



## **EMN Ad-Hoc Query on SI AHQ on providing security to the civil staff, working in the Detention Centre**

Requested by Helena KOROSEC on 9th May 2017

### **Irregular Migration**

Responses from Austria, Belgium, Bulgaria, Croatia, Czech Republic, Estonia, Finland, France, Germany, Hungary, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Slovak Republic, Spain, Sweden, Switzerland, United Kingdom, Norway (22 in total)

#### Disclaimer:

*The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.*


## **Background information:**


Detention Centre in Slovenia is the only institution in which foreigners are detained after their return decision has been issued. Besides the police officers there are also civil servants (such as social workers, medical staff, etc.) which represent app. 35% of all the employees of Detention Centre. On daily basis, civil servants face with different forms of acts, sometimes also with violent acts, committed by the detained foreigners. Most often, they are indirectly involved when such violent acts are committed, either as observers or conflict managers. In very rare occasions they became victims of such violate acts. Slovenia is facing an increasing number of foreigners in Detention Centre who are waiting to be returned. In order to provide higher security standards for protection of civil staff in the Detention Centre, the General Director of the Slovenian Police has established recently a special working group for national civil servants security program. On behalf of the Slovenian Police, we would like to ask Member States about the following;

## **Questions**

1. In which way Member States provide security and protection to those civil servants who work in a Detention Centre or a similar institution?
2. Do Member States establish special programs for civil servants in order to provide additional expertise and special knowledge regarding security and protection in case a violent act has been committed? If yes, what is the main focus of those programmes?
3. Is it allowed to use protection or/and technical equipment by the civil servants in such institutions (Detention Centre, etc.) as part of regular work equipment? If yes, which type of equipment?
4. Has your Member State already faced an extraordinary case of any violent acts committed by the detained foreigners in a Detention Centre or in a similar institution and where the life of a police officer and civil staff has been threatened? If yes, would you share with us your experiences and good practices?

## **Responses**

	<b>Country</b>	<b>Wider Dissemination</b>	<b>Response</b>
	Austria	Yes	1. No information was provided by the Federal Ministry of the Interior.

			<p><b>2.</b> In the first six months, every employee takes part in a special training program. It includes in particular first aid, fire protection, (peaceful) communication, crisis intervention, psychology, psychological first aid, human rights, intercultural interaction, law, self-protection techniques and hygiene. The training includes approximately 188 hours. On the basis of this training program led by excellently trained specialists and tailored to our needs, in combination with training on the job with assistance of other employees who work in the detention center for a longer time, new employees are prepared to the best extent for their future activity. Also existing employees receive further training annually. Source: Federal Ministry of the Interior.</p> <p><b>3.</b> Every employee on duty carries a radio device for quick and efficient communication with the police in the case of incidents. On the basis of the new concept, there is always one policeman per TOP/office, which also prevents attacks. There have to be at least 2 persons. The policemen are equipped with pepper spray and teaser. Source: Federal Ministry of the Interior.</p> <p><b>4.</b> So far, there have been no major incidents or direct attacks by detainees on employees of G4S. Minor injuries have been suffered only due to inadequate behaviour by employees (e.g. involvement in a fight between two clients). Source: Federal Ministry of the Interior.</p>
	Belgium	Yes	<p><b>1.</b> In order to provide security and protection to civil servants who work in detention centers, measures are taken in different areas. -Presence of security personnel: Security personnel are for example always present in the detention centers. They maintain order and can intervene when there is an incident. Security personnel are always civil servants, no private staff. Only security personnel are allowed to use (...) coercion if necessary, according to the legislation (Royal decree of 02.08.2002). -Infrastructural measures: The concept of the areas in the center is made to avoid risks of aggression/escape (high and protected fence, clear units, protected doors and windows etc.). After incidents an evaluation is always made to improve the measures. Every detention center (...) is equipped with metal detectors to check residents and visitors and an alarm system. On strategic places there are surveillance cameras which are permanently monitored. Security personnel is obliged to do a dynamic security check in and around the center. Upon arrival new residents and their luggage will be searched for dangerous and prohibited items. (...) - Monitoring population: Population is monitored to avoid too large groups that create extra risks (e.g. former prisoners, Maghreb population... It is also important that there is a balance between different</p>


ethnic groups, if one ethnic group is overrepresented, this might lead to security problems). -Information exchange: If for example a resident behaves violently, the removal unit can be informed about this and his removal process will be accelerated. If a resident is transferred to another detention center because he behaved aggressively, the transport unit and staff of the new detention center will be informed about this behaviour. -Dissuasive sanctions: Execution of the internal rules is constantly checked. Sanctions (for example warnings, isolation or transfer to another center) are applied if necessary.



