

**ANNEX A.1**

**TECHNICAL SPECIFICATIONS**

**D-SE-17-T01**

**“Second FRA survey on discrimination and hate crime  
against Jews”**

# 1. Technical specifications

## 1.1. Objective

The objective of these Technical Specifications is to provide the contractor with all the necessary information that will allow them to implement the project.

## 1.2. Title of the contract

The title of the contract is “**Second FRA survey on discrimination and hate crime against Jews**”.

## 1.3. Contracting Authority

The contracting authority is the European Union Agency for Fundamental Rights (hereinafter referred to as FRA or the Agency). The Agency was established by Council Regulation No 168/2007<sup>1</sup> on 15 February 2007. Its objective is to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States when implementing Community law with assistance and expertise relating to fundamental rights. In order to achieve this objective the Agency is required to perform a number of tasks, including data collection and research, and comparative data collection in the form of survey research.

# 2. Background information

## 2.1. FRA mandate and data collection

To meet the objectives listed in Council Regulation No 168/2007, the Agency is empowered to collect, analyse and disseminate relevant, objective, reliable and comparable information and data, and to carry out scientific research and surveys.

In order to fulfil its objectives FRA conducts research collecting relevant primary and secondary data and contextual information from EU Member States, and analyses them comparatively in order to develop policy relevant reports addressed primarily to its main stakeholders – EU institutions and Member States. The Agency collects available secondary source data and material on the situation of fundamental rights in the EU, and utilises its own contracted research networks for this.

Where there is a lack of comprehensive and comparable EU-wide data from secondary sources (such as administrative data, government or other official statistics and existing survey research), the Agency can undertake its own primary data collection – both quantitative and qualitative.

At all stages of a project, the Agency works closely with contractors in respect of project development and oversight.

The Agency undertakes research and data collection in line with policy priorities and by noting data gaps where Agency’s research would have an added value. In order to make up for the absence of official data and to document the situation with respect to various rights and population groups, FRA has carried out several projects to collect primary survey data.

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<sup>1</sup> Council Regulation (EC) No 168/2007 of 15 February 2007 establishing a European Union Agency for Fundamental Rights

### *European Union Minorities and Discrimination Survey (EU-MIDIS)*

In 2008, FRA carried out a large-scale survey on immigrants and ethnic minorities' experiences of discrimination and victimisation in the EU27 – the 'European Union Minorities and Discrimination Survey' (EU-MIDIS). The survey carried out face-to-face interviews with a random sample of respondents from selected ethnic minority and immigrant groups in all 27 Member States of the European Union. 23,500 ethnic minority and immigrant people were interviewed. In addition 5,000 people from the majority population living in the same areas as minorities were interviewed in 10 Member States to allow for comparison of selected results.

EU-MIDIS collected detailed information on immigrants and ethnic minorities' experiences of discrimination, crime victimisation, rights awareness and contacts with law enforcement. The results of EU-MIDIS were published in the period 2009-2012 and are available at <http://fra.europa.eu/eu-midis>. The publications include the Main Results Report (2009), and the Technical Report, accompanied by a series of Data in Focus reports that concentrate on specific survey findings in relation to particular groups and issues: .

- EU-MIDIS Data in Focus Report 1: The Roma (2009)
- EU-MIDIS Data in Focus Report 2: Muslims (2009)
- EU-MIDIS Data in Focus Report 3: Rights Awareness (2010)
- EU-MIDIS Data in Focus Report 4: Police Stops and Minorities (2010)
- EU-MIDIS Data in Focus Report 5: Multiple Discrimination (2011)
- EU-MIDIS Data in Focus Report 6: Minorities as Victims of Crime (2012)<sup>2</sup>.

### *Second European Union Minorities and Discrimination Survey (EU MIDIS II)*

In 2016, FRA carried out the second wave of the large-scale survey on immigrants and ethnic minorities' experiences of discrimination and victimisation in the EU28 – EU-MIDIS II. The survey interviewed face-to-face 25,500 persons with an immigrant or ethnic minority background across the EU. The interviews were conducted with selected target group(s) in each country, and respondents were selected using random probability sampling methods.

EU-MIDIS II collected comparable data on experiences of discrimination and criminal victimisation, rights awareness and contacts with law enforcement. In addition, it also collected data on socio-economic conditions and issues related to social inclusion and civic and political participation.

The first results of EU-MIDIS II 'Roma – Selected findings' were published in 2016<sup>3</sup>. The agency will publish a report on selected findings related to Muslims in September 2017. The Main Results Report and the Technical Report of EU-MIDIS II will be published in the fourth quarter 2017.

### *FRA online surveys*

In 2012, FRA conducted the first ever online EU LGBT survey<sup>4</sup>. Through an open online questionnaire, the survey collected data from 93,079 self-identifying lesbian, gay, bisexual and trans persons aged 18 years and above, across the EU and Croatia, who were internet users, were informed about the survey and decided to participate in it.

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<sup>2</sup> See <http://fra.europa.eu/en/project/2011/eu-midis-european-union-minorities-and-discrimination-survey>, <http://fra.europa.eu/en/publication/2009/eu-midis-data-focus-report-1-roma>, <http://fra.europa.eu/en/publication/2010/eu-midis-data-focus-report-2-muslims>, <http://fra.europa.eu/en/publication/2010/eu-midis-data-focus-report-4-police-stops-and-minorities>, <http://fra.europa.eu/en/publication/2011/eu-midis-data-focus-report-5-multiple-discrimination>, [http://fra.europa.eu/sites/default/files/fra-2012-eu-midis-dif6\\_0.pdf](http://fra.europa.eu/sites/default/files/fra-2012-eu-midis-dif6_0.pdf)

<sup>3</sup> <http://fra.europa.eu/en/publication/2016/eumidis-ii-roma-selected-findings>

<sup>4</sup> <http://fra.europa.eu/en/publication/2014/eu-lgbt-survey-european-union-lesbian-gay-bisexual-and-transgender-survey-main>, [file:///C:/Users/beresvi/Downloads/eu-lgbt-survey-technical-report\\_en%20\(1\).pdf](file:///C:/Users/beresvi/Downloads/eu-lgbt-survey-technical-report_en%20(1).pdf)

In 2016, FRA has started the Fundamental Rights Survey<sup>5</sup> – the first EU-wide survey to collect data on people's experiences of fundamental rights in practice, and their opinions concerning the protection and realisation of fundamental rights. The survey is foreseen as a mixed-mode survey, including the online survey mode in all EU Member States.

