



## *Conclusions*

### *5<sup>th</sup> meeting of the informal ad hoc Working Group for Carriers (Thursday, 15 April 2021)*

Meeting started with Commission (COM) introduction on the readiness of the new versions of the Carrier Implementing Regulations, one for EES, one for ETIAS. In this context, COM explained that public feedback may be submitted via the link provided.

Further to this communication, COM explained briefly how the consultation process would take place and informed that the deadline for providing the comments is set for the **12<sup>th</sup> of May 2021**, whereas the adoption of the legal texts should be finalised in the course of June 2021.

Furthermore, COM gave an overview of the regulations, about obligations and expectations, with clarifications provided as per article concerning the registration, authentication, envisaged access to the system, options to connect and query the interface, input needed for queries, fall-back procedures, as well as assistance support for both EES/ETIAS. Some of those topics were further elaborated by FRONTEX and eu-LISA in the following sessions.

COM reminded again that the agreed dates for Entry into Operation (EiO), are set for May 2022, for EES and December 2022, for ETIAS.

Q&A session was conducted where further questions were answered and clarifications were delivered by COM and eu-LISA.

The meeting continued with the presentation given by eu-LISA on the Carrier Welcome Pack document, which contains Business and process guidance to assist carriers' connection, and use of the Web Service.

The Carrier Welcome Pack document, along with the Carrier Technical Guidelines, access to the Simulator, and details on testing processes, compliance and connection to production services will be available for Carriers upon their registration.

Further information was provided on the registration process, describing the manual and automated on-boarding, as well as on testing and connection steps.

Presentation on the technical details for connection to EES/ETIAS Web Service followed, where eu-LISA elaborated on the communication methods and corresponding technicalities needed to cope with the chosen method(s). It was noted that more than one method can be chosen by the Carriers, thus to permit fall-back procedures.

Next, FRONTEX offered a presentation on ETIAS Central Unit (ECU) - Carrier support from the operational perspective. According to the ETIAS Regulation and ETIAS/EES Implementing Regulations on carriers, ETIAS Central Unit (ECU) shall provide assistance and therefore will be the Single Point of Contact (SPoC), only for the already registered carriers during the operational phase, for technical and non-technical matters.



The ECU will provide support to carriers through a web form available on a website. In the event that the web form would not be accessible, a dedicated emergency phone line will be accessible. Rules and procedures for the use of the emergency phone line will be established in the Standard Operating Procedures (SOP); FRONTEX confirmed that the support will be continuously ensured by 24/7 coverage and only in English.

Non-technical requests will also be embedded in a specific location on the website, under FAQ section. Nevertheless, relevant information will be also made available in the Carriers Welcome pack, Technical guidelines, SOP for fall-back procedures and carriers assistance request, and as mentioned, also through a dedicated FAQ space.

At the end of the meeting, eu-LISA, presented the indicative timeline for milestones relevant to carriers, such as availability of the Technical Guideline (for the System-to-System connection), availability of the Carrier Interface Simulator, manual and automated on-boarding start, Carrier Support Tool, etc. finishing with the timeline of the foreseen EiO for both of the systems. COM informed about upcoming information campaigns on EES and ETIAS and underlined the importance of carriers being actively engaged in this.

It was proposed that future Working Groups to be held bi-monthly, thus next meeting is anticipated for June, for which the date will be communicated in due time.

In the end of the meeting, participants were invited to send their questions, observations to eu-LISA. Frontex also welcomed the carriers to send questions that they seem relevant from operational perspective to prepare the right answers and to facilitate the population of the FAQ. If deemed necessary, ad-hoc meetings can also be organised to facilitate carrier's progress.

COM underlined the fact that remarks concerning the Implementing Regulations need to be provided through the form via the official link to the Commission's public feedback page as circulated ([http://ec.europa.eu/info/law/better-regulation/initiatives/isc-2021-01995\\_en](http://ec.europa.eu/info/law/better-regulation/initiatives/isc-2021-01995_en)).