**2.** Yes. Civil servants who work in the detention centres (social workers, nurses, security personnel...) receive extensive training regarding security and aggression. The following courses are organized: - Intercultural communication/cultural sensitivities (to prevent aggression and to avoid an escalation in case of aggression) - Safety attitudes (tips to avoid risks and to detect specific attitudes of residents in order to prevent aggression) - Coercion techniques, conflict management and legal aspects (security personnel are required by law to take this course which takes minimum 3 days within the year after their recruitment; every year security personnel must take a refresher course; other civil servants who work in detention centres can take an adapted version of this course) - Dealing with aggression in order to cope with the psychological impact of incidents


**3.** Yes. There are no weapons available in the detention centres, not even teasers or pepper spray. However handcuffs, velcro leg-irons and intervention outfits (shields, helmets, gloves, chest and back protection) can be used for protection. Only security personnel are allowed to use this equipment. If security personnel are not able to handle a case of aggression, the police will be called. Every civil servant who works in a detention centre has a walkie-talkie.

**4.** Yes. A. Attempt to strangle a social worker: this violent incident highlighted the importance of safety in 1 to 1 contacts with residents in separate spaces. It is important to make sure that no things that can be used as weapons (like sticks) are present in those separate spaces. It is also paramount to inform colleagues where the 1 to 1 contact will be held. B. Hostage-taking in order to escape: this violent incident highlighted that it is important to make sure that a civil servant never remains alone with a group of residents. Sources: • Belgian Immigration Office (Detention Centres Unit) • Royal decree of 24.06.2013 regarding training in the use of coercion, in accordance with article 74/8, § 6 of the Belgian Immigration Act of 15.12.1980, only available in French and Dutch

[http://www.ejustice.just.fgov.be/cgi\\_loi/change\\_lg.pl?language=fr&la=F&cn=2013062422&table\\_name=](http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2013062422&table_name=)



			<p><a href="#">loi</a> ) • Royal decree of 02.08.2002 regarding the functioning of places where foreigners are withheld in accordance with article 74/8, § 1 of the Belgian Immigration Act of 15.12.1980, only available in French and Dutch  <a href="http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&amp;la=F&amp;cn=2002080275&amp;table_name=loi">http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&amp;la=F&amp;cn=2002080275&amp;table_name=loi</a> ). • Belgian Immigration Act of 15.12.1980, article 74/8, § 1 and 6, only available in French and Dutch  <a href="http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&amp;la=F&amp;cn=1980121530&amp;table_name=loi">http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&amp;la=F&amp;cn=1980121530&amp;table_name=loi</a> ).</p>
	Bulgaria	Yes	<ol style="list-style-type: none"> <li><b>1.</b> In Bulgaria closed-type centers for detention of illegally staying third-country nationals are the Specialized Homes for Temporary Accommodation of Foreigners (SHTAF), which are managed by the Migration Directorate as a structure within the Ministry of Interior. The order and security of the SHTAF, both of the TCNs accommodated and the employees working in it, is provided by a structural unit - the Home Security Sector, composed by officers with police powers.</li> <li><b>2.</b> There is no program specially developed for civilian staff in the SHTAF to acquire special knowledge and skills related to security and protection in cases of violence. In the framework of the initial and subsequent periodic safety instructions, the knowledge of the employees and the issues related to their personal safety and prevention of aggression is updated. All the employees are obliged to learn the Internal Order Rules of SHTAF and the established regime in the home. The performing of activities by civilian personnel related to accommodating and servicing of foreigners, is always done in the presence of and direct supervision by police officers.</li> <li><b>3.</b> The current rules do not provide for special protective or technical equipment to protect civilian employees working in the SHTAF against possible acts of aggression. These employees use personal protective equipment (masks, gloves, special work clothes) in connection with the fulfilment of the hygienic and anti-epidemic requirements. The police officers providing security of the Homes are equipped with shields, helmets, batons, handcuffs, weapons (some of the posts).</li> <li><b>4.</b> In its practice of SHTAF management, the Migration Directorate has encountered acts of aggression by the TCNs accommodated, in which the lives and security of the police and civilian employees were endangered. These are incidents of mass disorder caused by fights between residents of different nationalities or acts of aggression directly targeted at SHTAF employees. In such cases there is an</li> </ol>