### **FRA work in the area of antisemitism**

FRA's work on antisemitism falls within its mandate to provide assistance and expertise in relation to racism, xenophobia and related intolerance, as well as to non-discrimination. FRA closely cooperates with the European Commission, the Council of Europe's European Commission against Racism and Intolerance (ECRI), and the Office for Democratic Institutions and Human Rights (ODIHR) at the OSCE in these areas of work.

#### *Survey: Discrimination and hate crime against Jews 2012*

The lack of robust and comparable data on antisemitism in the EU is such that policy makers across the EU can often only base their decisions on patchy evidence, which limits their capacity to counter antisemitism effectively. The 2012 FRA online survey was the first-ever to collect comparable data on Jewish people's experiences and perceptions of antisemitism, hate-motivated crime and discrimination across a number of EU Member States: Belgium, France, Germany, Hungary, Italy, Latvia, Sweden and the United Kingdom. The results report 'Discrimination and hate crime against Jews in EU Member States: experiences and perceptions of antisemitism'<sup>6</sup>, published in 2013, reveals a worrying level of discrimination, particularly in employment and education, a widespread fear of victimisation and heightening concern about antisemitism online. It was referenced in the [Conclusions on combating hate crime in the European Union – an outcome of the Justice and Home Affairs Council meeting of 5-6 December 2013](#) – that welcome the important role of the Agency in providing expert and independent analysis, directed attention to FRA's recent reports, and requested that FRA continues assessing the extent of racism, xenophobia, antisemitism and other forms of hate crime through EU-wide surveys.

The second survey on discrimination and hate crime against Jews will build upon the experiences of the 2012 survey.

#### 1. Manifestations of Antisemitism in the EU 2002-2003

EUMC, the EU agency that preceded FRA, published a major report on antisemitism on 31 March 2004. The report was a comprehensive effort to document antisemitism in the EU using data and information collected through the Agency's RAXEN contractors. The report highlighted the paucity of adequate criminal justice data both on incidents as well as on perpetrators.

#### 2. Perceptions of Antisemitism in the European Union

A second report was also published in 2004, based on interviews and discussions providing a snapshot of the perceptions and views of members of Jewish communities across the EU.

#### 3. Antisemitism: Summary overview of the situation in the European Union 2005-2015

Since 2004 the Agency publishes an annual report on the data pertaining to antisemitism in the EU.

#### 4. FRA Fundamental Rights Report

FRA's annual Fundamental Rights Reports contains official and unofficial data and information on antisemitism in the European Union.

#### 5. Comparative Report: Racist Violence in 15 EU Member States

The agency published in 2005 a comprehensive comparative analysis on the situation regarding racist violence and crime in the Member States of the EU-15, including data and information on manifestations of antisemitism.

In addition to the above, FRA has developed work related to Holocaust education. In 2009, the Agency published a report on the role of European memorial sites, museums and exhibitions

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<sup>6</sup> [http://fra.europa.eu/sites/default/files/fra-2013-discrimination-hate-crime-against-jews-eu-member-states-0\\_en.pdf](http://fra.europa.eu/sites/default/files/fra-2013-discrimination-hate-crime-against-jews-eu-member-states-0_en.pdf)

in educating young people about the Holocaust and human rights. The Agency also published a handbook for teachers on Holocaust and human rights education.

Since 2016 FRA participates in the European Union High Level Group on Racism, Xenophobia and Related Intolerance, led by the European Commission. FRA leads a dedicated subgroup mandated to assist Member States in developing a common methodology to collect data on and record incidents of hate crime, including antisemitic incidents.

## 2.2 The work of the United Nations

The issue of countering antisemitism is present in much of the United Nations' (UN) work. State parties to the International Convention on the Elimination of All Forms of Racial Discrimination are obliged to submit reports at regular intervals on the implementation of the Convention to the Committee on the Elimination of Racial Discrimination. The Committee examines each report and addresses its concerns and recommendations to the State party in the form of "concluding observations". The concluding observations highlight, among other issues, incidents of antisemitism in the State parties and provide relevant recommendations.

In 1993, the UN created a parallel venue for examining allegations of antisemitism through the mandates of **the Special Rapporteur on contemporary forms of racism, racial discrimination, xenophobia and related intolerance**<sup>7</sup> and in 2000 the **Special Rapporteur on religious freedom**, regularly reporting about antisemitic incidents.<sup>8</sup>

In 2004, the United Nations Secretary-General Kofi Annan called for action on antisemitism, highlighting that 'a human rights agenda that fails to address anti-Semitism denies its own history...'.<sup>9</sup> In the follow-up, the UN established an annual UN day for Holocaust commemoration,<sup>10</sup> the General Assembly held a special session to commemorate the 60<sup>th</sup> anniversary of the liberation of the Nazi concentration camps, and the UN Holocaust education programme was created. Furthermore, in 2007 the UN adopted a resolution condemning any denial of the Holocaust.<sup>11</sup>

The United Nations' fight against discrimination and hatred targeted at Jews forms part of its general activities on fighting racism, xenophobia and related intolerance. Since the UN's 59<sup>th</sup> session, antisemitism is explicitly mentioned in the UN resolutions on religious intolerance, reaffirming its commitment to condemn all 'acts of hatred, intolerance and acts of violence, intimidation and coercion motivated by intolerance based on religion or belief'.<sup>12</sup> Furthermore, in the UN resolutions on 'Global efforts for the total elimination of racism, racial discrimination, xenophobia and related intolerance', the UN repeatedly recalls the **Durban Declaration of the UN World Conference Against Racism and Xenophobia in 2001**, which highlights that the 'Holocaust must never be forgotten' and stresses the need to initiate 'innovative and holistic approaches and the strengthening and enhancement of practical and effective measures at the

