

BASIC FACTS ABOUT EUROPOL (2009)

- **Headquarters:** The Hague, the Netherlands
- **Staff:** 662 personnel at Headquarters, including 121 Europol liaison officers
- **Budget:** €68.5 million
- **Servicing:** 27 EU Member States, 500 million EU citizens
- **Supporting:** 10 000 cross-border law enforcement investigations.



2. HOW EUROPOL WORKS

International crime and terrorist groups operate worldwide, making use of the latest technology. To ensure an effective and coordinated response, Europol needs to be equally flexible and innovative, ensuring its methods and tools are up-to-date. Europol maintains state-of-the-art databases and communication channels, offering fast and secure facilities for storing, searching, visualising, analysing and linking key information. The gathering, analysis and dissemination of this information entails the exchange of large quantities of personal data. In discharging these functions, Europol adheres to the highest standards of data protection and data security.

All Europol databases and services are available 24 hours a day, seven days a week. We also send experts and make our services available via an on-the-spot mobile office, whenever requested by a Member State.

2.1 NETWORK OF EUROPOL LIAISON OFFICERS

Europol liaison officers ensure and maintain a live link between Europol headquarters in The Hague and 27 national capitals in Member States. The Eu-

ropol National Units are based in these capitals, and are a key part of the national law enforcement services. We have a unique network of 121 liaison officers who play an important role in everyday law enforcement activities by facilitating the exchange of information, as well as providing support and coordination for ongoing investigations. Europol also hosts liaison officers from 10 third countries and organisations who work together with Europol on the basis of cooperation agreements. This network is supported by secure channels of communication provided by Europol. In addition, to foster cooperation and information exchange with the US federal agencies, as well as Interpol, Europol has seconded two liaison officers to Washington DC and one to Interpol's headquarters in Lyon.

2.2 SECURE COMMUNICATION INFRASTRUCTURE

In order to support its operations and deliver a growing range of operational and strategic services to Member States, Europol needs to constantly maintain and further develop a technically-advanced, reliable, efficient and secure telecommunication infrastructure.

Europol has been supporting the development of this target investigation in a proactive manner since 2008. The case came to a successful conclusion in July 2009 and resulted in the:

- Arrest of more than 40 suspects
- Seizure of 65 kg of heroin
- Seizure of 5 kg of ephedrine
- Seizure of 1 kg of hashish
- Seizure of 0.550 kg of cocaine
- Seizure of a considerable number of heavy weapons and ammunition.

This can be seen as a good example of international police cooperation and a valuable result for the COSPOL Western Balkans Organised Crime initiative. All those involved agreed to consider Operation Gasoline as a model example to be followed in the future for similar investigations.

The backbone of Europol's infrastructure is its network, connecting all Member States and a growing number of non-EU states and third parties with which Europol has established cooperation agreements. During 2009, five new network connections were initiated with Balkan states.

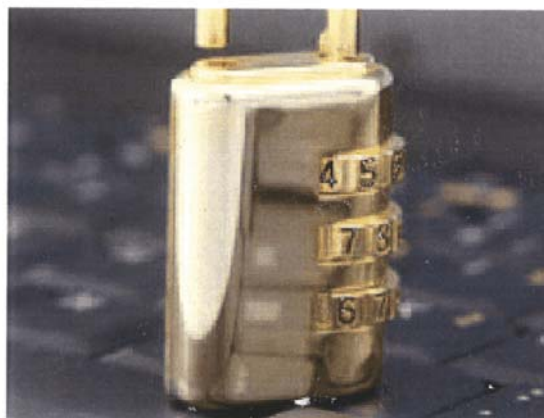
In 2009 the Europol network became linked to non-EU states and third party networks via the secure interconnection, enabling more effective end-to-end communication and information exchange with those partners.

The security of its infrastructure is of primary concern for Europol, since state-of-the-art security is the basis for maintaining trust among all the parties that share information and intelligence with and through Europol. Following a thorough assessment process in 2009, the Europol network received re-accreditation for its security by the Europol Management Board.

Besides being the foundation for the delivery of advanced information analysis, collaboration and exchange, search and retrieval, and knowledge management services, the Europol network provides core secure communication services for use by Member State law enforcement officers to communicate among themselves and with Europol.