			Interaction Organization Plan concerning several structures of the Ministry of Interior: the Migration Directorate, the National Police Directorate General and the Metropolitan Directorate of the Ministry of Interior who hold joint tactical actions.
	Croatia	Yes	<p><b>1.</b> 1. The Border Police Directorate of the Ministry of Interior is in charge of the management of the detention center and the staff working within the centre are mainly police officers. The total 63 staff members are involved in the management of the centre. There is a one social worker working in the Center and the social worker is protected by the police officers working at the Detention Center.</p> <p><b>2.</b> 2. The special programs for civil servants, other than police officers, regarding security and protection in case of violence are not provided.</p> <p><b>3.</b> 3. There is no special equipment provided to civil servants in the detention centre to fend off themselves, except for the police officers.</p> <p><b>4.</b> 4. Croatia did not face with an extraordinary case of any violent acts committed by the detained foreigners.</p>
	Czech Republic	Yes	<p><b>1.</b> Security of employees in detention centres is ensured by regime measures (internal acts), technical measures (camera systems) and especially by security which is carried out by the staff of the contractual security agency which primary task is to protect the lives and health of employees, but also of clients and other persons present in the premises of the detention centre.</p> <p><b>2.</b> New employees shall undergo initial training during which they are familiarized with the ways they should behave and act in cases of verbal, respectively physical conflict with clients. The basic rule is to be accompanied or in close proximity with security agency personnel who are in such cases obliged to enter the environment between the client and the employee of the detention centre and face verbal or physical attacks by not allowing an aggressive client to the immediate vicinity of a vulnerable employee. Personnel department regularly organizes training courses designed for civil employees who are in direct care of</p>




			<p>client, especially in the area of conflict prevention – for example course on handling work with an aggressive client or in the area of communication.</p> <p><b>3.</b> Employees of detention centres are not equipped with protective (defence) means or aids. Employees of security agency are equipped with defence means – in particular they are equipped for example with a tear-forming agent and with Kevlar gloves.</p> <p><b>4.</b> CZ does not register violent acts during which the life of the person would be threatened in the detention centres. However, time to time physical conflicts that endanger the health of people occur. In such cases, employees of security agency proceed as specified in the point 2. If the situation cannot be solved by their own force and means, then the referee of the Alien Police Service of the Police of the Czech Republic is informed about the situation that sends to the place of conflict members of the Alien Police Service. Such client is then detained under strict security regime.</p>
	Estonia	Yes	<p><b>1.</b> First of all the security and protection of the civil servants, who work in the detention center is ensured by working in close proximity with the police officers. Additionally a lot of prevention work is being done by explaining to the detainees that any kind of violence against the personnel of the detention center is considered as an offence.</p> <p><b>2.</b> There are no special programs established for civil servants in order to provide additional expertise and special knowledge regarding security and protection in case a violent act has been committed. Every civil servant working in the detention center is briefed by the management of the center about the security and the workers are instructed how to act and where to turn to in case a violent act has been committed.</p> <p><b>3.</b> Only the police officers who have received appropriate training are allowed to use special equipment and self-defence equipment. The work in the detention center is organized in the way that a police officer is always in close proximity to other personnel and therefore can immediately react to any violent acts.</p> <p><b>4.</b> During the previous 10 years there have been very few cases where a person in detention has attacked an official working in the detention center. To prevent these situations, there is a lot of explanatory work done. Already when a person is placed in the detention center, he or she is informed about his/her rights</p>