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<sup>7</sup> United Nations Commission on Human Rights resolution 1993/20, Mandate of the Special Rapporteur on contemporary forms of racism, racial discrimination, xenophobia and related intolerance

<sup>8</sup> United Nations Human Rights Council Resolution 6/37, Special Rapporteur on freedom of religion or belief/religious intolerance, available at [http://ap.ohchr.org/Documents/E/HRC/resolutions/A\\_HRC\\_RES\\_6\\_37.pdf](http://ap.ohchr.org/Documents/E/HRC/resolutions/A_HRC_RES_6_37.pdf)

<sup>9</sup> UN Secretary-General Kofi Annan's 2004 Call to Action on Anti-Semitism Seminar on Anti-Semitism, UN Headquarters, New York, June 21, 2004. Available at: <https://www.un.org/sg/en/content/sg/statement/2004-06-21/secretary-generals-opening-remarks-un-department-public-information>

<sup>10</sup> A/RES/60/7, 1 November 2005, United Nations General Assembly Resolution on the Holocaust Remembrance, available at <http://www.un.org/en/holocaustremembrance/docs/res607.shtml>

<sup>11</sup> A/RES/61/255, 26 January 2007, United Nations General Assembly Resolution on Holocaust Denial

<sup>12</sup> See, for instance, A/RES/59/199, 22 March 2005, United Nations General Assembly Resolution on the Elimination of all forms of religious intolerance, available at <http://daccess-dds-ny.un.org/doc/UNDOC/GEN/N04/488/20/PDF/N0448820.pdf?OpenElement>; A/RES/64/164, 17 March 2010, United Nations General Assembly Resolution on the Elimination of all forms of intolerance and of discrimination based on religion or belief, available at <http://daccess-dds-ny.un.org/doc/UNDOC/GEN/N09/471/67/PDF/N0947167.pdf?OpenElement>

national, regional and international levels.<sup>13</sup> The conclusions of the Durban Declaration were reaffirmed and reinvigorated at **Durban Review Conference** in 2009 which advocated for a 'comprehensive and universal approach to preventing, combating and eradicating racism, racial discrimination, xenophobia and related intolerance in all its forms' such as through strict legal prohibition of 'racial or religious hatred that constitutes incitement to discrimination, hostility or violence', dissemination of good practices and the collection of 'reliable information on hate crimes'.<sup>14</sup>

In January 2015, the UN General Assembly held an informal meeting addressing the rise of antisemitism worldwide. Following the meeting, a **Joint statement** on behalf of a number of states, including all the EU 28 member states, was released. The statement calls upon all member states to, among others, monitor crimes of antisemitic nature, and effectively investigate them and prosecute those responsible.<sup>15</sup>

### 2.3 The work of the Council of Europe

The Council of Europe has addressed the issue of discrimination of Jews on grounds of religion or belief in a range of key instruments, including legally-binding conventions, recommendations and resolutions, which aim at combating discrimination and promoting tolerance. In this regard, the key Council of Europe instrument prohibiting discrimination is the **European Convention on Human Rights** (Article 14 and Protocol No. 12). With regard to hate speech on the Internet, in the **Additional Protocol to the Convention on cybercrime**, the Council of Europe calls state parties to adopt legislative and other measures to criminalise acts of racist and xenophobic nature committed through computer systems.<sup>16</sup>

In general, the Committee of Ministers condemned "hate speech" in its **Recommendation No. 97 (20) on hate speech**, defining hate speech as 'covering all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism'.<sup>17</sup> In particular, the Recommendation focused on hate speech disseminated in the media.<sup>18</sup>

Referring to the work of Niels Muižnieks, the Council of Europe **Commissioner for Human Rights**, the annual activity report 2015 noted Commissioner's fears about growing antisemitism in Europe and highlighted "shortcomings in the reporting of hate crimes, a lack of monitoring of racially and religiously motivated hate speech and deficiencies in the judicial response to hate crimes [...]".<sup>19</sup>

The **Parliamentary Assembly of the Council of Europe (PACE)** has contributed an array of recommendations, resolutions, hearings and debates on discrimination and victimisation of Jews. In its Resolution 2106 (2016) 'Renewed commitment in the fight against antisemitism in Europe', PACE condemns any form of xenophobia, racism and other forms of intolerance,

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<sup>13</sup> United Nations, 31 August – 8 September 2001 Durban, Durban Declaration of the UN World Conference Against Racism and Xenophobia, available at <http://www.un.org/WCAR/durban.pdf>

<sup>14</sup> United Nations, 20–24 April 2009 Geneva, Outcome document of the Durban Review Conference, available at [http://www.un.org/durbanreview2009/pdf/Durban\\_Review\\_outcome\\_document\\_En.pdf](http://www.un.org/durbanreview2009/pdf/Durban_Review_outcome_document_En.pdf)

<sup>15</sup> European Union Delegation to the United Nations – New York (22 January 2015). Available at: <http://europa.eu/united-nations-joint-statement-following-the-informal-meeting-of-the-general-assembly-to-address-concerns-of-a-rise-in-antisemitic-violence-worldwide/>

<sup>16</sup> ETS no. 189, Council of Europe, Strasbourg, 28.I.2003, Additional Protocol to the Convention on cybercrime, concerning the criminalisation of acts of a racist and xenophobic nature committed through computer systems, available at <http://www.coe.int/en/web/conventions/full-list/-/conventions/treaty/189>

<sup>17</sup> R 97 (20), 30 December 1997, Council of Europe, Committee of Ministers, Recommendation of the Committee of Ministers to Member States on "Hate Speech", available at <https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=0900001680505d5b>

