Embassies in Belgrade has been established, with the aim to review the situation on the ground, identify problems and propose measures for solutions.

2. Please provide information about measures taken to guarantee the provision of adequate emergency assistance to migrants in Serbia, especially those vulnerable to harsh winter conditions, as well as the provision of adequate alternative housing for migrants.

In order to provide adequate support to migrants in the territory of the Republic of Serbia, but also to preserve the public order and security of citizens, the main courses of

action of the competent authorities are the following: providing emergency assistance to migrants; ensuring the protection of persons in need, including the provision of international protection to persons who request it and meet the requirements in accordance with the Law on Asylum; providing conditions for reception and housing of migrants; cooperation with the local communities in order to maintain the level of tolerance towards migrants that was, in the previous period, an example for all the countries in the route; securing the state border and combating human smuggling.

Accommodation in the centers is provided without discrimination on any ground, particularly on grounds of sex, race, color, national origin, social background, religion, including the legal status (accommodation is provided to both asylum seekers and persons who have not yet regulated their status). During accommodation, all available measures are taken to maintain the unity of the family (including members of the extended family, when possible) and to respect the privacy of persons. Rooms for accommodation of single persons are separated by gender. Families with children are housed together, provided that it is in the best interest of the child.

3. Please provide the information about measures taken to address the living conditions afforded to migrants, including the quality of infrastructure, separation of adults and children, access to food, health care and hygiene products, as well as access to legal aid and educational activities. Standards in the centers are in compliance with the UNHCR standards. Accommodation capacities continue to improve in order to harmonize them with the EASO Standards (Guidance on reception conditions: operational standards and indicators).

In accordance with the list of indicators developed in cooperation with UNHCR, all facilities are provided with a minimum space of 4.5 m² per person (5 to 10.7 m²) in the case of the optimum number of persons accommodated. In conditions of maximum occupancy, the space per one person is below minimum only in two centers. Every person has their own bed, and bedding is regularly changed and washed. Wireless internet is provided in all the centers, as well as a sufficient number of outlets available in the bedrooms, for the purposes of charging private electronic devices.

All persons accommodated in the centers have access to toilets, showers and sinks with hot and cold water. Currently, the number of persons accommodated per one shower/toilet is between 6 and 18, except in one center where the standard has not been reached (25 persons per one toilet). Access to these areas is available 24 hours a day.

All facilities are provided with regularly heating and sufficient amounts of fuel. The funds for fuel are provided partly from donations and partly from the budget. Hygiene in the common areas and bedrooms is regularly maintained by the employees.

The centers are connected to the public or local water supply. The quality of water is regularly tested in accordance with the national regulations, which provides an unlimited amount of clean water.

All the centers are located in urban areas or near an urban area. When choosing the location, it was taken into account to ensure access to relevant services, such as public institutions, health care, schools, shops, possibility for implementation of free activities, availability of public transport. Certain services are also provided in the centers themselves (primary health care, daily activities in the centers, informal education for migrant children, etc.). In case of necessity, migrants are provided with transportation to local service providers.

The centers are equipped with rooms specially adapted for children (children's corner), and in larger centers there is a corner for mothers and babies. Some centers are equipped with special facilities for older juveniles, where, in cooperation with NGOs, the workshops and activities, adapted to their age, are conducted. There is a special area for NGOs providing free legal aid and psychosocial support.

In all the centers currently doing the reception and accommodation of migrants, migrants are provided with three meals a day, of which at least one is a cooked meal, according to nutritional standards. Also, nutrition is adapted to the religious needs of migrants. The funds for nutrition are provided from the budget of the Republic of Serbia and donor funds.

Access to health care is provided to all migrants. There is area for health care in every center. Medical staff (doctors and nurses) are present in all the centers. Depending on the number of persons accommodated, in the centers of larger capacity the medical staff is present 24 hours a day. Conditions and resources for health care are provided in cooperation with local health centers, in order to adequately respond to the increased number of people in their territory. The epidemiological situation is regularly monitored, which is crucial to prevent the possible spread of communicable diseases, both among migrants and local population.

