

**Invitation Letter to BTSF National Contact Points seeking applications for BTSF training activities on**

**CONTRACT NUMBER 2017 96 05**

**ORGANISATION AND IMPLEMENTATION OF TRAINING ACTIVITIES ON  
“NEW FOOD INVESTIGATION TECHNIQUES AIMING AT IDENTIFYING POTENTIAL FRAUD ALONG THE FOOD CHAIN AND ON THE E-COMMERCE OF FOOD” – 2nd PHASE**

**under the “Better Training for safer Food” Initiative**

## **1. Course objectives**

### **General objective**

To improve the effectiveness of official controls in relation to agri-food fraud and e-commerce of food, it is essential that staff of competent authorities be equipped with appropriate knowledge and skills, adjusted to the needs of such controls. The training is serving therefore as a way to disseminate best practices, improve knowledge in this area and enabling the exchange of practical experience.

Two years ago, it was launched a new training programme covering New Food Investigation Techniques issue. The second phase of this contract is just starting.

The objective of the present program is to improve knowledge and skills of control staff on specific investigation techniques used to identify agri-food fraud (FF) or to perform official control duties on e-commerce of food and food related products, disseminating best practices and enabling the exchange of practical experience.

The program will be divided in two courses, having developed two different levels for the second course, standard and advance with the aim to improve knowledge on new effective and efficient control/investigation techniques to:

- a) Identify more easily fraud along the agri-food chain

- b) Ensure better official controls on e-commerce in the food sector

### Specific objectives

The specific objectives of the **Course on general investigation and control techniques (NIT)** are to give tools and techniques to design, implement and manage agri-food fraud units; promote risk based investigations; spread the knowledge on methods and investigation techniques for the prevention of agri-food fraud; and ensure that the trainees have a solid understanding of ways to collaborate, coordinate with other enforcement bodies in their countries, other Member States and with other supranational organizations.

The specific objectives of the **Course on e-commerce of food, standard level (EC1)**, are to provide tools and techniques to identify internet food business operating and detect those not following the legal requirements; facilitate practical training on internet trading investigation; and spread knowledge on methods to investigate in different internet platforms, and learn practical and legal requirements to undertake official controls on internet food business; and ensure that the participants have a solid understanding of channels of communication, cooperation with different administrations and market stakeholders.

In this sense, participants will be invited to participate actively in discussions, debriefings and working groups. They will be given preparation tasks prior to the attendance to the session, updating their knowledge of EU legislation in their sector and bringing examples of their national practices and communication materials in their given sector.

## **2. Selection criteria for participants**

The training program is opened to participants whose application form is submitted by the corresponding BTSF NCPs, following the selection process described in the following paragraph.

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The targeted audience should comply with the following criteria for **NIT (COURSE 1)**:

- Officials from inspection bodies: ideally involved in planning and organizing control activities (preferably at central level)
- Police investigators/ Customs officers/Judicial staff...etc.

**IMPORTANT NOTE – COURSE on NIT: To assure a multidisciplinary approach in the training, NCPs will be required to send 2 participants to the session, one from the Competent Authority responsible of inspections, and another from any other agency involved in the investigation of agri-food fraud (police, customs, judicial services, etc).**

The targeted audience should comply with the following criteria for **EC1**:

- Officials from inspection bodies: ideally involved in planning and organizing control activities (preferably at central level).

Participants to all courses should:

- Have the capacity to work and make interventions in English language.
- Be compromised to disseminate the knowledge gained (courses, workshops, articles, blogs) in the short medium term once the training ends.

The selection of appropriate participants has a direct impact on the training session. Similar level of knowledge among them, with the possibility to have pro-active and positive discussions, is one of the key elements for success.

AENOR applies a qualitative approach for the selection of participants. National Contact Points are kindly invited to contact the Project Management Unit if they require any modification of the list or if they would wish to submit additional registration of additional participants, as due to multiple circumstances, sometimes places are left vacant, and it is easier and quicker to consider participants from the reserve list.

### 3. Country allocations

Regarding the **TWO EXTRA** training sessions that will be implemented during the first semester of 2023, the distribution of participants will be allocated according to the tables below. However, to facilitate the registration process, please consider that:

- Additional candidates for the waiting list will be welcomed. We will do our best to allocate them.
- NCPs are kindly invited to contact the project manager if they have any questions.

The following table indicates an estimation of participants per country and per session:

**Table 1: Distribution of seats among the countries invited.**

	2023-04-17/20		2023-05-15/18
	NIT-S7		EC1-S7
Austria			1
Belgium	1	1	1
Bulgaria			1
Croatia	1		1
Cyprus			1
Czech Republic	1		1
Denmark	1	1	1
Estonia			1
Finland	1		1
France	1	1	1
Germany	1	1	1
Greece	1		1
Hungary			1
Ireland	1	1	1
Italy	1	1	1
Latvia	1		1
Lithuania	1		1
Luxembourg			1
Malta			1
Poland	1		1
Portugal	1	1	1
Romania	1		1
Slovakia	1		1
Slovenia			1
Spain	1	1	1
Sweden	1	1	1
The Netherlands	1	1	1

	2023-04-17/20		2023-05-15/18
	NIT-S7		EC1-S7
<b>Total MS</b>	18	10	29
<b>Candidate Countries (CC)</b>			
Albania			
North Macedonia	1		1
Montenegro			
Serbia			1
Turkey			
<b>Total CC</b>	1	0	2
<b>Total MS &amp; CC</b>	19	10	29
<b>EFTA &amp; EEA Countries</b>			
Iceland			
Norway	1		1
Switzerland			1
United Kingdom (Northern Ireland)	1		
<b>Total EFTA &amp; EEA</b>	2	0	2
<b>Total MS &amp; CC</b>	21	10	31

You are welcome to nominate for the reserve list more participants than indicated in the table above. If seats will become available, you will be informed in due time.