<sup>18</sup> *Ibid.*, Council of Europe, Committee of Ministers, Recommendation of the Committee of Ministers to Member States on "Hate Speech"

<sup>19</sup> Nils Muižnieks, Commissioner for Human Rights of the Council of Europe Council of Europe (2016), Annual activity report 2015, page 32, available at: <http://www.coe.int/en/web/commissioner/-/human-rights-in-europe-do-not-leave-the-battlefield>.

including any forms of antisemitism.<sup>20</sup> With regards to the reporting of antisemitic and other hate crimes PACE calls on Council of Europe member states to increase the level of trust in the national authorities by providing police officers with training on combating hate crime and discrimination; encourage victims to report antisemitic and other hate crimes by launching information campaigns on how to report such crimes; step up efforts to ensure that a comprehensive and efficient system is put in place for the collection of data on hate crimes, disaggregated by motivation; and ensure the publication of the number of complaints and their motivation.

Another important vehicle of combating discrimination against minorities at the level of the Council of Europe is the **European Commission against Racism and Intolerance (ECRI)** which monitors racism and intolerance in each country and recommends targeted measures to combat racial discrimination. In the 2004 **General Policy Recommendation No. 9** on the fight against antisemitism, ECRI emphasises the prevalence of open and disguised forms of antisemitism, the 'references to the Shoah in current manifestations of antisemitism', and stresses that these manifestations originate across different sectors of societies and therefore calls upon states to 'give a high priority to the fight against antisemitism'.<sup>21</sup>

## 2.4 The work of the Organisation for Security and Co-operation in Europe (OSCE)

The activities of the OSCE against discrimination and hatred targeted at Jews are long-standing and date back to the Helsinki Final Act of 1975 and the key Copenhagen document of 1990, strongly condemning all forms of antisemitism, xenophobia and discrimination.<sup>22</sup> This commitment is reaffirmed in the **Permanent Council Decision No. 607** on combating antisemitism<sup>23</sup> and several Ministerial Council Decisions<sup>24</sup>, for example the **2002 Porto Ministerial Decision** which highlights the 'role that the existence of anti-Semitism has played throughout history as a major threat to freedom'.<sup>25</sup> In the **Ministerial Council Decision No. 9/09 in 2009**, the 'need for more consistent, comprehensive and comparable data on hate crimes' was emphasised.<sup>26</sup>

The bi-annual conferences on antisemitism demonstrate the strong commitment of the OSCE to combat antisemitism. At the landmark "**Berlin Declaration**" of the Chairman-in-Office in 2004, the participating OSCE states recognise the historic character of antisemitism and expressed their commitment to intensifying efforts to combat antisemitism, including through the development of effective methods of collection of data on antisemitic incidents.<sup>27</sup> In this Declaration and in subsequent Declarations, the participating states not only recognise

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<sup>20</sup> See, for instance, Recommendation 1222 (1993), 29 September 1993, Council of Europe Parliamentary Assembly Recommendation 1222 (1993) on the fight against racism, xenophobia and intolerance available at <http://www.assembly.coe.int/nw/xml/XRef/Xref-XML2HTML-EN.asp?fileid=15256&lang=en>; and Recommendation 1275 (1995), 28 June 1995, Council of Europe Recommendation on the fight against racism, xenophobia, anti-Semitism and intolerance, available at <https://assembly.coe.int/nw/xml/XRef/Xref-XML2HTML-en.asp?fileid=15309&lang=en>

<sup>21</sup> CRI(2004)37, European Commission against Racism and Intolerance (ECRI), General Policy Recommendation No. 9 on the fight against antisemitism, available at [http://www.coe.int/t/dghl/monitoring/ecri/activities/gpr/en/recommendation\\_n9/Rec.09%20en.pdf](http://www.coe.int/t/dghl/monitoring/ecri/activities/gpr/en/recommendation_n9/Rec.09%20en.pdf)

<sup>22</sup> Document of the Copenhagen Meeting of the Conference on the Human Dimension of the OSCE 1990, available at <http://www.osce.org/odihr/elections/14304>

<sup>23</sup> PC.DEC/607, 22 April 2004, Decision No. 607 combating anti-Semitism, OSCE Permanent Council, available at <http://www.osce.org/pc/30980>

<sup>24</sup> See, for instance: (MC(9).DEC/5), Bucharest Ministerial Council Decision No. 5, 3-4 December 2001, available at <http://www.osce.org/mc/40515>; MC(10).DEC/6, 6/7 December 2002, Porto Ministerial Council Decision No. 6 Tolerance and Non-Discrimination, available at <http://www.osce.org/mc/40521>

<sup>25</sup> MC(10).DEC/6, 6/7 December 2002, Porto Ministerial Council Decision No. 6 Tolerance and Non-Discrimination, , available at <http://www.osce.org/mc/40521>

<sup>26</sup> MC.DEC/9/09, 2 December 2009, Athens Ministerial Council Decision No. 9/09 combating hate crime, available at <http://www.osce.org/cio/40695>

<sup>27</sup> OSCE Bulgarian Chairmanship, The Chairman-in-Office, 28/29 April 2004, "Berlin Declaration", para 1, available at <http://www.osce.org/cio/31432>

traditional manners but also new forms and manifestations of antisemitism and emphasise that 'international developments or political issues, including in Israel or anywhere else, can never justify anti-Semitism'.<sup>28</sup> In November 2014, commemorating the 10<sup>th</sup> anniversary of the Berlin Conference on Anti-Semitism, OSCE organised a high-level event assessing what has been achieved and discussing new challenges in countering antisemitism. Building on the event, OSCE Ministerial Council released a **Declaration on enhancing efforts to combat antisemitism**, calling upon the participating states to, among others, increase efforts to monitoring hate crimes and collect relevant data, including motivated by antisemitism.<sup>29</sup>