2.3 EUROPOL INFORMATION SYSTEM

The primary purpose of the Europol Information System is the detection of matches among data contributed by different Member States and third parties (via Europol). The number of matches increased from 140 at the end of 2008 to 241 at the end of 2009. 241 Cross-Border Crime Check events, consisting of 187 on persons and 54 on other objects, were available in the Europol Information System by the end of 2009.



Content:

- 135 489 objects
- 135 154 relationships
- 29 964 'person' objects

Compared to December 2008, the number of objects in the Europol Information System increased by 57%.

Major crime areas:

- Drug trafficking, 24.09% of all objects
- Forgery of money, 21.51%
- Trafficking in human beings, 19.11%
- Robbery, 7.81%
- Illegal immigration, 5.88%.

Usage:

- 130 313 insertions of new data were performed in the Europol Information System in 2009
- 149 237 searches were run through the system in 2009.

Germany was the main provider of data into the system, followed by France, Belgium, Europol (on behalf of third parties) and Spain. The 10 Member States who use automatic data loading systems provide 81% of the data to Europol.

Functional improvements were also made during 2009, according to the requirements of Member States. A new version of the system was deployed in early 2010. The changes include, among others, improved handling codes. The full enforcement of these changes will give Member States the opportunity to share more sensitive data while still receiving top-level protection for their data.

2.4 SECURE INFORMATION EXCHANGE NETWORK APPLICATION

The Secure Information Exchange Network Application (SIENA) is a new generation of communication tool designed to enable the swift, secure and user-friendly exchange of operational and strategic crime-related information and intelligence between Member States, Europol and third parties with whom Europol has a cooperation agreement.



- 10 487 new cases were initiated, monthly average: 874
- Increase of 25% compared to 2008
- 26% of new cases were drug related, followed by forgery of money (15%), fraud and swindling (11%), terrorism (7%), and illegal immigration (7%)
- 303 613 operational messages were exchanged, monthly average: 25 301
- Increase of 7% compared to 2008.

SIENA has been in use from 1 July 2009, when the first version was released, replacing the information exchange application (Info-Ex) that had been in use since 1996.

In the design and functioning of SIENA, significant emphasis was put on data protection and confidentiality, to ensure compliance with all legal requirements. Equally, security is deemed vital and all necessary measures have been taken to enable the secure exchange of restricted information. Furthermore, best practice in law enforcement information exchange has been taken into consideration, like the reliability and use of handling and evaluation codes specifying the conditions for use.

In subsequent stages, the functionalities of SIENA will be expanded and its availability extended to competent authorities and cooperation partners, like Eurojust, Norway, Switzerland, Australia, Canada, USA and Interpol. Currently, third parties do have indirect access to SIENA through Europol's 24/7 operational centre.

2.5 ANALYSIS SYSTEM

Analysis constitutes a cornerstone of all modern intelligence-led law enforcement activities and is crucial to all of Europol's activities. Our analytical capabilities are based on advanced technology adjusted to the needs of law enforcement.

HANDLING CODES

Handling codes, tailored to the needs of EU law enforcement, are a means of protecting an information source. The codes ensure security of the information and its safe and adequate processing, in accordance with the wishes of the owner of the information, and with full respect to the national legal rules of Member States. The handling codes indicate what can be done with given information and who has access to it in the future. This helps Europol to have effective control over the supply of information, the purpose of transmission and its final use. The codes can be seen as facilitating the process of communicating operational information by using the same terms of reference across the whole Europol system.

Analysts employed at Europol use state-of-the-art methodologies and techniques which help identify missing links in many ongoing cross-border investigations within the European Union. Operational information is processed within the Europol system using Analysis Work Files (AWFs), which are focused on a given area of crime. Analysts working on these files provide information to ongoing operations being conducted by law enforcement officers in EU Member States and this information is often a breakthrough for many international investigations.

The Europol analysis system is the operational information system hosting data contributed by Europol's stakeholders.

The different components of the analysis system offer the following benefits:



- Centralisation and management of information
- Customised text-mining solutions
- Analytical capacities through a wide range of analysis tools.

The Europol systems are interconnected which means that all information inserted in one system can be also identified in the others.

SOCIAL NETWORK ANALYSIS (SNA)

Europol has adopted state-of-the-art Social Network Analysis (SNA) as an innovative way to conduct intelligence analysis and support major investigations on organised crime and terrorism. The valuable expertise and experience gained so far has produced excellent operational results.