#### 4. Training dates and locations

Eight training sessions are foreseen to be delivered between April and June 2023 with 29-31 people in each session. The locations can be found in the table down below.

Deadlines for the applications are fixed **4 to 5 weeks before the starting date of the corresponding course**.

Detailed and updated information will be displayed on [www.btsf-aenor.com](http://www.btsf-aenor.com)

**When the participants register, they commit themselves to attend the complete training session and to actively participate during activity groups and practical sessions.**

Table 2: Training dates and Location

Year	Training session	Dates	Location	Deadline for registrations of participants
2023	NIT – S7	2023-04-17/20	Lisbon	<b>2023-03-15</b>
	EC1 – S7	2023-05-15/18	Budapest	<b>2023-04-10</b>

#### 5. Logistical arrangements

The European Commission will fund in full the visa, travel, accommodation, meals, and field visit costs for all training participants. No daily allowance will be paid on top of this. Any other costs are to be paid by the participants themselves.

Presentations delivered during the sessions will be provided in digital format (pdf). Printed copies will only be provided upon prior request.

Participants will arrive at the training venues on Day 1 in the morning (that may be Monday or Tuesday, depending on the session) and training will commence on Day 1 in the afternoon (depending on travel connections, participants may be requested to arrive at the training venues the day before in the evening). Return travel will be on Day 4 afternoon (that means Thursday) or the day after in the morning, according to flight connections.

#### Travels

The project will provide a return flight ticket in economy class or a return train ticket in first class using the most direct route, as well as health and repatriation insurance for all trainees.

Upon arrival, a transfer from the airport or train station to the hotel will be arranged by the event manager, as well as the transfer from the training site to the airport on the last day of the training.

Travel costs from the participants' homes to the nearest airport / bus station / train station are covered by the project budget if requested, prior presentation of corresponding receipt / invoice of the cost incurred.

To participants traveling with their own vehicle, the reimbursable amount will be the one corresponding to the cost of an alternative public transport: return first class train or bus ticket, or economy return flight ticket.

Depending on travel connections, participants may be requested to arrive at the training venues on Sunday evening.

## **Accommodation**

The project will provide full-board accommodation for participants for the period of the training:

- on the 1st day of the training: lunch, afternoon coffee break, dinner, and room charge (single occupancy).
- from the 2<sup>nd</sup> and 3<sup>rd</sup> day of the training: full board accommodation including breakfast, 2 coffee breaks, lunch, dinner, and room charge (single occupancy).
- on the 4th day of the training: breakfast, 1 coffee break and lunch for participants leaving the same day; dinner and room charge (single occupancy) will be included for the participants leaving the day after the training because of flights availability.

Any additional expenses that may occur during the stay of the participants (e.g., phone calls, mini bar, etc.) will be directly paid by the participants, as these costs are not covered by the project.

The contractor will liaise further with the nominated participants for all logistics and practical aspects.

## **Annex 1: Background and main topics covered in training**

### **Background**

The Better Training for Safer Food on New Investigation Techniques was launched in 2013, as cases of agri-food fraud were increasing, reaching a great dissemination by the Media at the time of the famous horse meat scandal. An increasing trend to commit fraud in the sales of food was intimately linked to the big economic crisis, in which some sectors in the market found opportunities to practice counterfeiting, and use prohibited or low-quality ingredients in food, with possible no hygiene controls, in order to make substantial profits. This represents not only a serious threat to the confidence of the consumers, but possibly put their health in risk. Agri-food fraud cases can affect the whole agri-food chain, sometimes using very sophisticated techniques, to avoid being detected. Internet offers multiple choices and options; complete command of these tools should be known and used by those fighting against agri-food fraud products sold in internet.

The key for success was cooperating in a most efficient way. In this sense, all stakeholders should have a role in the fight against agri-food fraud crime, including industry, consumer operators, market surveillance and sanitary authorities, police and judicial bodies.

The current challenge not only require new IT tools, but a better use of the information, methods and integrate this information in a more coordinated way, using the skills and expertise of agri-food fraud units to attend these needs, and working in collaboration among administrations.

To improve the effectiveness of official controls in relation to agri-food fraud and e-commerce of food, it is essential that staff of competent authorities be equipped with appropriate knowledge and skills, adjusted to the needs of such controls. The training is serving therefore as a way to disseminate best practices, improve knowledge in this area and enabling the exchange of practical experience.

Two years ago, it was launched a new training programme covering New Food Investigation Techniques issue. The second phase of this contract is just starting.