			and obligations and informed that any kind of violent behaviour against the personnel of the detention center is punishable.
+	Finland	Yes	<p><b>1.</b> As a background to the Finnish response: there are two detention units in Finland: Metsälä and Joutseno, and the response makes a separation between the two. Metsälä Detention Unit is located in Helsinki and it is a general detention unit. Joutseno Detention Unit is located in Joutseno and it is specialised in accommodating vulnerable groups. Joutseno Detention Unit has a separate section for families and vulnerable groups. Joutseno: Every staff member of Joutseno Detention Unit has been trained in the use of force and self-defense. The use of force in certain situations is permitted by law and also the use of pepper spray, telescopic and/or regular baton and handcuffs. The detention unit's premises have been designed with a safety-first approach. Video surveillance covers the entire unit with the exception of the detainees' own rooms. In case a situation occurs which the unit's own staff considers too risky to handle by themselves, police back-up is requested and with no exception also received. Police are not usually present at the unit and their response time varies between 15-40 minutes. Metsälä: In Metsälä Detention Unit all the staff members are aware of the risks that they might face in their job. Counsellors and security officers work together during the same shift. There are two security officers and four counsellors working in every shift, except at night time when there are two counsellors and two security officers. Security officers are specifically trained and are allowed to carry pepper spray, handcuffs and baton. When personnel is needed in order to calm the situation down, usually the counsellors try to handle the situation first. If it is necessary, security officers can intervene. Security officers in Metsälä Detention unit have very seldom had to use force to calm down serious situations. Video surveillance covers all the areas except the detainees' rooms, sanitary rooms, isolation rooms and staff offices. In some challenging situations, the detainee is placed in an isolation room but never by force. If the personnel cannot calm the situation down, police can be called and their response time is less than 10 minutes.</p> <p><b>2.</b> Joutseno: As mentioned above, the staff in Joutseno Detention unit has been trained for difficult and violent situations. The legal minimum for training in the use of force in a detention unit is similar to guards' training in private security companies and is only about two working days initially and 8 hours annually, but in Joutseno plenty of additional training is given to staff. Each staff member receives training approximately once every 12-15 weeks in average. The topics include group tactics, physical training, self-defence methods, communication, use of equipment etc. Metsälä: In Metsälä Detention Unit security</p>






			<p>officers are trained and they have previously worked as guards. They are trained every year for example in communication techniques and the use of equipment. Counsellors are also trained through different courses organized by the municipality of Helsinki or some times by the Finnish Immigration Centre.</p> <p><b>3. Joutseno:</b> The use of pepper spray, telescopic and/or regular baton and handcuffs is allowed by law in certain situations. Each staff member has a personal equipment belt with cases for every type of equipment. The equipment is not carried always, only in certain situations (outdoor activity period, arrival checks). During the night shift, the staff carries security equipment at all times. The equipment is never carried in the section for families and other vulnerable groups. <b>Metsälä:</b> Only security officers are allowed to carry handcuffs and other equipment. This is done in a way not to provoke detainees. When a new customer arrives in the detention unit, security officer and counsellor receive him/her together. Security officer performs necessary checks while the counsellor does the paperwork.</p> <p><b>4.</b> Such situations have never occurred either in Joutseno Detention Unit or the Metsälä Detention Unit.</p>
	France	No	
	Germany	Yes	<p><b>1.</b> Before answering the questions, it has to be noted that due to the federal structure of the Federal Republic of Germany the ways of providing security and protection to civil servants differs from Federal State (Bundesland) to Federal State. Furthermore, not every Federal State has a detention centre of its own. Federal States that don't have a detention centre in their own jurisdiction commonly have access to facilities in neighbouring Federal States. There is no standardised procedure to provide security for civil servants, even though there are certain methods that are being practiced in almost all Federal States that have detention centres on their territory. In most cases, civil servants who are not employed in the detention centres are accompanied by on-site personnel with the necessary security training in law enforcement. In most states there will be at least two persons present during any interaction with persons accommodated in a detention facility. If a direct escort by on-site personnel is not possible, security personnel is kept near to be able to intervene quickly in cases of emergency. In most states civil servants are provided with radio equipment to be able to call for help if necessary. In some states camera surveillance is used.</p>