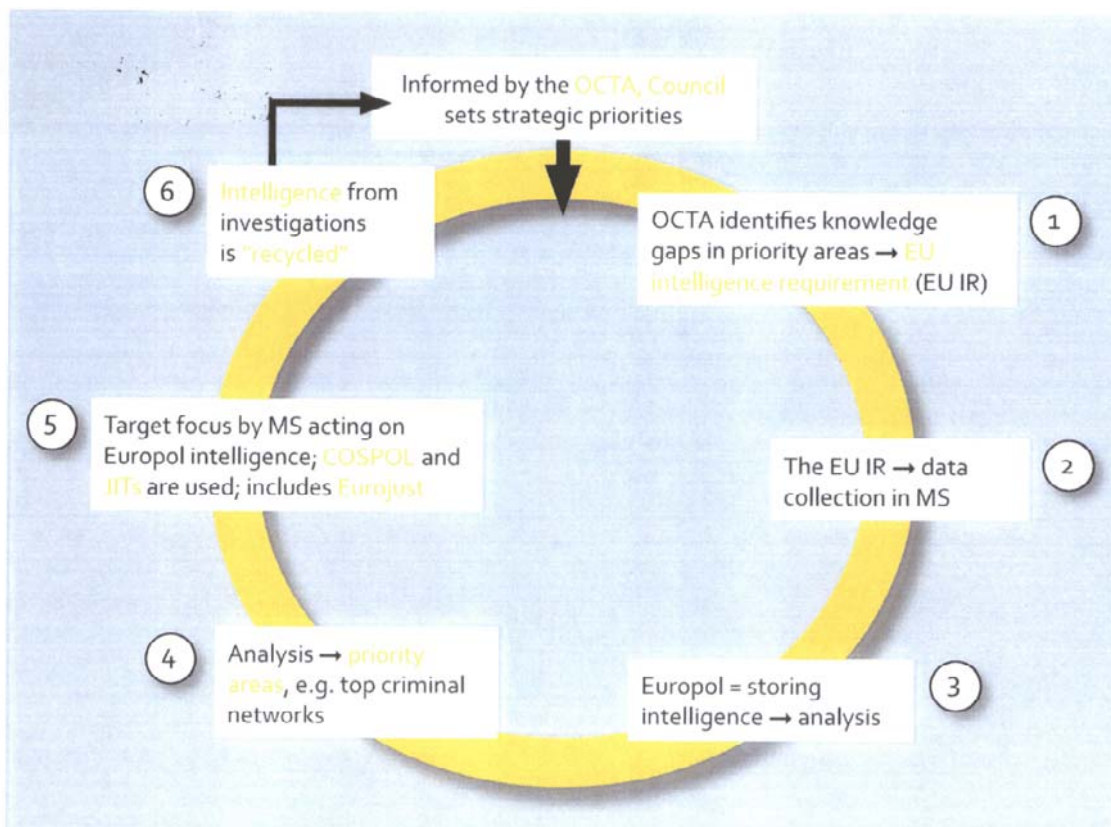
Intelligence analysts are now able to deploy mathematical algorithms to map and measure complex and/or large data sets and quickly identify key players, groups of target suspects and other hidden patterns that would otherwise remain unnoticed. SNA is a valuable approach that complements conventional link analysis techniques, enhances the quality of intelligence reporting and helps to prioritise investigative work.

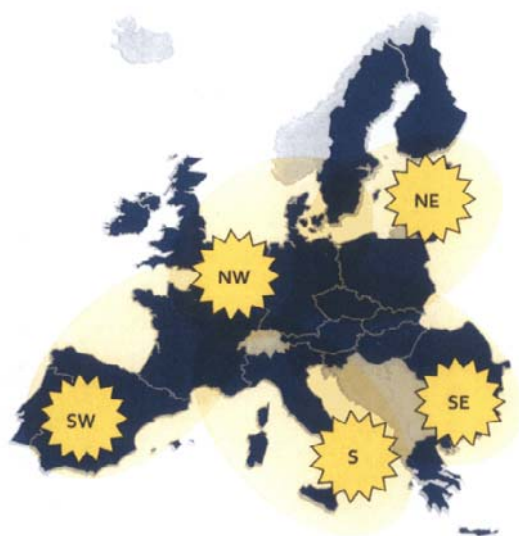
OPERATION MOST

On 14 April 2009, 27 persons suspected of being part of a counterfeit euro distribution network, were arrested in Poland with the support of Europol, the *Brigada de Investigacion Del Banco de España* (BIBE), the *Mossos d'Esquadra De Catalunya*, as well as *Guardia di Finanza* from Italy.