The objective of the present program is to improve knowledge and skills of control staff on specific investigation techniques used to identify agri-food fraud (FF) or to perform official control duties on e-commerce of food and food related products, disseminating best practices and enabling the exchange of practical experience.

The program will be divided in two courses, having developed two different levels for the second



course, standard and advance with the aim to improve knowledge on new effective and efficient control/investigation techniques to:

- a) Identify more easily fraud along the agri-food chain
- b) Ensure better official controls on e-commerce in the food sector.

### **Main topics covered in the training**

The specific objectives of the **Course on general investigation and control techniques (NIT)** are to give tools and techniques to design, implement and manage agri-food fraud units; promote risk based investigations; spread the knowledge on methods and investigation techniques for the prevention of agri-food fraud; and ensure that the trainees have a solid understanding of ways to collaborate, coordinate with other enforcement bodies in their countries, other Member States and with other supranational organizations.

The specific objectives of the **Course on e-commerce of food, standard level (EC1)**, are to provide tools and techniques to identify internet food business operating and detect those not following the legal requirements; facilitate practical training on internet trading investigation; and spread knowledge on methods to investigate in different internet platforms, and learn practical and legal requirements to undertake official controls on internet food business; and ensure that the participants have a solid understanding of channels of communication, cooperation with different administrations and market stakeholders

### **Annex 2: Legislation and guidance**

Agri-food fraud is a singular topic to be addressed within the “BTSF frame.” The relevance of this fraudulent behaviour among most of the Control and enforcement EU Authorities is somehow recent, and there is not yet a detailed common legislation to be applied.

In EU there is no legislative framework to target agri-food fraud. The issue is directly dealt with at national level by Member States. The training course has been defined in order to identify effective actions and strengthen European rules and controls at the EU level.

Fraud cases have been detected in different countries across EU and third countries. Showing that collaboration among agencies is needed to avoid the cross border fraudulent behaviour. During the training time will be devoted to identifying authorities/ enforcement agencies that should be involved at the different stages of the agri-food chain, and take decisions, sharing intelligence and finding ways of collaboration, coordinating actions to be put in place. It will be shown how it is possible to establish links between food crime and criminal organizations.

Traditional investigation and control techniques are not always sufficient to properly control e-commerce of food and food related products, nor to reveal cases of fraud in the agri-food chain (be it through internet-based or traditional businesses) as many competent authorities do not have the necessary equipment and appropriate approach.

The official control of E-commerce of food is scarce in many of the EU countries, and in most cases, it is a responsibility of the Food Control authority.

Internet traders which are food business operators according to EU Legislation are often not registered (Regulation EC 852/2004) and are therefore not known to food control authorities. Course on e-commerce of food, standard level, provide tools and techniques to identify internet food business operating and detect those not following the legal requirements; facilitate practical training on internet trading investigation; and spread knowledge on methods to investigate in different internet platforms, and learn practical and legal requirements to undertake official controls on internet food business; and ensure that the participants have a solid understanding of channels of communication, cooperation with different administrations and market stakeholders.

Great relevance will be given to methods for an efficient exchange of information between units on cross-border, presenting cases and multi-lingual offers (web shops and platforms), including the use of the Administrative Assistance and Cooperation system (AAC system).

Sessions will be devoted to payment systems, how to set up contacts with selling and payment platforms (visa, PayPal, eBay, Amazon, etc.). All the above will be practically presented showing latest international initiatives on policy development regarding on-line investigations.

Other considerations in the fight against illicit on-line sells will be presented such the need to make the research without revealing the identity, of products covering offers originating inside and outside the EU. They must be able to document online offers and purchase processes according to the requirements of Member States' legal authorities.

### **Annex 3: Agenda**

#### **Course on New Food Investigation Techniques – F2F**

- **3 working days** from Monday to Friday
- 2 full days + 2 half days
- Arrival on the 1<sup>st</sup> day morning and departure on the last day after the end of the course (13h00)
- Schedule:
  - **1<sup>st</sup> Day: 16h00 to 19h30**
  - **2<sup>nd</sup> – 3<sup>rd</sup> Days: 09h00 to 18h00**
  - **4<sup>th</sup> Day: 09h00 to 13h00**
- 2 breaks of 30 minutes per day and a lunch break of 60 minutes.
- Dinner from the 1<sup>st</sup> to the 3<sup>rd</sup> Days

**When the participants register, they commit to attend the complete training session and to actively participate during activity groups and practical sessions.**