The OSCE Parliamentary Assembly has adopted several resolutions on combating antisemitism,<sup>30</sup> highlighting the growing prevalence of antisemitism, especially with regard to the spread of antisemitic content in the media and internet, also noting the 'incidents of government-backed antisemitism in general'.<sup>31</sup> In the **2009 Vilnius Declaration and the Resolution on anti-Semitism**, it calls for the 'establishment of an international task force of Internet specialists' to measure antisemitism and other manifestations of hate online.<sup>32</sup>

The **Office for Democratic Institutions and Human Rights** (ODIHR) has been engaged in extensive work aimed at combating manifestations of antisemitism through, *inter alia*, providing practical support in compiling information, producing teaching materials for promoting tolerance and non-discrimination, training government and civil society members to monitor and report on incidences of antisemitism (OSCE/ODIHR Law Enforcement Officers Programme (LEOP)) as well as developing guidelines for Holocaust Remembrance and Hate Crime Laws. With the Tolerance and Non-Discrimination Information System (TANDIS), the ODIHR collects information and statistics related to tolerance and non-discrimination, including information about existing measures to combat hate crimes. In its **Annual Hate Crime Report 2015**, the ODIHR presented data on manifestations of hate crimes, defining hate crimes as 'criminal acts motivated by bias or prejudice towards particular groups of people. To be considered a hate crime, the offence must meet two criteria. The first is that the act constitutes an offence under criminal law. Secondly, the act must have been motivated by bias'.<sup>33</sup>

Since 2005, the OSCE appoints a **Personal Representative of the OSCE Chairperson-in-Office on Combating Anti-Semitism** (currently: Rabbi Andrew Baker) who undertakes country visits in order to investigate incidents, advises states on ways to monitor and enforce laws and participates in numerous conferences and meetings, putting anti-Semitism in the spotlight.

## 2.5 The EU perspective

The right to life, the right to human dignity, equal treatment and the right to freedom of thought, conscience and religion are universal human rights enshrined in the European Convention on Human Rights (ECHR) and the Charter of Fundamental Rights of the European Union. Protection and promotion of these rights are intimately linked with the fight against antisemitism.

At the EU level, the principle of equal treatment constitutes a fundamental value of the European Union: Article 21 of the Charter of Fundamental Rights prohibits any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features,

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<sup>28</sup> CIO.GAL/89/07, 8 June 2007, OSCE Bucharest Declaration by the Chairman-in-Office, preamble, available at <http://www.osce.org/cio/25598>

<sup>29</sup> OSCE, Ministerial Council (2014), Declaration on enhancing efforts to combat anti-Semitism, available at: <http://www.osce.org/mc/130556?download=true>

<sup>30</sup> See, for instance: OSCE, 3-7 July 2006, Brussels Declaration and Resolution on combating antisemitism and other forms of intolerance, available at <http://www.osce.org/pa/19799>; and AS(09) D1 E, June 29-July 3 2009, OSCE Vilnius Declaration and the Resolution on anti-Semitism, available at <https://www.oscepa.org/documents/all-documents/annual-sessions/2009-vilnius/declaration-6/261-2009-vilnius-declaration-eng/file>

<sup>31</sup> *ibid*, OSCE Vilnius Declaration and the Resolution on anti-Semitism, para 8a

<sup>32</sup> *ibid*, OSCE Vilnius Declaration and the Resolution on anti-Semitism, para 8j

<sup>33</sup> OSCE/ODIHR, November 2016, OSCE ODIHR hate crime reporting 2015, available at <http://hatecrime.osce.org/infocus/2015-data>



language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

Already, Article 13 of the Amsterdam Treaty granted the Community powers to combat discrimination on the grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation. Furthermore, the Racial Equality Directive 2000/43/EC provides comprehensive protection against discrimination on the grounds of race or ethnicity in several spheres of social life: employment and training, education, social protection (including social security and healthcare), social advantages, membership and involvement in organisations of workers and employers, and access to goods and services. Employment Equality Directive 2000/78/EC prohibits discrimination on the basis of religion and belief in employment and occupation. The Directive on Victims` Rights (2012/29/EU)<sup>34</sup> establishes minimum standards on the rights, support and protection of victims of crime. It refers explicitly to victims of hate crime, their protection and specific needs related to their recognition, respectful treatment, support and access to justice.

The Council Framework Decision 2008/913/JHA on combating certain forms and expressions of racism and xenophobia by means of criminal law requires that Member States make punishable committing or assisting in public incitement to violence or hatred against groups defined by race, colour, religion, descent or national or ethnic origin. The Member States must also ensure that publicly condoning, denying or grossly trivialising crimes of genocide, crimes against humanity and war crimes are punishable and that effective criminal penalties are in place.

In December 2015, as announced in the Commission's First [Annual Colloquium on Fundamental Rights](#) held in October 2015, the European Commission appointed a coordinator on combating antisemitism. The coordinator is a contact point for the Jewish communities and contributes to Commission's policy making in the area of combating hate crime, hate speech, intolerance and discrimination.

## 2.2. National surveys

Very few surveys of Jewish people exist in the EU. In some Member States surveys have sought to analyse the experiences and opinions of Jews across a variety of issues<sup>35</sup> and based on a range of methods.<sup>36</sup> Examples of selected surveys can be found below:

Member States	Author	Year and name of the survey	Methodology
EU	JDC International Centre for Community Development, American Jewish Joint Distribution Committee	2016, <a href="#">Third survey of European Jewish Leaders and opinion formers 2015</a>	An online survey with 314 respondents in 29 countries, in five languages; every three or four years using the same format. Questions about major challenges and issues that concern European Jewish communities in 2015, and about future expectations.
BG, HU, LV, PL, RO	JDC International Centre for Community Development	2011, <a href="#">Identity à la carte. Research on Jewish</a>	A questionnaire survey of the urban Jewish population, aged 18-60 years. 1,270 face-to-face, an hour-long interviews based on a standardised

<sup>34</sup> Council Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, OJ 315 L, pp. 57-73.