Complete and timely information of migrants is ensured, about their rights, opportunities and obligations, as well as the existing accommodation centers for migrants and asylum seekers with the most important contact data. Information is provided through information material in print and electronic form, in the language migrants understand or which is reasonably believed to be understood by migrants, as well as verbally. In cooperation with IOM, the information material, containing information on the possibilities for voluntary return, is available.

Ministry of Education, Science and Technological Development, before the beginning of the school year 2016/17, had sent a note to all schools, in order to remind them of the positive legislations that require enrollment of all the children, especially asylum seekers, without seeking the required documentation.

In September 2015, in cooperation with the Commissariat for Refugees and Migration, Ministry of Interior of the Republic of Serbia, Swedish Migration Agency, Department for Integration of the Ministry of the Interior and Kingdom Relations of the Kingdom of the Netherlands, and Ministry of Interior of the Republic of Slovenia, the implementation of the Twinning project "Support to national asylum system in the Republic of Serbia" started, financed by the European Union under IPA 2013 programme. Ministry of Education, Science and Technological Development took part in drafting the amendments to the Law on Asylum, in order to improve the overall asylum system in the Republic of Serbia.

On the basis of the Working Plan for the implementation of the Programme of cooperation of UNICEF Office and the Government of the Republic of Serbia in the field of education in the period from 2016 to 2017, the Ministry is involved in the process of implementation of the Joint concept with UNICEF regarding the method and types of support for education of migrant/refugee children with quality education in emergency situations. Within this very intensive cooperation, the activities are realized to support the improvement of the system for inclusion of children refugees/asylum seekers, which will remain in Serbia for a long time, and development of informal education programmes that should contribute to development of key competences for lifelong learning, which would support the continuation of children's education, whether they remain in Serbia, continue their way to the European Union, or are returned to their countries of origin.

A review of international practice in providing access to quality education of children refugees and asylum seekers with recommendations for Serbia was prepared, and presented to educational advisors, who participated in development of a reporting model of educational advisors after visits to the schools educating children asylum seekers.

In cooperation with the Center for Education Policies, the project *"Support to the education of students migrants/refugees in the Republic of Serbia"* was launched, and the Ministry, in order to include the institutions, had sent letters to schools and preschool institutions in the territory of the School Administration Belgrade (municipality of Palilula) and School Administration Valjevo, where the transient and collective centers are located. An all-day consultative meeting was held with educational advisors from the territories of school administrations where the transient collective centers are located, as well as with representatives of social welfare centers, in order to prepare effective procedures for the inclusion of children asylum seekers in preschool institutions and schools. A training programme for trainers for further training of all educational institutions was developed, in order to improve the inclusion of children and students refugees/asylum seekers. The training includes improvement of intercultural competences of everybody in the institution, as well as support to institutions for development and implementation of the support plan for children who do not speak the language of

teaching, who had interruption in education and who come from different cultural environments.

Special attention is paid to unaccompanied children. They are taken care of by caregivers from the competent social welfare centers and the Institute for Education of Children and Youth "Vasa Stajic".

Elementary school for adult education "Branko Pešić" in Zemun now attend 23 students of unaccompanied minors refugee status, who are 12 and 14-17 years old." They attend classes according to the model 2 classes in the classroom (subject) and 2 classes of workshops (linguistic and thematic). All of them feel welcome and accepted, and the school is in constant contact with the Ministry, caregivers from the Social Welfare Center and the Center for Education Policies which provides them with mentoring support through the project *"Support to the education of students migrants/refugees in the Republic of Serbia"*. Teachers have also prepared an internal manual which can be refined and prepared for another schools. 4 students were enrolled in "Boarding school PKB", who have completed 10 or 12 years of school (two girls and two boys), who speak only *Pashto language*, so an interpreter was provided with the help of non-governmental organizations. All schools gradually include children asylum seekers, who, with that certificate of having expressed the intention to seek asylum, are entitled to free use of public transport.