## Training programme on New Agri Food Investigation Techniques (F2F)

# TRAINING PROGRAMME ON COURSE 1: GENERAL INVESTIGATION AND CONTROL TECHNIQUES

NIT – General Investigation and Control Techniques – Day 1 (Monday)						
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
16:00	16h10	Registration, Opening and Welcome	<ul style="list-style-type: none"> <li>Opening and welcome address</li> <li>Presentation of the Programme “Better Training for Safer Food”</li> <li>Delivery of the training kit / • Domestic arrangements</li> </ul>	Presentation Media: BTSF Video	EM / TC	
16h10	16:45	Course Introduction	<ul style="list-style-type: none"> <li>Presentation of the Programme “Better Training for Safer Food”</li> <li>Introduction remarks about European Commission food fraud policy</li> </ul>	Presentation	HaDEA / Commission representative	
16:45	17:15	Introduction participants	Information about trainees' technical and professional background, including level of knowledge regarding the relevant subjects.  Identification of expectations, specific areas of interest, difficult aspects to be tackled, etc.	Group exercise	Participants	
17h15	17:30	Pre-training Test (Quiz 1)	Participants pre-training knowledge Self-Assessment test  <ul style="list-style-type: none"> <li>Measure the group of participants' knowledge at the beginning of the training</li> </ul>	Interactive Q&A (ARS System)	Participants TC	
17:30	17:45	Dissemination action planning	<ul style="list-style-type: none"> <li>Emphasise the importance of dissemination and discuss participant's plans for dissemination</li> <li>Identify key topics which each delegate considers most important for dissemination</li> </ul>	Presentation	TC	
17:45	18h15	Coffee break				
18h15	19h30	Collaborative approach to combating food fraud	What can be expected from this training?  Presentation of the key concepts, messages, and potential critical points that will be addressed during the training.	Presentation / Q&A	TC	

**NIT – General Investigation and Control Techniques – Day 1 (Monday)**

<b>Time</b>	<b>Title of the session</b>	<b>Training Objective / Subjects Covered</b>	<b>Method of Training</b>	<b>Responsible</b>
19h30		Welcome drink and dinner		

## NIT – General Investigation and Control Techniques – Day 2 - (Tuesday)

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h05	09h45	International collaboration on food fraud cases (Session )	Lessons learned from different real cases on food fraud (i.e. EU response to the horsemeat scandal, Food Fraud network, food fraud in the Official Control Regulation Developments made by EU Commission, OCR 2017/625, Communication methods, IMSOC, RASSF, AAC, AAC-FF, SIENA.	Case study/ Q&A	T2
09h45	10h00	Regulatory mapping of food fraud (Case study)	Group exercise: regulatory map: Identification of authorities/ enforcement agencies to be involved at the different stages of the food chain  Working groups conclusions will be presented in plenary for debate and conclusions	Working groups	T2
10h10	10h40	Group picture and Coffee Break			
10h30	11h00	Risk mapping of food fraud (Case study)	Group exercise: Vulnerability of the food trade chain (i.e. red meat) /fraud prevention  Where are opportunities for fraud? Where come: a motivated offender, a suitable target and lack of guardianship together? Analysis of the vulnerability of food chain – risk identification  Working groups conclusions will be presented in plenary for debate and conclusions	Working groups	T2
11h00	11h30	Worldwide cooperation on food fraud (Session )	Case study on OPSON and wine fraud to illustrate the need for international, worldwide cooperation Collaboration International level OPSON, Europol, Interpol	Case study/Q&A	T2
11h30	13h00	Intelligence lead approach (Session )	Introduction of the principles of intelligence lead approach to regulation/ investigation based on Ireland (FSAI) and Portuguese experience (ASAE). Defining intelligence, identification of intelligence opportunities and uses, legal compliance, protecting those reporting contraventions of EU Law (Art.139 625/2017, EU Directive 1939/2017) Intelligence Workshop – practical case, recording, evaluating intelligence, protecting the source administrative systems and tradecraft	Presentation / Discussion / Q&A	TC

NIT – General Investigation and Control Techniques – Day 2 - (Tuesday)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
13h00	14h00	Lunch			
14h00	14h30	Intelligence Cycle ASAE (Session )	Presentation outlining the Intelligence Cycle Process, the stages, use in food fraud investigations and outcomes	Presentation / Q&A	T3
14h30	15h30	Intelligence stage (Group exercise)	Group exercise: Workshop – using results of previous workshop developing an Intelligence requirement and collection plan to identify strategy and progress the investigation.  Analytical Techniques  Group exercise – progress investigation using analytical techniques to identify patterns in illegal activity intelligence material provided (ANPR data traffic movements) (temporal, geospatial, comparative case analysis)	Working groups	TC
15h30	16h00	Coffee Break			
16h00	16h30	Intelligence stage (Cont.)	Group exercise (cont.) Discussion of results feedback from workshops and examples of other intelligence analysis techniques  Working groups conclusions will be presented in plenary for debate and conclusions	Working groups	TC
16:30	17:30	Real cases managed by ASAE	Recent investigations undertaken by the Portuguese authorities: Trafficking “babies’ eels” and falsification documents; and ongoing investigation related to Live Bivalve Molluscs fraud (involves Portugal and Spain)		
17:30	17h45	Summary of the day (Quiz 3)	Sum up of day activity and clarification of concepts discussed during the day using an interactive system of Q&A	Interactive Q&A tool	Tutors & participants
18h00	19h30	Guided visit to the city			
20h00		Social Dinner			