<sup>35</sup> In addition to the examples presented in this section, an overview of selected European research is also given on p. 12 in David Graham (2004) [European Jewish Identity at the Dawn of the 21st Century: A Working Paper](#). JPR, London.

<sup>36</sup> See e.g. David Graham and Jonathan Boyd (2010) *Committed, concerned and conciliatory: The attitudes of Jews in Britain towards Israel – Initial findings from the 2010 Israeli Survey*. JPR, London. Stanley Waterman (2003) *The Jews of Leeds in 2001: portrait of a community*. JPR, London; Harriet Becher et al. (2002) *A portrait of Jews in London and the South-east: a community study*. JPR, London; Stephen Miller et al. (1996) *Social and political attitudes of British Jews: some key findings of the JPR survey*. JPR, London. All above-mentioned reports are available at <http://www.jpr.org.uk/publications>.

Member States	Author	Year and name of the survey	Methodology
		<a href="#">identities, participation and affiliation in five Eastern European countries</a>	questionnaire. The respondents, who were identified through respondent-driven sampling, were asked questions regarding various aspects of Jewish identity.
FR	IPSOS France, commissioned by La Fondation du judaïsme	2016, <a href="#">Perceptions et attentes de la population juive : le rapport à l'autre et aux minorités</a>	1,005 quantitative interviews with a sample among French population, 45 qualitative interviews with Jewish people, and 300 quantitative interviews of Jewish people and Muslims.
HU	András Kovács	2004, <a href="#">Jews and Jewry in contemporary Hungary: results of a sociological survey</a>	Survey among 2,015 self-identified Jews. The study examined a wide variety of demographic, economic, social and cultural issues, including Jewish identity and practices.
IT	JDC International Centre for Community Development Hans Jonas Association for Jewish Culture	2012, <a href="#">Cosmopolitan but slightly worried. Survey of young Italian Jews</a>	An online questionnaire with 144 respondents aged 18-35 from communities all over Italy.
LT	Sidney Goldstein and Alice Goldstein	1996, <a href="#">Jewish Identity in Lithuania</a>	Through communication with Jewish communities and personal contacts information on various topics by 4,055 individuals in 1,612 households, representing about half of the estimated 8,000 persons living in households with at least one person identified as Jewish.
NL	Hanna van Solinge and Marlene de Vries	2001, De joden in Nederland anno 2000 demografisch profiel en binding aan het jodendom	A book. The Jews in the Netherlands in 2000: Demographic profile and attachment to Judaism.
SE	<a href="#">Lars Dencik and Karl Marosi</a>	2000, <a href="#">Judiskt liv i Sverige: Levnadsvanor och attityder bland medlemmarna i de judiska församlingarna i Göteborg och Stockholm</a>	2,227 questionnaires filled in by members of Jewish congregations in Gothenburg and Stockholm. An examination of how Jews in Sweden see themselves and their future.

Member States	Author	Year and name of the survey	Methodology
UK	Jewish Policy Research Institute (JPR)	2014, <a href="#">Jews in the UK in 2013: Preliminary findings from the National Jewish Community Survey (NJCS)</a>	A national survey of the UK Jewish community; data on 3,736 Jewish people and their households. Online self-completion questionnaire by self-identified Jews. Respondents were contacted primarily through a large number of 'seed' organisations, representing a broad cross-section of the Jewish community.
UK	Jewish Policy Research Institute (JPR)	2011, <a href="#">Key findings from the 2011 National Jewish Student Survey</a>	The first national study of Jewish student identity in Britain. Online questionnaire completed by 925 Jewish students from different Jewish backgrounds, based at 95 different academic institutions. Outreach to respondents through Jewish organisations.
UK	The Scottish Council of Jewish Communities, funded by Scottish government	2016, <a href="#">What's changed about being Jewish in Scotland</a>	Combination of online and paper surveys (119 respondents) and focus groups (195 participants) throughout Scotland.

In addition to surveys which have collected data concerning Jewish people's experiences and opinions, a number of general population surveys have asked questions to assess the extent of antisemitic opinions and attitudes, or stereotypical thinking about Jews, in the general population.<sup>37</sup>

Several national and local surveys of Jews have also been carried out outside the EU, particularly in the United States. Phillips (2007) provides an overview of these and assesses the efficacy of the various methods that have been used.<sup>38</sup> While the focus of his work was on improving the accuracy of estimates concerning the size of the Jewish population, many of the surveys he describes have measured a number of other variables to explore the characteristics of Jews in the United States. In 2013, the Pew Research Center published results of its [survey of US Jews](#). In the survey, The Pew Research Center completed phone interviews in English and in Russian with 3,475 Jewish respondents. Detailed methodology is described in the report.<sup>39</sup>

### 3. Contract Objectives and Expected Results

#### 3.1. Overall objective

The overall objective of this survey is to collect new comparable data in thirteen (13) European Union Member States on the experiences of discrimination and hate crime victimisation, perceptions and views of persons who self-identify as Jewish on the basis of religion, ethnicity

<sup>37</sup> For example, see Pew Research Center on *Jews and Judaism*, available at: <http://www.pewforum.org/topics/jews-and-judaism/>; or *Eurobarometer on discrimination 2015: Social acceptance and discrimination on the grounds of religion and ethnicity*, available at: [http://ec.europa.eu/justice/events/colloquium-fundamental-rights-2015/files/factsheets/eb-discrimination\\_factsheet\\_religion\\_en.pdf](http://ec.europa.eu/justice/events/colloquium-fundamental-rights-2015/files/factsheets/eb-discrimination_factsheet_religion_en.pdf).

<sup>38</sup> Benjamin Phillips (2007) *Numbering the Jews: Evaluating and Improving Surveys of American Jews*. Brandeis University, USA. Available at <http://bir.brandeis.edu/handle/10192/23010>

<sup>39</sup> Pew Research Center (2013), *A Portrait of Jewish Americans*. Available at: <http://www.pewforum.org/files/2013/10/jewish-american-full-report-for-web.pdf>.

or any other reason, using an open online survey. The findings of the survey will assist policy makers and other stakeholders in tackling discrimination, hate crime, as well as raising the awareness of rights and confronting the underreporting of hate crime incidents.