Faculty of Philology in Belgrade, in cooperation with the Danish Refugee Council, has implemented the activities on the preparation of the "Programme for learning Serbian as a foreign language", because learning local language has to be intense, it should be conducted using special methodology and according to special programme that will be delivered to schools. We are currently piloting the modules in the said schools which should be upgraded, so the Ministry of Education, Science and Technological Development, in cooperation with the Institute for the Advancement of Education, could develop the standards for learning Serbian as a foreign language. Also, the Technical instructions for schools is in the final stages of preparation, and it will regulate more efficient registration procedures and information for institutions on how to

establish the Plan of support for the child, so the child/student could be effectively involved in community life.

4. Please explain what measures were taken to ensure the protection and special assistance for children and young people who are temporarily or permanently deprived of their family support.

Special care is taken of vulnerable migrant groups, including minors. It is taken into account that unaccompanied minors are placed in rooms separated from the rooms occupied by adult single persons.

A competent social welfare center is informed immediately upon receipt of an unaccompanied minor. The records of minors are kept in all centers on a daily basis, and special record is kept of unaccompanied minors.

The Ministry of Labor, Employment, Veteran and Social Affairs has issued an Instruction for conduct of social welfare centers and social care institutions for accommodation of beneficiaries in ensuring the protection and accommodation of unaccompanied minor migrants, which was distributed to all social welfare centers and which includes instructions on conduct of the centers in the conditions of considerable increase in immigration into the Republic of Serbia. The aim of the Instruction is precisely the provision of timely, comprehensive, equal and legal performance of social welfare centers, institutions for accommodation of beneficiaries which have special organizational units for temporary housing and care for unaccompanied minor migrants in their organizational structure, and other social welfare institutions for accommodation which can accommodate juvenile immigrants and immigrants. Those institutions, through the Instruction, were presented with the duty to comply with the principle of protecting the rights of immigrants, with respect, to the greatest extent possible, of the specifics of their needs and interests, in accordance with the capabilities of the Republic of Serbia, and with respect to the ratified international treaties and generally-accepted rules of international law, and to provide for the measures of family legal protection and guardianship and accommodation services. Also, social welfare centers, through the Instruction, were given instructions to, immediately after receiving written or verbal notice from the Ministry of Interior, Police Directorate - Border Police or the

Commissariat for Refugees and Migration about the found unaccompanied minor immigrant, provide such minor with foster protection by placing a temporary guardian.

Based on the monitoring of work of social welfare institutions experts in this area, there was a need to develop innovated instruction for conduct of social welfare centers and social welfare institutions in organizing assistance and support to underage unaccompanied migrants/refugees. Monitoring was carried out through:

- visits to the social welfare centers in the so-called "Balkan route" through the Republic of Serbia (Preševo, Bujanovac, Niš, Pirot, Dimitrovgrad, Beograd, Subotica, Šid and Sremska Mitrovica) - about 50 visits;
- direct provision of technical assistance in response to a specific problem or general problems - around 30 cases;
- completed trainings on the methods and content of work in all the above mentioned cities, attended by the experts of social welfare centers, social welfare institutions, activists of local and foreign NGOs, representatives of UNICEF, UNHCR, Red Cross, Commissariat for Refugees and Migration of the RS - around 12 trainings;
- participation in national and international conferences on the topic of protection of unaccompanied minor children migrants/refugees;

Under the new content of the Instruction, especially in the context of the instructions or guidelines for conduct of experts of the social welfare centers, the following issues were addressed:

- International legal framework for the protection of unaccompanied minor migrants;
- Internal legal framework for the protection of unaccompanied minor migrants;
- The content of each segment of meeting the needs of unaccompanied minor migrants in the areas of security, health care, satisfying basic existential needs, advocacy and psychosocial support;
- New possibilities in formal legal verification of certain decisions of social welfare centers through the adoption of oral decision and the process of subsequent verification of such a decision;