### NIT – General Investigation and Control Techniques – Day 3 - (Wednesday)

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h05	10h00	Successful case study: NAS Carabinieri (Italy) (Session )	Presentation of this organization and key features regarding the investigation of agri-food fraud and inter-agencies cooperation in Italy	Presentation of case study / Q&A	T4
10h00	10h30	Fraud collecting information (Session )	Presentation of a real case study and open discussion	Presentation / Discussion / Q&A	T4
10h30	11h00	Coffee Break			
11h00	13h00	Fraud reporting (Session )	Presentation of a real case study and open discussion	Presentation / Discussion Q&A	T4
13h00	14h00	Lunch			
14h00	15h00	Methodology of investigation (Session )	<p>To present possible police response to tackle at operational level this form of criminality.</p> <p>To highlight possible links between food crime and criminal organizations.</p> <p>To underline possible cooperation with EU Agencies.</p> <p>To identify and propose multidisciplinary approach.</p>	Presentation of case study / Q&A	T5
15h00	15h45	Real cases managed by Flying Squad (Denmark) (Case Study)	<p>Case study: Flying Squad (Denmark)</p> <p>Practical presentation of real investigations recently managed by the Flying Squad: techniques used, problems encountered, agencies involved, collaboration with another MS, etc.</p>	Presentation of case s / Discussion / Q&A	T5
15h30	16h00	Coffee Break			
16h00	17h30	Conducting the investigation (Group activity)	Group exercise: participants will deal with the identification of potential lines of enquiry, potential techniques to develop current and obtain new intelligence, remit of investigation, resources, legal authority, media management, exchange of information, etc.	Working groups	T5

**NIT – General Investigation and Control Techniques – Day 3 - (Wednesday)**

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
			Working groups' conclusions will be presented in plenary for debate and conclusions.		
17h30	18h00	Summary of the day (Quiz 3)	Sum up of day activity and clarification of concepts discussed during the day using an interactive system of Q&A	Interactive Q&A tool	Tc & T5
20h00		Dinner			

**NIT – General Investigation and Control Techniques – Day 4 (Thursday)**

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day. Indications of the Event Manager for the departure		TC & EM
09h05	10h00	OCR 2017/625 – Intelligence Operating Models and risk-based controls (Session )	OCR 2017/625 Article 9(2) and its implications for use of Intelligence Operating Models utilised in the context of developing and delivering anti-fraud strategies in the agri-food chain., with examples and case study	Working group	TC & Participants
10h00	10h30	Making sure Food Fraud does not pay, penalties that reflect the seriousness of the offence (session)	Differentiation between non-compliance and those breaches of food law which involve fraudulent and deceptive practice. Developing evidential case that demonstrates intent, harm, financial gain and deception and the techniques, legal powers and approach used to reflects the seriousness, criminal gain and also act as a deterrent. The provisions of Art. 140 of the OCR 2017/625 will be considered and include initiatives that have been successful e.g. introduction of sentencing guidelines for the courts, use of criminal code fraud and money laundering legislation. Case study	Presentation / Q&A	TC



## NIT – General Investigation and Control Techniques – Day 4 (Thursday)

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
10h30	10h45	Coffee Break			
10h45	11h30	Conclusions of training and key messages (Session)	Conclusions of the training: how to combat and tackle food fraud What is essential to “bring back home” from the training? Specific message points related to food fraud, To align new initiatives	Brainstorming	TC & Participants
11h30	12h00	Post-Training Test (Quiz 4)	Participants post-training knowledge test <ul style="list-style-type: none"> <li>Measure the impact of the training on the understanding of the taught subject by the group</li> <li>Responding to outstanding questions from pre-course questionnaires</li> </ul>	Interactive Q&A (ARS System)	Tutors & Participants
12h00	12h45	Review and on-line evaluation	<ul style="list-style-type: none"> <li>Training evaluation by participants: on-line evaluation forms</li> <li>Assessment of course delivery against participants’ expectations and course objectives</li> <li>Participants Remarks &amp; reporting on previous topic discussions</li> <li>Establishment of networking opportunities</li> </ul>	Plenary Discussion	Participants
12h45	13h00	Certificates and Final speeches	<ul style="list-style-type: none"> <li>Delivery of the training certificates</li> <li>Final speeches of HaDEA representatives / Event Manager</li> </ul>	Plenary Discussion	EM & TC (COMM. representative)
13h00	14h00	Lunch and Closing workshop			

## TRAINING PROGRAMME ON COURSE 2A (EC1): E-COMMERCE OF FOOD – STANDARD

EC1 – Control of e-commerce on food – basic level - Day 1 (Monday)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
		<b>OPENING AND INTRODUCTION TO THE TRAINING</b>			
16h30	16h45	Registration, Opening and Welcome	<ul style="list-style-type: none"> <li>• Opening and welcome address</li> <li>• Presentation of the Programme “Better Training for Safer Food”</li> <li>• Delivery of the training kit / • Domestic arrangements</li> </ul>	Presentation	EM (HaDEA / Commission representative)