### 3.2. Scope of work – general

The scope of the work which the contractor shall be expected to undertake encompasses all aspects of work relating to the survey, including:

- background research and consultations with the Jewish population
- awareness raising activities
- review of the translations of the questionnaire and additional translation of revised parts of the questionnaire; translation of information materials
- transforming the questionnaire into an online survey tool and hosting the survey
- data collection using online survey tools
- data processing, delivery of the dataset
- tabulation of selected indicators and technical reporting.

The contractor shall assume complete legal responsibility for work undertaken for FRA under the terms of the contract. The contractor shall be the sole contact point with FRA, with responsibility for ensuring the quality, consistency and timeliness of work carried out in each EU Member State selected to take part in the survey.

To ensure comparability between the Member States, the contractor shall ensure that methods and procedures are applied consistently in all the selected countries surveyed in compliance with the technical specifications within the time frame allocated to the project. If during the preparatory stages of the contract activities the contractor identifies any barriers to the consistent application of the technical specifications, they may propose to FRA justified alternatives for approval.

### 3.3. Scope of work – specific

The research will be conducted in the following thirteen (13) European Union Member States– **Austria, Belgium, Denmark, France, Germany, Hungary, Italy, Latvia, the Netherlands, Poland, Spain, Sweden, and the United Kingdom.**

The data collection will be mainly based on the questionnaire of the 2012 FRA survey on discrimination and hate crime against Jews. The questionnaire will be slightly revised and a small number of new questions will be added. The revisions and other changes will be made by FRA, in consultation with the contractor.

The data collection shall take place through an online survey tool based on the standardised questionnaire provided by FRA. The survey shall deliver results which are comparable across the survey countries, while at the same time providing an opportunity for respondents to participate irrespective of their degree of religious affiliation or links with Jewish communities. Therefore attempts shall be made by the contractor to recruit a diverse, and balanced sample of respondents in each survey country.

The open online survey shall ensure that all potential respondents will have a possibility to participate in the survey. In order to inform potential respondents about the survey, the project shall include awareness-raising activities both before and during the online data collection. The awareness-raising efforts shall take place in cooperation with FRA, the international and national Jewish community organisations and other relevant institutions and the media.

Potential respondents shall be offered the possibility to reply to questions in the official language(s) of each Member State, as well as in Russian and Hebrew.

In 2012, the FRA Survey on discrimination and hate crime against Jews reached a sample of nearly 6,000 respondents in nine EU Member States. In order to increase participation rates and the diversity of potential respondents along relevant social categories such as gender, age, distribution over the geographical areas in the Member states, and different levels and forms of affiliation to different Jewish communities, the contractor shall define the best ways to inform potential respondents and encourage them to participate in the survey. The net sample size in each survey country shall allow cross country analysis and comparison with the 2012 data.

Given the nature of an open online survey, it is difficult to anticipate the number of respondents, which depends to a large extent on the efficacy of the awareness-raising activities. The minimum sample size should enable breakdowns of the results by gender, age and possibly other respondent characteristics at the level of each country included in the survey.

For a more detailed description of the work see under section 4 (Specific activities) and section 5 (Deliverables).

The contractor shall develop a quality assurance plan for all procedures, such as monitoring the quality at all stages of the survey life cycle and all project deliverables, as appropriate in consideration of the scope and volume of the work of the survey. The quality assurance plan identifies the key indicators that will be monitored throughout the preparation and implementation of the survey, includes remedies for eventual problems, and outlines how the contractor will report on the quality indicators at each stage of the project. The contractor shall be responsible for collecting and providing FRA – on a regular basis – with all information that is necessary to assess whether the targets specified in the quality assurance plan have been met.

### 3.4. Target population

The survey aims to reach its objectives through the analysis of the replies of respondents who are 16 years of age or older, who self-identify as Jewish, and whose usual residence is in the selected Member States for at least the past 12 months preceding the survey. The eligibility of the respondent (including self-identification) shall be established with a short set of screening questions at the beginning of the online survey.

The contractor shall apply specific measures to reaching out to diverse sub-groups of the target population who are more likely to be underrepresented in the survey. Based on the outcome of the 2012 FRA Survey on discrimination and hate crime against Jews, the contractor shall make particular efforts to ensure a balanced distribution of respondents of different ages, with particular attention paid on boosting the representation of age groups 16–24, 25–34, and 35–44 years old, compared with the 2012 survey. The contractor shall also design the awareness raising activities in a way that contributes to balanced distribution of respondents by gender, which – compared with the 2012 survey – involves specific attention to representation of women among the survey respondents. Moreover, the contractor, in consultation and cooperation with the representatives from the Jewish communities in each selected Member State shall consider ways to attract the target population to the survey through organised channels such as email lists from community organisations, media, religious organisations, Jewish online networks, while also considering measures to reach out to people outside the rosters of key community organisations.

### 3.5. Expected results

The contractor is expected to carry out the work as described in Section 4 resulting in deliverables as presented in Section 5. The project activities consist of the following:

1. Background research and consultations with the Jewish population
2. Awareness raising activities (before and during online data collection)

3. Developing the online survey questionnaire based on the source questionnaire provided by FRA
4. Review of the questionnaire translations and translation of additional items; translation of the survey material
5. Testing
6. Data collection
7. Data processing
8. Tabulation of selected indicators
9. Technical report and quality report.

## 4. Specific Activities

### **Please note:**

The contractor shall comply strictly with the **national and EU data protection legislation**, especially Regulation EC No. 45/2001 and Directive 95/46/EC, as well as regulation EC No. 322/97 on the processing of data for statistical purposes. All data collected in the online survey shall be processed **anonymously**, ensuring that the person cannot be identified. In particular, any records containing identifiers, which can be used to single-out users, are considered as personal data and shall be managed and protected as such.<sup>40</sup> FRA shall be entitled to request and obtain access to the data processed on its behalf from the contractor at any time. FRA shall be informed promptly by the contractor of any request of access and rectification that they receive directly from data subjects; contractors shall await instructions from FRA before responding to any such request, and shall act promptly upon receiving instructions from FRA.