			<p><b>2.</b> In some Federal States, only personnel with training in law enforcement is deployed in detention centres. Other states offer training in de-escalation tactics, dealing with difficult persons non-violently and/ or self-defence. In some states this training is voluntary while in other states civil servants are required to attend to these trainings every two or three years. The kind of training a civil servant gets depends on his or her usual field of work.</p> <p><b>3.</b> As mentioned in the first question, civil servants who are not part of the regular staff of the detention centres are provided with radio equipment in most Federal States. Other kinds of protective equipment are not used. According to the statements issued by some Federal States, the use of non-approved protective equipment (i.e. spray) is not advised because of the danger of misuse or the possibility of escalating conflicts.</p> <p><b>4.</b> There have been only two reports about extraordinary cases of violent acts. One case was reported to be the result of communication problem with a person with a psychological disorder. All reported cases could be resolved without any serious injuries. The consensus of the feedback provided by the Federal States authorities was that the preventative use of camera surveillance, escorting of civil servants by law enforcement personnel and availability of radio equipment have been proven to be very effective. Training civil servants in self-defence and de-escalation tactics is also advised to enable them to act assertive and confident in tense situations in order to avoid an escalation of violence.</p>
	Hungary	Yes	<p><b>1.</b> Social workers (there are 2-3 persons per detention centers) can move freely in the whole territory of the detention centers (without direct control by the police) and they can care about foreigners without monitoring by officials. Despite these circumstances incidents have never happened. In case of an emergency situation police officers and the security staff provide the security of the civil servants.</p> <p><b>2.</b> Before social workers start their services in the detention centers they receive trainings in the following areas: rules of the detention center, their rights and obligations, conflict-managing, psychological and sensitivity trainings etc. They are also trained in responding to emergency/violent situations.</p> <p><b>3.</b> No.</p>


			<p><b>4.</b> Yes, a few years ago, when detained foreigners set mattresses on fire. Police officers had to evacuate foreigners while keeping their guard and they had to control the fire. Nobody were injured during this extraordinary case.</p>
	Latvia	No	
	Lithuania	Yes	<p><b>1.</b> There are statutory officials and civil servants working at the State Border Guard Service's Foreigners Registration Centre. Officials of the Security department of Foreigners Registration Centre ensure the security in the Centre.</p> <p><b>2.</b> Civil servants and officials participate in training related to violence prevention, conflict situations management, suicide prevention. Furthermore, officials participate in trainings regarding physical preparation and physical violence practice.</p> <p><b>3.</b> Officials working at Security department of Foreigners Registration Centre are provided with special equipment (handcuffs, rubber sticks, electric shocks, pepper gas cartridges). In addition, they have portable radios. In the premises of detention there are surveillance cameras installed, which help officials to ensure security for civil servants.</p> <p><b>4.</b> There were no physical violence incidents against officials and civil servants. However, there were several cases when officials and civil servants received oral threats but these conflicts were solved.</p>
	Luxembourg	Yes	<p><b>1.</b> In Luxembourg, the staff of the Detention Center does not counts with police officers. It is composed by the security staff of the Detention Center and by the staff of a private security company. The security and protection of the civil servants, who work in the Detention Center is guaranteed by the Security guards of the Center (Detention agents as well as by the staff of the private security company (G4S). The Centre's regular staff are in contact with the detainees in the different units of the center. The staff or the private security company guarantees the external perimeter of the center, the reception and control of visitors and packages, etc.</p>

			<p><b>2.</b> Yes. The concept of the new Detention Center, which entered in operation in 2011, is based on personalized supervision and coaching adapted to the specific needs of each detainee and on a strategy of de-escalation and prevention of conflicts. In this context, basic and continuous training is offered to the staff after a consultation of their specific needs. These trainings and formations dealt with the psycho-social supervision of the detainees and conflict and aggression management. The security staff of the Detention Centre and the personal of G4S must follow a compulsory introductory and continuous training on self-defence. The socio-educative and administrative staff of the Detention Centre can follow these trainings.</p> <p><b>3.</b> Yes. The security staff of the Detention Centre is equipped with walkie-talkies with a deadman function and an emergency alert, The staff of the private security company (G4S) disposed of other type of equipment.</p> <p><b>4.</b> Since the Detention Centre began operations on 22 August 2011, there has not been cases of violent acts committed by detainees in which the life of security personal or civil servants was threatened. N/A.</p>
	Netherlands	No	
	Poland	Yes	<p><b>1.</b> In Poland there is a unified system of protection of civil servants/ officers regulated in the Penalty Code. This regulation covers both civil servants and officers during caring out of their duties. The Penalty Code regulates criminal responsibility for committing an offense such as: violation of inviolability, active assault or insult.</p> <p><b>2.</b> There are no other regulations / special programs developed for employees who work in Detention Centers. A prevention is good practice in this area, it means an intra-institutional procedural algorithm developed by the Border Guards to deal with extraordinary situations. Border Guard has entered a cooperation with internal experts / negotiators / mediators who later on work with them in order to monitor the situation in SOC and to resolve conflict situations.</p>