## EC1 – Control of e-commerce on food – basic level - Day 1 (Monday)

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
16h45	17h00	Course Introduction	<ul style="list-style-type: none"> <li>• Introduction to the course control of e-commerce on food – basic level</li> <li>• Course topics, objectives and activities / • Presentation of the team of tutors</li> </ul>	Presentation Media: BTSF Video	TC	
17h00	17h15	Introduction participants	Presentation of trainees: <ul style="list-style-type: none"> <li>• Brief introduction and expectations from the workshop.</li> </ul>	Group exercise	Participants	
17h15	17h30	Pre-training Test (Quiz 1)	Participants pre-training knowledge Self-Assessment test <ul style="list-style-type: none"> <li>• Measure the group of participants' knowledge at the beginning of the training</li> </ul>	Interactive Q&A (ARS System)	Participants TC	
17h30	17h35	Dissemination action planning	<ul style="list-style-type: none"> <li>• Emphasise the importance of dissemination and discuss participant's plans for dissemination</li> <li>• Identify key topics which each delegate considers most important for dissemination</li> </ul>	Presentation	TC	
17h35	18h00	Coffee break				
		<b>LEGAL FRAMEWORK</b>				
18h00	18h30	Legal framework for internet control (Session 1)	Legal framework for undertaking official controls of food business on the internet: <ul style="list-style-type: none"> <li>• Legal requirements of internet business: legislation, registration requirements, information to consumers</li> <li>• Legal requirements for internet controls, right of sellers, and legal procedures for shut down a website</li> </ul>	Presentation / Q&A	TC	
18h30	19h00	Clarification of concepts (Session 2)	To exchange views with participants regarding their technical and professional background what are their expectations, level of knowledge of the topics to be covered, major difficulties, etc.	Brainstorming	TC & participants	
19h00		Closing Day 1				

**EC1 – Control of e-commerce on food – basic level - Day 1 (Monday)**

<b>Time</b>	<b>Title of the session</b>	<b>Training Objective / Subjects Covered</b>	<b>Method of Training</b>	<b>Responsible</b>
19h30		Welcome drink and dinner		

## EC1 – Control of e-commerce on food – basic level – Day 2 - (Tuesday)

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
		<b>INTERNET KEY CONCEPTS</b>			
09h05	10h30	Key concepts of internet use (Session 3)	What are the data that may be get from domains? To define and explain what an IP address is, domain name, servers, host, etc.  Case studies and examples	Hands on IT training	T3
10h30	11h00	Group picture and Coffee Break			
11h00	12h45	Evidence captures (Session 4)	To present and explain how browsers work and how do they affect evidence.  Case studies and examples	Hands – on IT training	T3 & TC
12h45	13h45	Lunch			
13h45	14h45	Introduction to HTML (Session 5)	To present what is HTML, the source code, hyperlinks and metatags  Case studies and examples	Brief presentation  Hands on IT training	T3 & TC
14h45	15h30	Web pages capture (Session 6)	What are the data I need to have to take actions?  How to capture web pages and web sites?  Case studies and examples	Hands – on IT training	T3 & TC
15h30	16h00	Coffee Break			
		<b>EU LEGISLATIVE FRAMEWORK</b>			
16h00	16h45	EU legislation	Overview of the EU legal framework applicable to e-commerce of food business operating on Internet	Presentation / Q&A	T2

**EC1 – Control of e-commerce on food – basic level – Day 2 - (Tuesday)**

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
		(Session 7)		Case study	
16h45	17h45	Legal aspects and control purchase (Session 8)	To present legal background of control purchase and CAFIA's experience	Presentation / Q&A Case study	T2
17h45	18h00	Summary of the day (Quiz 3)	Sum up of day activity and clarification of concepts discussed during the day using an interactive system of Q&A	Interactive Q&A tool	Tutors & participants
20h00		Dinner			

**EC1 – Control of e-commerce on food – basic level – Day 3 - (Wednesday)**

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	08h35	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
		<b>EVIDENCE GATHERING</b>			
08h35	09h00	Web pages capture II (Session 9)	To present different instruments and tools on data capturing: video capture, screenshots, PDF grabs Case studies and examples	Hands – on IT training	T3
09h00	09h45	Evidence (Session 10)	To present the evidence gained to third parties Case studies and examples	Hands – on IT training	T3
09h45	10h30	Identifying servers (Session 11)	To present how to register a domain, where to do it and under what legal basis this is done Case studies and examples	Hands – on IT training	T3
10h30	11h00	Coffee Break			
11h00	12h30	Identify FTP (Session 12)	To present File Transfer Protocol and web site structure and safety protocols Case studies and examples	Hands – on IT training	T3
12h30	13h30	Lunch			
		<b>SETTING UP AN IT SYSTEM</b>			
13h30	14h30	Setting UP an IT system for internet investigations (Session 13)	To present how to set up and maintain a dedicated standalone PC with required procedures, and its connection to an intranet or extranet system Interactive presentation	Presentation / Hands on IT training / Q&A	T4

EC1 – Control of e-commerce on food – basic level – Day 3 - (Wednesday)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
14h30	15h30	Cooperation with stakeholders (Session 14 - Case study)	Case study: preparation of a full dossier with evidence gathering at national and international level <ul style="list-style-type: none"> <li>• Presentation of the case and objectives</li> <li>• Hands on training by the participants</li> </ul>	Presentation / Hands on IT training	T4
15h30	16h00	Coffee Break			
16h00	17h00	Cooperation with stakeholders (Cont.)	Continuation with case. Presentation of the participants of their findings and evidence gathered. Debriefing, summary of difficulties and problems	Hands-on training / Q&A	T4
17h00	17h45	Cooperation with stakeholders (Session 14 - Example)	National case on cooperation with stakeholders (i.e. Belgium, Netherlands, Austria)	Presentation / Q&A	T4
17h45	18h00	Summary of the day (Quiz 3)	Sum up of day activity and clarification of concepts discussed during the day using an interactive system of Q&A	Interactive Q&A tool	Tutors & participants
20h00		Dinner			