The Polish investigation was an offshoot of an extensive exchange of information which originated in 2007. Europol and Spanish police officers were present at the location, supporting the operation with a mobile office which allowed direct access to Europol databases.

Operational analysis carried out at Europol identified links to other EU Member States where the criminals were also active in distributing 50 and 100 euro counterfeit banknotes. The SNA tool allowed Europol analysts to identify 25 key suspects from one million international call records transmitted by Poland. As a result, 65 suspects in total were arrested, including 25 main targets identified by Europol.





Criminal hubs as defined by the OCTA

Strategic analysis is yet another important dimension of Europol's analytical activities. The Organised Crime Threat Assessment (OCTA) is the most important strategic analysis document drafted by Europol. Commissioned by The Hague Programme in November 2004, the OCTA was first produced in 2006 and has now reached its fourth edition. It is the document on which the Council of the EU bases its priorities and recommendations on the fight against organised crime in Europe. Drafted in adherence to intelligence-led policing principles, the OCTA is acknowledged as a pioneering project, and in its short life has introduced innovative concepts – such as the criminal hubs and organised crime group typology – which have been accepted and adopted at political, law-enforcement and academic levels.

ORGANISED CRIME THREAT ASSESSMENT ON WEST AFRICA (OCTA-WA)

In October 2009, a Europol Organised Crime Threat Assessment on West Africa (OCTA-WA) was delivered. This report acknowledges the growing threat of organised crime from West Africa and particularly its impact on the internal security of the EU. It identifies the principal features of the threat and offers an insight into its effective combating. In doing so, the report assesses the main organised crime activities that link the criminal situations in West Africa and the EU, in particular in the fields of drug trafficking, trafficking human beings, illegal immigration and fraud. It also describes the main types of organised crime groups in West Africa and their links to organised crime dynamics in the European Union.

RUSSIAN ORGANISED CRIME THREAT ASSESSMENT (ROCTA)

The Russian Organised Crime Threat Assessment (ROCTA) was first drafted in 2008. This specific threat assessment explores current and expected threats from Russian organised crime across the European Union. When producing specific threat assessments, Europol implements the European Criminal Intelligence Model (ECIM). Under this model Europol drafts specific threat assessments on topics which OCTA identifies as priorities or as significant intelligence gaps. The findings of these specific threat assessments are then translated into operational projects both at EU and national levels.

EU TERRORISM SITUATION AND TREND REPORT (TE-SAT)

In 2009, Europol produced its third annual EU Terrorism Situation and Trend Report (TE-SAT). The report aims to inform the European Parliament and the Council on the phenomenon of terrorism in the EU from a law enforcement perspective.

The TE-SAT is an unclassified document and is available on the internet to inform the public. Member States have all contributed information from criminal investigations on terrorist offences conducted by their law enforcement organisations. Eurojust has contributed information on prosecutions and convictions. The TE-SAT categorises terrorist organisations by their source of motivation, i.e. Islamist, separatist, left-wing, right-wing, and single-issue terrorism.



Thanks to products such as OCTA, ROCTA, OCTA-WA and TE-SAT, more support is given to decision makers who can identify specific priorities in the complex area of organised crime. Based on political guidelines, law enforcement officers can then tailor their operational work nationally, regionally and locally. They can also use existing regional cooperation mechanisms embodied by Europol, the Baltic Sea Task Force or the Southeast European Co-operative Initiative (SECI).

Analysis training

During 2008 Europol established a new training concept which was intended to both harmonise and raise the level of knowledge in the field of analysis and the necessary IT tools, in order to enhance our ability to carry out our daily work and to produce accurate and timely analysis for Member States. The outcome of this training concept was a completely redesigned, two-week analysis training course called Operational Integrated Analysis Training.

In addition to internal requirements for harmonisation, the Member States requested increasing levels of analysis training, delivered in their own countries, which could not be fulfilled with the resources available at Europol.