			<p><b>3.</b> A civil servant employed by the Detention Center cannot use a coercive means as well as a firearm. In an emergency situation, the security guard / officers from the Protection Section of the Detention Centres are informed about that situation and later on they take appropriate action.</p> <p><b>4.</b> Assault on a civil servant of Border Guard who is employed by the Detention Center is not a regular practice. Verbal insults or punishments are more often reported. In such cases, the Office of Internal Affairs of Border Guard is informed and in accordance to accepted procedures conducts the investigation. In this case, the Prosecutor's Office is also informed.</p>
	Portugal	Yes	<p><b>1.</b> SEF Immigration and Border Officers and a private security agency are daily allocated to PT's detention facilities. Both will act accordingly if necessary.</p> <p><b>2.</b> No. All civil servants must respect security rules. Civil servants are not allowed to respond in a conflict situation; shall it occur, and if, by any case, a security officer is not there, they must alert him/her immediately.</p> <p><b>3.</b> N/a</p> <p><b>4.</b> PT EMN NCP does not have information on that matter.</p>
	Slovak Republic	Yes	<p><b>1.</b> Civil servants are provided security and protection through the division of the Centre into sectors and also through the presence of a police officer during each meeting with the detainee.</p> <p><b>2.</b> No. Security issues are set by an internal regulation.</p> <p><b>3.</b> No, only protective hygienic products.</p> <p><b>4.</b> The Slovak Republic has experience with: • a physical assault among detainees, the attacker was convicted • a police officer attacked by a detainee who was unwilling to be deported, the attacker is currently being prosecuted • a revolt by a high number of detained persons demanding to be released, the internal order was restored by a special police force</p>

	Spain	Yes	<ol style="list-style-type: none"> <li>1. The National Police is in charge of security in detention centres. Returnees are adequately channelled. When they are, as a group, in the presence of other staff members, such as during the meals, police officers are also present.</li> <li>2. Instructions are given in each detention centre.</li> <li>3. No.</li> <li>4. Yes, but only affecting police officers</li> </ol>
	Sweden	Yes	<ol style="list-style-type: none"> <li>1. All staff within the department of detention operations in Sweden are obligated to take part in a minimum of 8 hours of classroom conflict-management each year. All staff also participate in drills at least 12 hours each year. Furthermore, some staff are trained to higher degree in the use of force and tactical communication. The curriculum for this group extends to a further 12 hours in addition to the previous 8 hours. This group also trains more often.</li> <li>2. All staff in Swedish detention centers are Civil Servants, i.e. there are no police or corrections staff within the centers. The Department of detention operations within the Swedish Migration Agency maintains its own curriculum and instructors as these are the only ones within the Swedish Migration Agency who are authorized to use force. The main focus for all staff is the mechanics of aggression, stress-management, biomechanics, tactical communication, and self-defence. Staff trained to a higher degree is also trained in restraining. After an incident has occurred, all staff involved performs After-Actions Review and Buddy Support.</li> <li>3. No equipment is allowed.</li> <li>4. During recent years, there has been no such incident. Most violent acts are detainee vs. detainee. There are several cases each year where staff has been assaulted, but not to a degree where there has been an imminent threat of life. Last time this occurred was in 2011 when a detainee escaped from detention with the help of armed accomplices. Shots were fired according to the report but the police could not conclude that live ammunition was used or that the shooting was aimed at the staff. No staff was injured. Standard</li> </ol>

			operating Procedure when faced with an armed threat, regardless of firearms or otherwise, is to withdraw for the scene in order not to stress the person with a weapon and to notify police.
	Switzerland	Yes	<p><b>1.</b> Answer Canton of Zurich: The canton of Zurich is responsible for security regarding all staff. Security is provided by technical means. State Secretariat for Migration: Security is not only to be seen under the sole aspect of protection measures. Security in reception centers is fostered through daily contact, vocational programs and clarity on the asylum procedures. We have therefore no recollection of civil servants being the targets of violence in our centers, except for the occasional person becoming aggressive due to alcohol or drug abuse.</p> <p><b>2.</b> Answer Canton of Zurich: No State Secretariat for Migration: Security and protection training is part of the framework agreement and performed by the private contractor independently from any direct involvement from the State Secretariat for Migration. However, a sensitization training from the National commission for the prevention of torture (NCPT) for conflict-prevention is planned late 2017 for all staff, including civil servants.</p> <p><b>3.</b> Answer Canton of Zurich: Yes, all staff has technical equipment. In case of an emergency every person can trigger an alarm and he or she is localized and gets support from other staff. State Secretariat for Migration: No. Our experience in centers for asylum seekers shows that dialogue and human contact serves security more than any protection equipment.</p> <p><b>4.</b> Answer Canton of Zurich: -there are no cases known so far. However, this information is not collected systematically. State Secretariat for Migration: Life threats to our staff is first dealt by securing and isolating the culprit in a separate room until the police comes to make a formal arrest. Our staff is strongly encouraged to file a lawsuit. When groups are concerned, our best practice is to scatter the individuals in many different and remote centers. Our experience shows that concentration of certain groups in few centers can lead to increased tensions, especially when in contact with other groups: A healthy mix of nationalities/origins is therefore key to leading a peaceful center.</p>
	United Kingdom	Yes	<p><b>1.</b> • Civil servants appointed to work in immigration removal centres in the United Kingdom are officials working for Home Office Immigration Enforcement. They have regular contact with detainees, including</p>