- The possibility was pointed out of using, in representing the interests of unaccompanied minor migrants, the legal options to appoint collective and custodial guardian;
- The procedure to authorize a certain natural person to represent the child in a particular legal work or procedure, and that the guardianship authority still has the role of the guardian of the child;
- Terms on who can be a translator and how they can prove their knowledge of the language in the procedure, given that in any case court interpreters cannot be found;
- Obligations of translators in data protection and the need for confidentiality in performing the translation;
- All procedures and activities are associated with related documents as SOP (standard operating procedures);
- Clearly and unequivocally emphasized position that the decisions on protection of unaccompanied minor migrants can only be made by social welfare center, as a holder of public authorities and a representative of the state, and that other organizations, either domestic or foreign, do not have this authority.
- An Action Plan of the Ministry of Labor, Employment, Veteran and Social Affairs was developed for the response in providing assistance, support and protection to unaccompanied minor migrants. According to this Plan, the activities that determine the scope and content of available capacities to accommodate unaccompanied minor migrants in the social welfare system were provided, and the necessary financial resources, technical and other personnel conditions necessary for the realization of assistance to unaccompanied minor migrants (UMM). The Plan also stipulates that, in case of a need for accommodation of UMMs, individuals or a group, that goes beyond the capacities of existing units for accommodation of UMMs, their referral to other social welfare institutions will be organized, for which the analysis was done indicating the possibility of accommodation and care of these children. Details of the procedures are determined, providing protection of the rights and interests of

UMMs, and they are in the operational implementation from the moment the social welfare center receives written or verbal notification from the Ministry of Interior, Police Directorate - Border Police or the Commissariat for Refugees and Migration of the found unaccompanied minor immigrant in the territory of their local and subject matter jurisdiction.

Ensuring guardianship by appointing a temporary guardian to unaccompanied minor migrant is present in their every movement and possible situations they can be found in, in every part of the national territory, in order to protect the personality, rights and interests of the child. Social welfare institution for accommodation of beneficiaries is required, in accordance with its activity, to provide for unaccompanied minor immigrant: security, health care in accordance with special regulations on health care, and existential conditions (housing, adequate nutrition in accordance with national and religious origin of minor immigrant, personal hygiene, clothing, footwear).

In cooperation with the International Organization for Migration (IOM), 4 trainings were held for experts of the social and family legal protection system in working with children - unaccompanied minor migrants (Bujanovac, Vranje, Pirot, Šid), attended by experts of social welfare centers from the territories of the regions where the migrants enter the Republic of Serbia, travel through and exit the Republic of Serbia, representatives of the Commissariat for Refugees and Migration of the Republic of Serbia, representatives of NGOs that provide services to children, the Red Cross and UNHCR. In the next period, the organization of additional trainings is planned in other municipalities that have been affected by a migration crisis.

In cooperation with the Danish Refugee Council, the programmes of assistance and support to children - unaccompanied minor migrants are being prepared. Two trainings were held for the employees of the social welfare centers and other actors on providing assistance and support to migrant children victims of abuse and neglect, and to children and families from the reception centers with the history of domestic violence.

In the past period, the Ministry of Labor, Employment, Veteran and Social Affairs has continued to improve the capacities for reception and accommodation of unaccompanied minor migrants. Within the project "Support to unaccompanied minor migrants in Serbia", financed by the Swiss migration fund, an analysis was made of the

existing capacities and an assessment of financial needs for renovation or reconstruction of accommodation capacities of social welfare institutions for accommodation of unaccompanied minor migrants. Based on the analysis, a plan was prepared which, in addition to renovation/reconstruction of existing buildings for the accommodation of unaccompanied minor migrants in Belgrade and Niš, has identified the need to build a new building in order to improve the accommodation capacities in Subotica. The buildings for accommodation of minor migrants in Belgrade and Niš were reconstructed, the facility in Subotica was built. In Belgrade, accommodation capacities are increased from 12 to 28 places (one facility intended for accommodation of girls), in Niš, from 10 to 19, while the new building in Subotica has a capacity of 20 places.

Within the project “Capacity building of relevant actors to support children refugees and unaccompanied migrants in Serbia”, implemented by Save the Children in cooperation with the Ministry of Labor, Employment, Veteran and Social Affairs, and with the financial support of the Swiss Agency for Development and Cooperation, the capacities of professional workers and key field workers with the mandate to provide direct support to unaccompanied children in the territory of the Republic of Serbia were improved. Also, with the support of the International Organization for Migration in the framework of the project “Strengthening the role of social protection system in migration management in Serbia”, the capacities of representatives of social welfare centers in municipalities where the reception centers for migrants are located, were improved.

