

# Making EU Land and Sea Border Crossings Seamless and Secure – Operational Solutions

eu-LISA Industry Roundtable

24 April 2019

*Bucharest, Romania*

On 24 April 2019, eu-LISA hosted its 10<sup>th</sup> industry roundtable event “Making EU Land and Sea Border Crossings Seamless and Secure – Operational Solutions” with the support of the Romanian Presidency of the Council of the European Union in Bucharest, Romania.

The spring 2019 industry roundtable event was eu-LISA’s largest to date, attracting close to 100 participants from the global border management and security industry, Member States, EU Institutions and Agencies as well as academia.

The agenda as well as the presentations given at the event are available on the roundtable website: <https://www.eulisaroundtable.eu/>





## Summary

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The goal of the event was to work towards **concrete process and technology solutions for land and sea borders**, building upon the **conclusions of the Working Group on ICT Solutions for the Member States with external Land and Sea Borders** convened by eu-LISA under the **Entry-Exit System Advisory Group**. The final report of the group summarised the use cases, the technical requirements and the recommendations on how expedited crossings of vehicles and pedestrians can be best managed at the most challenging of the EU's external borders.

The roundtable was held in three sessions comprising the introductory presentations by the European Commission DG HOME and eu-LISA, and two sessions of industry presentations followed by questions & answers. The introductory session was dedicated to the legal and technological requirements for future management of controls at EU land and sea borders, with speakers exploring in depth the outcomes of the working group. In two subsequent sessions, representatives of selected companies presented proposals for workflow solutions and brought forward concrete examples of technological solutions deployed at different types of borders. The Agency encouraged interactive participation and fruitful discussions between the participants.

Six companies presented their solutions, lessons learned from their relevant work and projects and more generally options for EES technology and processes at land and sea borders. Industries showed solutions that were ready to be used/procured but also others under final development. In addition, some solutions that are in place but not yet fully in line with the current EES legal frameworks (in particular in relation to possible mobile applications supporting pre-registration of the TCNs) were also presented.

It was concluded that there is no unique solution to respond to all needs as flows of travellers are different and special situations have to be assessed separately from the procedural fine-tuning perspective. Nevertheless, technological and process possibilities exist that can be deployed variably at different locations at which they are most appropriate. Technology to facilitate seamless workflows is available, but in order to integrate it into business processes the latter need to be improved and re-designed in many cases.

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## WELCOME



The roundtable was opened with welcoming words and introductory presentation by the Executive Director of eu-LISA Mr Krum Garkov and by Mr Mihai Valentin Bobescu, Undersecretary of State at the Romanian Ministry of Internal Affairs.

The event was moderated by Mr Ciarán Carolan, Research & Development Officer, Head of the External Affairs and Capacity Building Sector at eu-LISA.

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### **09.30-09.40**      ***Welcome and Introduction from eu-LISA (Mr Krum Garkov, Executive Director, eu-LISA)***

**Mr Krum Garkov, Executive Director of eu-LISA**, opened the event by stressing the fact that the time for theoretical discussion is now over and it's time for integrated solutions. Thanks to the work done in the WG on ICT solutions for the MS with external land and sea borders, technological and operational requirements are known and now in the hands of industries. Integrated solutions that provide for an end-to-end solution are expected to deliver the requested added value.

He also emphasised that these types of events are relevant as they bring industries together with MS in a cooperative and transparent setting, facilitate fruitful discussions and build a closer engagement between all stakeholders.

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### **09.40-09.50**      ***Welcome from the Romanian Presidency of the Council of the European Union (Mr Mihai-Valentin Bobescu, Romanian Ministry of Internal Affairs)***

**Mr Mihai-Valentin Bobescu**, the Undersecretary of State from the Romanian Ministry of Internal Affairs gave his welcoming words and greeted the fact that such high-level and yet technology-filled discussions on border security are taking place in Romania.

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## SESSION 1: SETTING THE SCENE – TECHNOLOGICAL REQUIREMENTS FOR THE FUTURE EU LAND AND SEA BORDERS



**09.50-10.05**      *Legislative Requirements, Perspectives and Opportunities  
(Mr Marc Sulon, DG HOME, European Commission)*

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**Mr Marc Sulon**, the Deputy Head of Unit at the DG Migration and Home Affairs (DG HOME) of the European Commission gave an overview of legislative requirements, perspectives and opportunities. The speaker stressed the fact that the legislation has been devised to be as technologically independent as possible. EES will enable automation at the borders and different technologies shall be suitable for implementing the legal provisions.

On the other hand, the implementation of EES should not be perceived as a problem solver for all current issues at borders. Different solutions need to be implemented to respond to the different flows of passengers.