As a result of this agreement the analytical training team developed two separate versions of the Operational Integrated Analysis Training, one with the 'Train-The-Trainer' concept in mind, and one for analysts and specialists working at Europol. The training

TRAINING PROVIDED BY EUROPOL IN 2009

331 internal or external training sessions took place during 2009 provided by Europol staff. The audience were staff members as well as participants from Member States.

was specially designed for potential trainers in Member States, to cover the essential elements of the intelligence cycle and to focus especially on analysis.

During 2009, Europol delivered four courses to a total of 46 trainees from 22 different countries. Several Member States have already used the material, methods and exercises from the Operational Integrated Analysis Training to develop and deliver their own operational analysis courses in their countries.

2.6 CENTRAL PLATFORMS FOR LAW ENFORCEMENT KNOWLEDGE AND EXPERTISE

2.6.1 Witness protection

Witness protection is one of the cornerstones in the fight against organised crime and terrorism. The sophisticated and entrepreneurial skills of organised crime groups require effective and professional investigation tools. Europol deals with this special area of law enforcement and responds to the challenges facing law enforcement agencies across Member States and beyond.

Elements of Europol's witness protection services include the harmonisation of different national programmes, development of new witness protection units and programmes, the standardisation of processes such as the relocation of witnesses, and the education of witness protection officers.

Europol's network on witness protection is the biggest one worldwide.



2.6.2 Informants, cross-border surveillance and controlled deliveries

The informant is a crucially important aspect of police activities. Involvement of an informant early in the criminal intelligence gathering process is likely to result in a successful outcome for the investigation. The quality of intelligence gathered is directly proportional to the quality of the informant.

Serious organised crime is not restricted by national boundaries so informants may provide intelligence to support law enforcement in a number of countries.

The current legal situation within the EU is not uniform with regard to using informants, although cooperation with informants is a common and widespread practice. To support Member States, Europol has provided some tools, such as details on best

EUROPOL KEY DOCUMENTS WHICH ARE INTEGRATED INTO THE MAJORITY OF WITNESS PROTECTION PROGRAMMES IN EUROPE:

- Basic Principles of European Union Police Cooperation in the Field of Witness Protection
- Common Criteria for Taking a Witness into a Witness Protection Programme.

PLANNED DEVELOPMENTS

Europol platform for witness protection experts

Europol will provide an internet-based platform, within a closed user group (designated experts in Europe and beyond) which will aim to provide legislative advice, details on new trends, and good and bad practice. Furthermore, the user group will have access to an online discussion forum to address issues with Europol or other European witness protection units.

Cooperation with Russia

Europol will support the establishment of a witness protection programme and witness protection unit by providing training and education to Russian authorities.

Higher education course on witness protection

This UK-Europol project aims to provide, for the first time, a standardised education programme for witness protection, on a European level. The two-week course will be established in autumn 2010.

practices for informant handling and protocol on international informant payment.

The use of covert surveillance is one of the key modern investigative tools for obtaining important and decisive information on criminal structures and how criminal proceeds are disposed of. However, due to the transnational nature of modern organised crime groups, law enforcement authorities are increasingly confronted with cases of cross-border observation and surveillance which create issues at both legal and operational levels.

Europol is a member of the Cross-Border Surveillance Working Group, whose purpose is to encourage international cooperation and provide a forum for the discussion and development of safe and effective law enforcement surveillance techniques for use against serious and organised crime.

Another key investigative tool for obtaining important and decisive information on criminal structures, and the disposal of their criminal proceeds, is the deployment and systematic operational use of covert surveillance areas in conjunction with controlled

EUROPOL IS CREATING EXPERT PLATFORMS FOR:

- Informant experts
- Cross-border surveillance
- Controlled deliveries experts

which will be equipped with internet-based tools for these closed user groups consisting of designated experts from Europe and beyond. The aim is to provide details on new trends, legislation, obstacles, as well as good and bad practice. Furthermore, the user groups will be able to discuss current issues through an online forum.

EUROPOL HOMICIDE WORKING GROUP

In 2009, the UK proposed that Europol establish a focal point for homicide matters. This proposal was supported by the Heads of Europol National Units in 2010. The working group will be the expert authority on strategic homicide-related issues and will be based on extensive practitioner involvement, using a linked network of European homicide investigators. Another important part of the proposal was to establish a central repository for knowledge on defined homicide-related subjects. The focus will primarily be on:

- Serial killers
- Homicide in relation to organised crime
- Specific modi operandi in cases such as honour or school killings
- New trends in the field and new investigation techniques.