At the moment, the Ministry of Labor, Employment, Veteran and Social Affairs, in cooperation with the Center for Foster Care and Adoption, is conducting the trainings and preparation of foster families for unaccompanied minor migrants, in order to develop alternative and non-institutional models of accommodation of migrant children.

5. Please share your strategy related to the provision of adequate accommodation for migrants, in accordance with international human rights obligations and standards, including providing additional increase of accommodation capacities.

The Government of the Republic of Serbia, on 4 September 2015, adopted the Response Plan in case of an increased number of migrants with the needs assessment. Response Plan identifies the relevant authorities, organizations and institutions, their

tasks in the event of a mass influx of migrants, measures and activities to be undertaken, as well as human, financial and other resources necessary for providing emergency accommodation for migrants and unimpeded access to their rights. Response Plan is being updated regularly in accordance with the needs. A revised Response Plan for the increased number of migrants in the territory of the Republic of Serbia for the period from October 2016 to March 2017 was adopted in September 2016, and it defines the main directions of reaction, measures and actions to be taken in order to provide adequate protection to migrants during winter. A revised Response Plan for the increased number of migrants in the territory of the Republic of Serbia for the period April-December 2017 was adopted in December 2016.

The competent authorities of the Republic of Serbia have made preparations for the reception of a large number of migrants in accordance with the Response Plan in case of a large influx of migrants. Response Plan from September 2015 provides for the provision of accommodation capacities for 3,000 persons. In October 2015, after the summit of leaders of Western Balkan route, the Republic of Serbia has expressed its willingness to provide housing for 6,000 people. At the beginning of the migrant crisis and the opening of the Western Balkan route in mid-2015, the Republic of Serbia had five asylum centers (Banja Koviljača, Bogovađa, Sjenica, Tutin and Krnjača), with total capacity of 810 beds. During that period, the occupancy rate was 75%. In February 2017, 17 centers are operational (5 asylum centers and 12 reception centers) with a total capacity of 6,900 beds. Out of these, 5,600 places are in permanent buildings, and 1,300 are in tents. Setting the tents at locations closer to the northern borders was a response to increased needs in terms of a mass influx of migrants, for their emergency reception and accommodation. After the formal closing of the Western Balkan route (March 2016), 200-400 migrants were staying in the centers. Despite this, the authorities have continued to improve the capacities for reception and accommodation of migrants, to improve conditions in the existing accommodation capacities, as well as to develop additional capacities to ensure 6,000 planned places. With the support of donor funds, it is planned to further expand the capacities, as well as to replace capacities designed for shorter stay (tents) with capacities suitable for a longer stay, in accordance with international

standards. Due to the fact that migrants are going to stay longer in Serbia, steps were taken to establish the standards in reception centers, similar to those in the asylum centers. The work on the adaptation and reconstruction of the capacities intended for reception centers continues, as well as the continuous improvement of living conditions and services that are provided here. The capacities of reception and accommodation will continue to be developed and adapted in line with the increased needs.

In the future, the plan is to open three additional centers (Kikinda, Vranje, Aleksinac). Some of these centers are already fully prepared, and in case of need they can be immediately operational.

6. Please provide information on whether the specific researches in relation to collective expulsion of migrants were conducted. Please provide information about trainings of border forces and the police on protection of human rights and the treatment of vulnerable groups that come to Serbia.

Regarding the allegations of collective expulsion of migrants, Border Police of the Ministry of Interior did not organize nor did participate in these activities. Please note that a decision of the Government of the Republic of Serbia, effective as of July 2016, places directing of the activities of the state border of the Republic of Serbia towards Bulgaria and FYR Macedonia security into the jurisdiction of the Army of the Republic of Serbia.