The European Commission also informed that the Joint Research Centre (JRC) is currently carrying out a study to assess how to facilitate the land border crossing using a mobile application (in line with the EES and SBC requirements). It is not yet clear if the application solution would be better developed and deployed at national or EU levels.

## 10.05-10.45: Final Report from the WG on the ICT Solutions for the Member States with External Land and Sea Borders (Mr Theofanis Syrigos, eu-LISA)



**Mr Theofanis Syrigos**, Chairperson of the Entry-Exit System Advisory Group (EES AG) and the Customer Relationship Officer at eu-LISA presented the outcome of the Working Group.

The main objectives were to identify viable solutions and a common architecture for the implementation of EES at the external EU sea and land borders and to collect technical requirements for possible solutions (not process optimisations). The main constraint, it was noted, is the capturing of biometric data in sometimes non-optimal conditions and thus the impact on the border crossing process (as biometrics will have to be enrolled/obtained at entry and exit).

- Air borders have already processes in place, in addition of having the possibility of capturing biometric samples in a controlled environment;
- Land borders present several challenges: different configurations (pedestrians, coach, car, train, truck), the uncontrolled environment for biometric data capture, and possible infrastructure constraints;
- Sea borders also present various configurations (ferry, vessel, cargo, fishing boat, sailing boat) and offer typically uncontrolled environments for data capture.

The WG concluded that three categories of equipment shall be made available: static equipment, mobile equipment and hand hand-held equipment.

Questions were directly asked to the industries: whether adequate solutions meeting the listed requirements will be available, as well as whether the industry will have the capacity in responding to the magnitude of the requests from all Member States in the period from now to 2020.

## 10.45-11:00: Questions and comments from audience

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During the session, several questions were addressed to and answered by the presenters: the European Commission and eu-LISA.

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## SESSION 2: SOLUTIONS FOR LAND BORDERS

### 11.30-12.00: Solution for the Accelerating Border Crossing at Eurotunnel in the Frame of Brexit (Mr Pascal Janer, IN Groupe)

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**Fast ABC Gates for coaches**

**Efficient**


- Proven technology
- Fast, robust, efficient
- Easily adopted by travelers


**Multi-Biometric matching**

- Face recognition (easily upgradable for Fingerprint and Iris)
- Ready for next generation passenger processing and seamless border


**Connected with border control systems**

- Supervised by local border force
- Connection with state member database ... and European IT systems & services





Source: GETLINK



**Mr Pascal Janer**, Sales VP Europe and Business Development at IN Groupe, presented the automatic border crossing systems with facial recognition recently implemented in the Eurotunnel. The solution is currently implemented for the 54,000 coaches annually crossing the Channel (150 coaches/day, 6.000 passengers/day). They introduced ABC Gates similar to an airport.

**12.00-12.30: Land Borders by IDEMIA: Some Complementary Ideas (Mr Emmanuel Wang, IDEMIA)**



**Example of Australia and New-Zealand**

Kiosk + eGate

SOME FIGURES FOR NZ

40M+ PAX SINCE GO LIVE	APPROX. 60% TRAVELER USAGE RATE	PROJECT START 2009
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Since February 2019: trial of a traveller digital declaration app (Android and IOS), replacing the current paper arrival card

eu-LISA Industry Day — Bucarest — 24<sup>th</sup> April 2019

Mr Emmanuel Wang, VP Border Control Business Line at IDEMIA introduced some equipment – kiosk and eGates – for automated border crossing points as implemented in Australia and New Zealand. In addition, the presenter described the potential use of a mobile app, how it could be used for pre-enrolment and how it may improve the experience of travellers and optimise the work of border guards.

**12.30-13.00: Operational Considerations of Deploying EES Kiosks at a Land Border (Mr Andy Smith and Mr Kier-co Gerritsen, SITA)**



**Border Automation Hardware**

BBC Click TV Article on SITA Border Management: <https://youtu.be/laeSuws-mE0?l=687>

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EES Ready

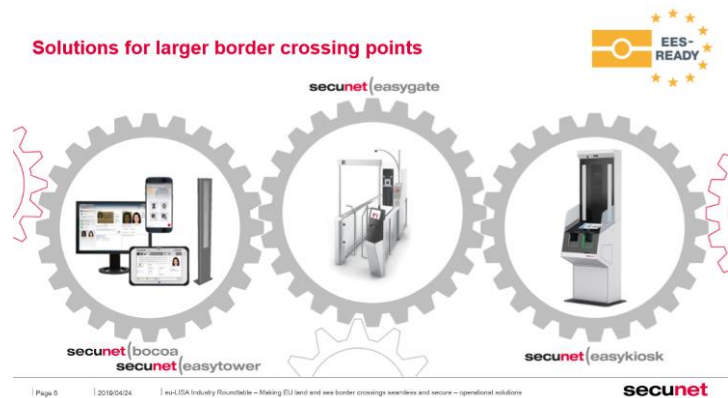
SITA



Mr Andy Smith, Head of Business Development and Mr Kier-co Gerritsen, Director of Business Development, both at SITA, presented border automated hardware with kiosk solutions recently deployed to improve Eurostar passenger flow in the Gare du Nord (Paris) and in St Pancras (London). Advantages of mobile pre-registration were also presented. Stress was put on the preparation of all stakeholders involved.

