

D3.3 Initial end-user needs and requirements at border control regarding the existing system and the future Smart Borders system - Summary

Deliverable D3.3 presents the results of the field studies performed at border-crossing points (BCPs). The aim of the field studies was to gather ergonomics expertise relative to border check and to build upon this expertise first line end-users needs and preliminary recommendations regarding the implementation of already existing system such as the e-gates and the future Smart Borders system. The document gives a descriptive and analytical view about Human Factors at border checks. The approach followed is deliberately systemic and considers border check as part of border control. The document covers different aspects of border check from an organisational perspective to the analysis of border check as it occurs at different border types.

The analysis shows that, though border checks are by their general nature a very repetitive, they are a complex activity. Border guards have to deal with an increasing flow of travellers. They have to adapt to new procedures, to political situations, new legislation, security states as well as technology and document evolutions. This complexity is discussed in the deliverable according to different sections: The “organisation and management” section highlights the different levels of organisation of the BCPs that appear to be important to consider regarding the analysis of the field studies. In the organisational process of a border control point, it is also crucial to take into account the various interactions existing between the border guards, especially the way they cooperate, communicate and exchange information or share their experiences. The deliverable presents the current way in which border guards are organised at work, the management and organisation of the border control process, teamwork, pair work, shift work, workload variation, fatigue and vigilance.

After describing the prescribed tasks defined in the Regulation (EU) 2016/399 of the Schengen Borders Code¹, the analysis focuses on border check as it is performed at different types of borders, both at manual control and at border checks with e-gates. The inputs received during the field studies indicate that automatic border checks impact the activity of border guard with a shift from a direct interaction with the travellers to a supervision task. The relationship between border guards and the systems at their disposal is strengthened since they become the main sources of information of the border guards whose main task is to manage different types of warnings. Other aspects of the activities of the Borders guards are described and analysed: risk assessment activities, performance of border check in first line, skills and training, evolution of border guard’s work, environment and equipment, travellers’ perception at border crossing points and ethical aspects at the border.

¹ <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32016R0399>



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