Police officers of the Border Police of the Ministry of Interior, who are in direct contact with migrants, have undergone all the necessary trainings in the field of human rights, and special trainings on treatment of minor migrants and unaccompanied minor migrants. Please note that, after the first contact, this category of migrants is transferred under the jurisdiction of the social welfare centers and the Ministry of Labor, Employment, Veteran and Social Affairs.

Ministry of Interior, Border Police, within its jurisdiction, effectively implements the asylum procedure for persons seeking asylum, as well as all the procedures applied to irregular migrants, in accordance with the provisions of the Law on Foreigners.

Here is a review of trainings in the field of migration and asylum, conducted during 2016 for police officers of the Border Police:

S/N	ACTIVITY	ORGANISER
1.	The activity of the Danish Refugee Council in the framework of the project "Emergency humanitarian assistance and protection of the rights of refugees in Serbia"	Danish Refugee Council (DRC)
2.	The project - training "Increasing the capacities in the Republic of Serbia for the response to irregular migration flows"	IOM
3.	Workshop related to development of the "Training Programme in the field of human rights and interviewing techniques"	IOM
4.	Workshop "Guidelines for determining the identity of irregular migrants"	MARRI
5.	2nd seminar in the framework of Pilot Project 7 on asylum and international protection	ICMPD
6.	Workshop related to development of the training programme in the field of human rights and interviewing techniques	IOM
7.	Workshop "Guidelines for determining the identity of irregular migrants"	MARRI
8.	Seminar "Investigations in the cases of human trafficking and public corruption"	ILEA
9.	Seminar "Improving the response in Serbia to the increased influx of migrants through the Western Balkan route"	IOM
10.	ICMPD IMR MS programme - workshop on analysis of migration systems of the Member States	ICMPD
11.	MARRI - International seminar entitled "Joint migration management - improving the coordination at central and local levels"	MARRI

12.	Participation in the international seminar "Practical experiences in management of mass migrations in border areas"	SEPA
13.	Training for accompanying persons during deportation	Federal Ministry of the Interior of Austria
14.	3rd seminar in the framework of Pilot Project 7 on asylum and international protection	ICMPD
15.	Meeting of the working group for development of Standard Operating Procedures in the field of gender-based violence among refugees and migrants	UNFPA
16.	Training on illegal migration	ICITAP
17.	Red Cross - providing assistance	Red Cross
18.	Workshop "Experiences in the reception of refugees, cooperation between the institutions and protection against discrimination" - PROACTION Project	Group 484, Praxis
19.	Workshop on regional risk analysis	DCAF
20.	Training "Prohibitions on the borders of the region"	ICITAP
21.	Workshop on overcoming the asylum and migration crisis	Embassy of Austria
22.	The research project - migrant crisis impact on local self-governments and local communities	UNDP
23.	Two trainings in the field of asylum	EASO
24.	Seminar "Consequences: Managing migration flows in Southeast Europe"	Office of Defense Cooperation of the US Embassy

25.	Training on "Recognition of false and forged documents"	Embassy of France
26.	Thematic round table and training "Human rights of migrants and refugees"	UNHCR Representation in the Republic of Serbia
27.	Regional workshop on the promotion and strengthening of international and cross-border cooperation in the fight against crimes related to irregular migration	OSCE
28.	Workshop and conference on the topic "Prevention of human trafficking in supply chains through appropriate measures and policies"	OSCE
29.	5th course for the European border police officers and officials working at the entry into the country	UNHCR
30.	Workshop on Syrian and Iraqi forged documents as part of the Police Cooperation Convention for Southeast Europe (PCC SEE)	DCAF
31.	Training "Techniques to locate and check sections in vehicles"	EXBS
32.	Training for instructors in return operations	FRONTEX
33.	Second joint training/workshop within the project BORDAIRPOL II	MARRI
34.	Specialized training for escort leaders in return operations	FRONTEX
35.	Training "Psychological first aid for children"	Save the children
36.	Seminar "Protection of refugees and migrants"	CRS
37.	Training on gathering information on the country of origin	EASO

38.	Consultative workshop and meeting of the Steering Committee of the project "Improving the capacities and mechanisms for identification and protection of vulnerable migrants in the Western Balkan"	IOM
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