## SESSION 3: SOLUTIONS FOR SEA BORDERS

### 14.00-14.30 *How Efficient Process Design and Smart Technology Ensures High Quality Biometrics Acquisition for EES at Sea (and Land) Borders (Mr Michael Schwaiger, Secunet)*



Mr Michael Schwaiger, Senior Product Manager, Secunet, underlined that necessary mobile solutions are available. He also highlighted that processes are as important as the technology; thus testing with small pilot projects for each different business case might give concrete results.

### 14.30-15.00 *Sea Border Arrivals – Mobile Self Service (Mr Chris White, US Customs & Border Protection and Mr Cole Maxwell, Deloitte)*



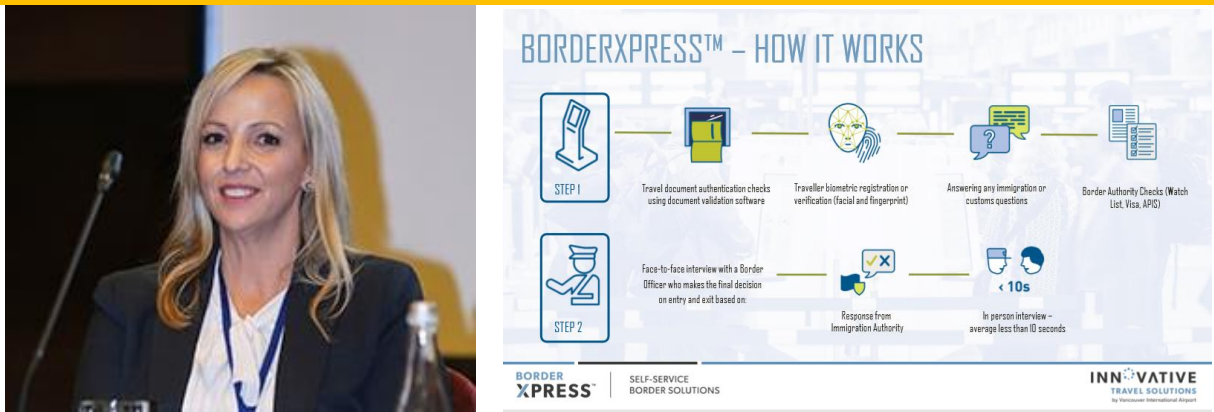
**SOLUTION**  
CBP ROAM is a mobile application that...

- + Allows travelers to report their U.S. entry through a smartphone or tablet
- + Transforms how the Office of Field Operations (OFO) processes low-risk travelers by reducing manual data entry
- + Enables targeted enforcement and increases compliant travel
- + Is developed for the Field, by the Field

Mr Chris White, ROAM Program Manager, US Customs & Border Protection and Mr Cole Maxwell, Senior Manager for Public Sector, North America at Deloitte, presented the CBP ROAM mobile app which modernized and streamlined the process of reporting US arrivals in remote Lakeland areas. The app, a field driven solution, is used in particular for pleasure boaters and other low-risk populations. It allows travellers to submit their photo, biographical conveyance and trip information to a CBP officer using a smart device.



**15.00-15.30**      **BORDEREXPRESS™ - Decreasing Wait Times and Strengthening Border Security for Ports and Vessels (Ms Keri Phoenix, Vancouver Airport Authority)**



Ms Keri Phoenix, Manager Innovative Travel Solutions, Vancouver Airport Authority, presented the BORDEREXPRESS™ kiosks, already in usage following a two-step process: the traveller completes the administrative function at the kiosk, including biometric data capture and document authentication checks on travel documents, and the second step involves the traveller presenting their receipt or token to be verified by a Border Guard. Implementation of ABC solutions at seaports and on-board vessels were also presented.

**15.30-16.00**      **Discussion and closing remarks**

During the closing session, it was admitted by the participants and the organisers of the event that very practical discussions took place in the two afternoon sessions.

Complex issues demand complex and integrated solutions, it was noted. There is no unique solution to respond to all needs; flows of travellers are different and locations are different. More solutions should be taken into account. Special situations need to be assessed on an *ad hoc* basis.

Technology is there and it will work when appropriately deployed. Technology is useful as soon as it is integrated in business processes, and from the discussions it was clear that there is a need to improve and re-design the current business processes. In this regard, while industries need to be ready, Member States also need to play their part.