EC1 – Control of e-commerce on food – basic level – Day 4 - (Thursday)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC



## EC1 – Control of e-commerce on food – basic level – Day 4 - (Thursday)

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
09h05	09h50	Cooperation with marketplaces / selling platforms (Session 15)	To present different cooperation opportunities to be implemented with consumers, trading associations, producers  To establish agreements with banks and on-line paying systems providers  To establish agreements with hosts and domain registration	Presentation / Q&A	T5 & TC
09h50	10h15	International cooperation & communication with consumers (Session 16)	Information to consumers to minimize risks  International networking: examples	Presentation / Q&A	T5
10h15	10h30	Cross border cooperation (Session 17 - Group activity)	To present case studies of administrative cooperation  Presentation of the case and allocation of tasks to participants	Working group exercise  Q&A	T5
10h30	11h00	Coffee Break			
10h45	11h30	Cross border cooperation (cont.)	Cont.: - Discussion among the groups  Presentation of outcomes of each group and discussion	Working group exercise / Q&A	T5
11h30	11h50	Future of on-line investigations (Session 18)	To present relevant European and international initiatives on policy development regarding on-line investigations (issues in the pipeline, FLEP activities, risk assessment, etc.)	Presentation / Q&A	TC
11h15	11h45	Summary of course (Session 19)	Summary of Course: Key Contents summary, review of lessons learned, and questions raised by participants during the course	Discussion / Brainstorming	TC
11h45	12h00	Post-Training Test	Participants post-training knowledge test	Interactive Q&A	Tutors &

**EC1 – Control of e-commerce on food – basic level – Day 4 - (Thursday)**

Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
		(Quiz 4)	<ul style="list-style-type: none"> <li>• Measure the impact of the training on the understanding of the taught subject by the group</li> <li>• Responding to outstanding questions from pre-course questionnaires</li> </ul>	(ARS System)	Participants
12h00	12h45	Review and on-line evaluation	<ul style="list-style-type: none"> <li>• Training evaluation by participants: on-line evaluation forms</li> <li>• Assessment of course delivery against participants' expectations and course objectives</li> <li>• Participants Remarks &amp; reporting on previous topic discussions</li> <li>• Establishment of networking opportunities</li> </ul>	Plenary Discussion	Participants
12h45	13h00	Certificates and Final speeches	<ul style="list-style-type: none"> <li>• Delivery of the training certificates</li> <li>• Final speeches of HaDEA representatives / Event Manager</li> </ul>	Plenary Discussion	EM & TC (COMM. representative)
13h00	13h30	Lunch and Travel back home			

## **Annex 4: Training material, outcomes and dissemination activities**

### **Training material**

Participants will receive an email prior to the course with the link to the BTSF Academy and their password to access it provided by the team at BTSF Academy platform.

All the presentations and hands-out will be available for download from the BTSF Academy, as well as background information on the tutors' team and IT guidance documents.

At the end of the course, participants will be provided with a syllabus to facilitate the dissemination of the contents.

Additionally, after the end of the training, pending their mandatory attendance to each day of the training, participants will be able to download their digital certificate of attendance.

### **Dissemination questionnaire**

BTSF initiative is a very successful tool to disseminate knowledge and best practices. Nevertheless, according to the general evaluation on effectiveness and efficiency of BTSF, it has been recommended to expand further BTSF. One of the ways to reaching this objective is by fostering Member State impact dissemination activities through fine-tuning of participants selection process and developing a more precise performance indicators to measure the outcome and impact.

With the aim to better respond to this requirement, the present program foresees two actions:

- All participants will receive the training material in advance of the training. The material will include additional pre-recorded material for offline studies. Preparatory videos will introduce the specific topic and provide background information to participants.
- Two to three months after the respective training session, participants will receive a standard questionnaire requesting information on the dissemination activities of the participant after the training, and details on differences in the approach adopted in day-to-day work following the training.

### **Self-assessment test**

Participants should also be reminded that a knowledge test at the beginning and at the end of the session will be performed. This test in anyway pretends to evaluate individual knowledge of participants but will serve to measure the learning impact of the training and it shall focus on the group level.

The test will be anonymous and will be composed by a set of multiple-choice questions linked to the content of the training. Participants will receive the answers after the second test, and they will be discussed in plenary.

Participants are expected to agree to carry out the above tests and to reply to the surveys and questionnaires. Participants agree to be registered in the BTSF Academy and agree to be recorded during Virtual Classroom Training sessions and to take a group photo of the participants and tutors at the end of the training. Videos and photo will be published in the BTSF Academy in the corresponding training course section and will be visible only to registered users of the BTSF ACADEMY.

Please find more information regarding data protection in Annex 6 and through the following link: <https://btsfacademy.eu/training/course/view.php?id=275>

## **Annex 5: Contractor contact details**

The project is managed by AENOR. The project management Unit is the following:

- Project Manager: Mónica ZABALA
- Training Coordinator of the course: Robert PHILLIPS / Phil OWEN
- Event Manager: Ignacio ACHA

All official communication between National Contact Points and the project will be maintained through the functional e-mail address [20179605nfit@aenor.com](mailto:20179605nfit@aenor.com) or by phone to + 34 620 377 619

Once it is confirmed the registration to NCPs, the registration form will be submitted to the corresponding Event Manager of the session that will lease directly with the participant and proceed with further instructions for additional information regarding logistic arrangements.