			<p>conducting interviews but do not carry out custodial duties. • Custodial duties, including the management of detainees' behaviour in immigration removal centres, including any violent behaviour is the responsibility of Detainee Custody Officers employed by the contracted service provider. Service providers are required under their contract to maintain the security and safety of the centre. • Detainee Custody Officers are permitted to use force to control violent behaviour, where necessary; however, any use of force must be fully justified and proportionate. There is a heavy emphasis on using it as a matter of last resort, and for the shortest possible time. Detainee Custody Officers must be accredited by Home Office Immigration Enforcement in accordance with Detention Services Order 10/2014, available at <a href="https://www.gov.uk/government/publications/detainee-custody-officer-certification">https://www.gov.uk/government/publications/detainee-custody-officer-certification</a>. • Incidents where individuals assault staff (whether contracted employees or Home Office officials, or other detainees) are reported to the police who will investigate and consider whether charges are appropriate.</p> <p><b>2.</b> • Yes. • Home Office officials are not permitted or trained to use force; however, they are required to undertake a course of personal safety training. This must be refreshed annually. Published information about personal safety training is available at: <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/488497/Personal_safety_training_v3.0EXT_clean.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/488497/Personal_safety_training_v3.0EXT_clean.pdf</a> .</p> <p><b>3.</b> • Yes • Generally, Home Office officials based in centres do not wear any type of personal protection equipment, however, they are expected to carry a radio when moving around and within the communal areas of the centre. Communal areas will be monitored by Detainee Custody Officers and CCTV equipment is used. • All detainees are searched before they enter an interview room with a Home Office official by a Detainee Custody Officer and all interview rooms are fitted with a panic alarm to summon assistance. A Detainee Custody Officer is always present outside the interview rooms. Home Office officials are instructed to sit closest to the exit for all interviews and desks and chairs are fixed to the floor.</p> <p><b>4.</b> No.</p>
	Norway	Yes	<p><b>1.</b> Only civilian staff members with limited police authority have contact with those detained at Trandum Detention Centre (the only such centre in Norway). Certification in the technique of arresting and the correct use of pepper spray and night stick is required to be granted limited police authority. Additional</p>



training is given on how to handle crisis and conflicts, in communication skills, first aid etc, through an 8 week course. The staff also undertakes regular training every 6 weeks with practical exercises (scenario-training) as well as theory linked to the topics already mentioned.

**2.** See the previous answer. In addition, Trandum have 10 leaders on watch which are on rotation with continued 24/7 operational responsibility. They possess different competencies and certifications, but they are all trained in managing unwanted situations, and in how to care for other staff members following an incident (defusing etc.). There is also a medical service that can be called upon.

**3.** That the staff at Trandum has limited police authority means that they are permitted to carry means for the use of force, such as handcuffs/-strips, spit-hood and pepper spray. The use of force by the Police at Trandum is regulated by e.g. the Immigration Act, the Police Act, the Police Instructions, and internal guidelines. Only those working at the Safety and the Reception sections, and the operative watch supervisor, are equipped with a weapons' belt when working. Other staff members are required to have the belt easily available.

**4.** The National Police Immigration service (NPIS), which is responsible for the detention facility, has never experienced violent episodes serious enough to represent a threat to the life of a staff member. There have been two riot episodes (in 2015 and 2017) involving a large number of inmates, but with only material damages as a consequence, and no harm to persons. Staff members have experienced minor injuries, e.g. when restraining a person, and they have been spit on and threatened verbally.