These objectives will be reached by developing a technical solution to support web-based networks for the exchange of information, best practice, and communication amongst the experts. The Europol platform for experts, currently in development, will also become a tool for the Europol Homicide Working Group to enhance the effectiveness of their network.

Expected products include, among others:

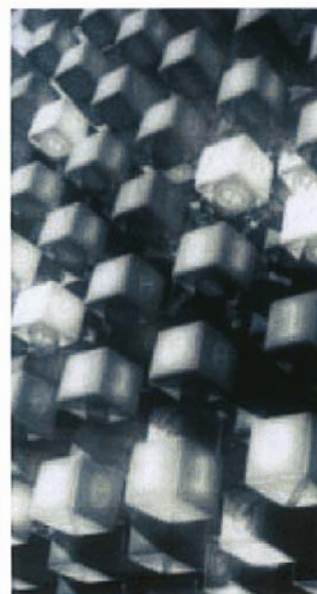
- Europol manual for murder investigations
- Intelligence notifications on various topics related to the above
- Other documents created in close cooperation with Europol and made available through the Europol platform for experts.

EUVID

EuVID is an operational tool for law enforcement which facilitates the identification of vehicles and vehicle documents. Austria, France, Germany, Italy, Sweden and Europol participate in the EuVID project.

EuVID currently holds information on 83 different vehicle brands and types, information on genuine vehicle documents from 55 countries, a catalogue on vehicle keys and a guideline on how to investigate motor vehicle crime.

EuVID is made available for joint operations organised by Frontex and Interpol and used as a basis for vehicle identification training. The EuVID products are only available to law enforcement agencies.



MAIN ACTIVITIES

- Response to over 300 data subject requests for access
- Integration of Check the Web portal to the Analysis Work Files system
- Implementation of rules for the Data Protection Office
- New Security Manual to harmonise the systems of protection for classified information at Europol and the Council
- Establishment of Compliance Officer function
- Positive report issued by the Data Protection Supervisory Authority
- Positive report issued by the Council Security Office.

deliveries. A CD-ROM compilation of the different Member States' legislation on controlled deliveries is made available to inform experts about the problems that might occur in cross-border cooperation.

security requirements have been integrated into the system in accordance with new confidentiality rules.

2.7 DATA PROTECTION

Europol has one of the most robust data protection regimes in the area of law enforcement. The Europol Data Protection and Confidentiality Unit ensures legal compliance with the data protection framework including the processing of data related to Europol staff. The main task of the unit is to create a tailor-made policy framework which serves the needs of the operational units and at the same time protects the fundamental rights of the data subjects.

Amongst other achievements, the Data Protection and Confidentiality Unit has contributed considerably to the successful replacement of Info-Ex by SI-ENA. Data protection and security related requirements were taken into account from the start of the development phase. Both internal and external stakeholders have valued this approach as a role model for the successful establishment of future systems.

The unit enforced the link between data protection principles and data security requirements. When personal data is processed by Europol, the data

3. EUROPOL OPERATIONAL ACTIVITIES

3.1 TERRORISM

Nearly 10 years after the attacks of 11 September 2001 in New York, terrorism continues to pose a serious threat to EU Member States. Extremist and terrorist groups, such as al-Qaeda, ETA and others, are active in the European Union and impact the lives of its citizens in various ways. Therefore, the fight against extremism and terrorism remains a top priority for the European Union and Europol.

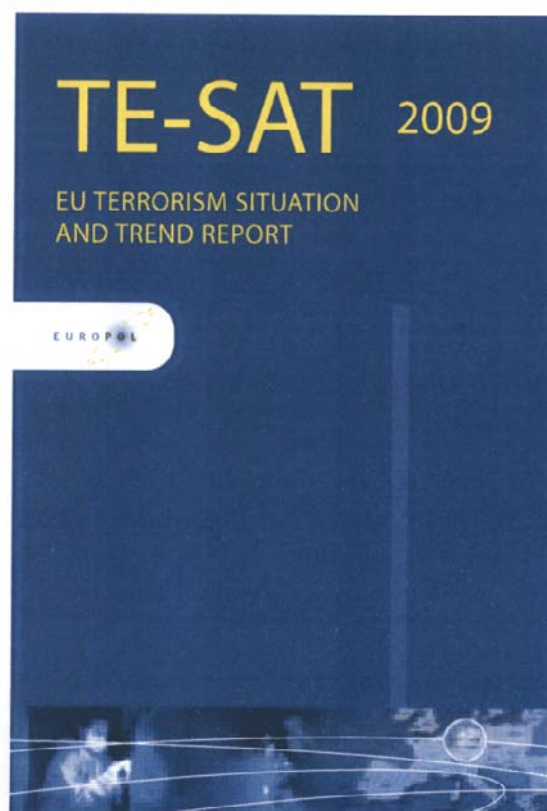
Europol assists law enforcement services in the Member States in conducting successful investigations by providing the following products and services:

- analysis and analytical products such as reports, threat assessments and missing links for ongoing international investigations
- information exchange and access to Europol's databases and exchange systems
- expertise through Europol's mobile office which enables on-the-spot assistance
- other tailored products and services such as **Modus Operandi Monitor**, **First Response Network**, **European Explosive Ordnance Disposal Network**, **EU Bomb Data System** and more
- Europol produces the **EU Terrorism Situation and Trend Report (TE-SAT)** annually, which defines and monitors major terrorist threats facing the EU.

In 2009, terrorist activities took place in several states, while law enforcement agencies undertook investigations and adopted preventative measures.

3.1.1 Modus Operandi Monitor

The Member States' commitment to exchanging sensitive intelligence on terrorist activities with Europol allows for a better assessment of new modus operandi and has resulted in the development of more efficient counter-measures. The Modus Operandi Monitor is a means of developing an over-



arching activity model that continuously assesses terrorist events and/or investigations which affect the security situation in the Member States, by focusing on specific elements of the terrorists' modus operandi. Additional value is given by the fact that the outcome is linked to other Europol intelligence products and aims to provide real-time expertise and intelligence to the Member States' relevant agencies.

3.1.2 First Response Network

The First Response Network is a tool developed by Europol which enables law enforcement agencies to respond to a terrorist attack in Europe in a timely way. Based on a decision by Europol's Director and the head of the competent authority of the

affected Member States, a team of Europol and Member State counter-terrorism experts can be mobilised immediately to assist the affected Member States in all operational and technical matters. In such cases, this team will use Europol's operational centre to ensure efficient information exchange with all involved parties.

In addition to offering support in a crisis situation, the First Response Network also aims to provide high-level terrorism experts with strategic advice, tailored to the evolving *modus operandi* of an attack.

In 2010, in its first year as an EU agency, Europol will actively participate in the activities of the Inter-Service Group 'Community Capacity in Crisis Management', which is led by the Secretariat-General of the European Commission, with the participation of several Directorate-Generals and other EU agencies.

The First Response Network will also participate in the EU Emergency and Crisis Coordination Arrangements (CCA) activities and, more specifically, will be tested during a CCA exercise in 2010.

3.1.3 European Explosive Ordnance Disposal Network

The European Explosive Ordnance Disposal Network is a network of experts providing a platform for the exchange of knowledge about the disposal of explosive materials. The network contributes towards identifying best practices and organises training in partnership with EU Member States and third parties. It also keeps explosive ordnance disposal units up to date with the latest relevant developments.

The European Explosive Ordnance Disposal Network is open to all police, government and military

units that deal with explosives. Training sessions, as well as a set of other activities, are carried out by the network.

3.1.4 EU Bomb Data System

The EU Bomb Data System (EBDS) provides a platform for Member States to share timely and relevant information and intelligence on explosives, incendiary and explosive devices, as well as chemical, biological, radiological and nuclear materials (CBRN). The EBDS is an EU instrument enabling competent governmental bodies, both at EU and Member State level, to share technical information and intelligence on this issue, such as analysis, technical reports and assessments.

The EU Bomb Data System also comprises incident databases for explosives and CBRN, as well as libraries and experts' forums. It is planned to be fully operational in 2010.

3.2 DRUGS

3.2.1 Synthetic drugs

The European Union is a significant region for the illicit production of synthetic drugs, particularly amphetamine and ecstasy. Each year around 60 to 90 large-scale production sites are identified and dismantled. Storage sites for potentially dangerous precursor chemicals used in the drug manufacturing process are often discovered during the course of investigations in Member States.

Major synthetic drug production across the world is based on historic, current knowledge and technical expertise, as well as trading and logistical positions with regard to the acquisition of precursors (ingredients), essential chemicals, materials and equipment. The market and demand also play a key role. Principal synthetic drug precursors and essential