The management of the selection process and allocation of seats is a responsibility shared between NCPs and the Project Management Unit.

The places allocated to the countries will be strictly respected until the deadlines.

The project website is <http://btsf-aenor.com/> The website will be regularly updated with details of forthcoming courses.

## **Annex 6: Data protection notice**

The following Data Protection Notice explains the reason for the processing of all personal data provided and how HaDEA will collect and handles them and ensures their protection. It also details how that information is used and what rights the data subject may exercise in relation to the data.

**1. Your personal data** is processed in accordance with Regulation (EU) No 2018/1725 on the protection of individuals with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. As the organisation of BTSF

training courses implies the collection of individuals' personal data, its processing falls within the provisions of the above-mentioned Regulation.

**The data controller** of the processing operation is the European Health and Digital Executive Agency (HaDEA), acting as delegated HaDEA's data controller.

Personal data is accessed by the HaDEA staff involved in the management of the BTSF training courses. The data provided will also be accessed by National Contact Points (NCPs) and by DG SANTE.

**The data processor** is AENOR, the external contractor involved in the organisation of BTSF training courses who process your personal data on HaDEA's behalf.

**The legal basis** for the processing activities is Article 5(a) of Regulation EU 2018/1725 because processing is necessary for the performance of a task carried out in the public interest (or in the exercise of official authority vested in the Union institution or body) \* and Article 5(d) of Regulation EU 2018/1725 for the non-mandatory data.

**2. The purpose(s)** of this processing is the selection, enrolment and participation in the training activities under the BTSF, as well as for statistical purposes.

In addition, data is processed for the following purposes:

- to plan and organise training activities for BTSF participants;
- to issue certificates of participation for the different training courses;
- to collect feedback from participants so that the controller can deliver better and more effective training, according to participants' needs and knowledge as well as the skills necessary for their job;
- to perform ex-post evaluation of the impact of the BTSF Initiative.

HaDEA covers all needs on the treatment of information for the BTSF Initiative.

**3. The following of your personal data are collected:**

- Name and surname;
- Date of birth;
- Gender;
- Nationality;
- ID or passport details;
- Contact details (e-mail address, telephone number, mobile telephone number, postal address, name address and phone number of the sending organisation);
- Expertise, technical skills and languages, educational background, professional experience including details on current and past employment.

These are **mandatory** data for the purpose(s) outlined above.

**Non-mandatory** personal data may be collected such as photos and videos. These data can also only be processed based on your explicit prior consent on the basis of Article 5(d) of Regulation EU 2018/1725.

**4. The recipients** of your personal data will be HaDEA and its contractors in charge of the organisation of the training and bodies charged with monitoring or inspection tasks in application of EU law (e.g. internal audits, Court of Auditors, European Anti-fraud Office (OLAF)). Your personal data **will not be**

**transferred** to non-EU countries or international organisations.

**5. Your personal data** will be kept only for the time needed to achieve the purposes for which it is processed.

However, we may keep information identifying you for a longer period for historical, statistical, or scientific purposes with the appropriate safeguards in place.

Reports containing personal data will be archived according to HaDEA's legal framework.

Nevertheless, where needed, after this delay, personal data will be part of a list of contact details shared internally for the purpose of contacting data subjects in the future in the context of the HaDEA's activities. If data subjects do not agree with this, please contact the Controller by using [HaDEA-BTSF-PROJECTS@ec.europa.eu](mailto:HaDEA-BTSF-PROJECTS@ec.europa.eu) and by explicitly specifying your request.

**6. You have the right** to access your personal data and to request your personal data to be rectified, if the data is inaccurate or incomplete; where applicable, you have the right to request restriction or to object to processing, to request a copy or erasure of your personal data held by the data controller. If processing is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing based on your consent before its withdrawal. Your request to exercise one of the above rights will be dealt with without undue delay and in any case within **one month**.

**7.** If you have **any queries** concerning the processing of your personal data, you may address them to the European Health and Digital Executive Agency (HaDEA) (entity acting as data controller) via: [HaDEA-BTSF-PROJECTS@ec.europa.eu](mailto:HaDEA-BTSF-PROJECTS@ec.europa.eu) or to AENOR (entity acting as data processor) via: [20179605nfit@aenor.com](mailto:20179605nfit@aenor.com)

**8. You shall have right** of recourse at any time to the HaDEA Data Protection Officer at [HADEA-DPO@ec.europa.eu](mailto:HADEA-DPO@ec.europa.eu) and to the European Data Protection Supervisor ([EDPS@edps.europa.eu](mailto:EDPS@edps.europa.eu)).

*\*Act of Establishment: Commission Decision C(2014) 9594 amending Decision C(2013) 9505 with a view to performance by HaDEA of tasks linked to the implementation of Union Programmes in the field of consumers, health and information provision and promotion measures concerning agricultural products implemented in the internal market and in third countries and food safety training measures*