This section describes the activities which the contractor is expected to carry out as part of the project.

### **Activity 1: Background research and consultations with the Jewish population**

This activity shall involve the collection of information which is necessary for successful implementation of the other project activities.

The contractor shall collect and analyse existing information to determine the size, demographic characteristics, geographical distribution and various sub-populations within the Jewish population in the selected EU Member States. This information shall contribute to the development of the survey's awareness-raising plan, including specific measures to increase the coverage of relevant sub-groups of the target population which are more likely to be underrepresented in the survey – based on the outcomes of FRA's 2012 survey. The awareness-raising plan shall allow for the survey to reach out to respondents in variety of groups in terms of their age (especially age groups 16–24, 25–34, and 35–44 years old – which FRA's 2012 survey captured in lower numbers), gender, geographic distribution across the country, as well as with respect to their affiliation to the faith-based, community organisations, online networks and use of various media. The awareness-raising plan must also take into account the need to reach out to Jews who are not affiliated with Jewish community organisations.

The above mentioned collected auxiliary information on the Jewish population should be also used to adjust demographics of the collected data.

The list of appropriate organisations, communities and other sources for informing the Jewish persons about the survey, such as particular websites, forums, online networks, etc., and

<sup>40</sup> European Data Protection Supervisor (2016), Guidelines on the protection of personal data processed through web services provided by EU institutions. Available at: [https://secure.edps.europa.eu/EDPSWEB/webdav/site/mySite/shared/Documents/Supervision/Guidelines/16-11-07\\_Guidelines\\_Web\\_services\\_EN.pdf](https://secure.edps.europa.eu/EDPSWEB/webdav/site/mySite/shared/Documents/Supervision/Guidelines/16-11-07_Guidelines_Web_services_EN.pdf)

estimated Jewish population reachable through each list item shall be compiled for each survey country as one of the outcomes of this activity.

The contractor, in close consultation with FRA, shall establish links with the Jewish communities, organisations and the Jewish on-line and off-line media in each of the countries where the survey will be carried out. The contractor shall organise one or more local consultations (advisory meetings) in each survey country – these meetings shall aim to facilitate community outreach and help ensure local engagement and attention for the implementation of the survey. If necessary, several such events can be organised in different locations of the country – taking into account the size of the target population, the number of the community organisations, size of the country, and whether Jewish community organisations have mainly national or regional coverage. FRA staff will participate in these consultations (meetings) to the extent possible. For this purpose the contractor is required to inform FRA a minimum of two weeks in advance of each event, including the agenda, exact time, place and responsible person. This will contribute to the success of the survey, particularly as regards Activity 6 (Data collection) where it is necessary to raise awareness of the survey among potential respondents. The contractor shall also identify on-line media, social networking platforms and off-line media not affiliated with the Jewish communities, which shall be used to make potential respondents aware of the survey.

## **Activity 2: Awareness raising activities**

The contractor shall be responsible for the conceptualisation and organisation of awareness-raising activities to attract participants to the survey. This shall be based on the results of Activity 1 and a mapping of the relevant stakeholders in each EU Member State. The activity shall also involve a coordination plan on how, when and where the survey shall be advertised to encourage and motivate potential respondents to participate, how potential respondents will be contacted, and reminded to participate in the survey.

The outline of the awareness-raising plan, included in the contractor's tender, describes how the contractor plans to raise awareness about the survey among the target population effectively with the aim of reaching a diverse group of persons that self-identify as Jewish in the selected EU Member States. The proposed outline shall describe the main planned activities and their timing in each Member State. The contractor's proposed outline of awareness-raising activities shall be discussed during the inception meeting. After the inception meeting, the contractor shall develop a detailed awareness-raising plan, including fall-back solutions for further targeted awareness-raising measures which can be mobilised after the online survey has started in case of low initial response to the survey in a specific EU Member State.

Awareness raising shall be implemented through targeted activities reaching out to population that self-identifies as Jewish and is willing and able to fill in an online questionnaire. The awareness raising activities shall foresee at least two stages:

- The awareness raising activities shall start before the launch of the online survey in order to inform the target population, raise interest and encourage them to fill in the online questionnaire.
- The second stage of the awareness-raising activities shall depend on the outcome (number of persons who took part in the survey) after the first week of the open web survey. The second-stage awareness-raising activities shall be targeted towards the countries, organisations, channels or groups with the low levels of response in the survey. These awareness-raising measures shall continue until the end of the survey's online data collection period to increase participation.

The scope and effectiveness of the awareness-raising activities should be reflected in the achieved sample sizes and sample quality in the selected EU Member States, with the aim to surpass the level reached in the FRA 2012 survey and to reproduce a sample that reflects the diversity of the target population in terms of their age, gender, geographic distribution across the country, and the level of affiliation to the community organisations.

The effectiveness and the impact of the awareness-raising activities shall be monitored and assessed during the implementation of the online survey. The contractor shall develop

indicators to measure and monitor the effectiveness of the awareness raising activities in each EU Member State, These shall be reflected in the quality assurance framework and report.

### **Activity 3: Finalisation of the questionnaire and developing the online survey tool**

#### *Questionnaire*

The survey shall build upon the questionnaire developed for the 2012 FRA survey on discrimination and hate crime against Jews, which FRA will review and add a small number of new questions.

FRA will do the revisions of the questionnaire in consultation with the contractor, so that the contractor is well informed about any changes made. The revisions shall be made in the 'master version' of the questionnaire (in English; MS Word format). The contractor shall be responsible for introducing the respective changes to the translated versions of the questionnaire (Activity 4 – Review of the translations and translation of additional items).

A short set of screening questions shall be used to establish the eligibility of prospective respondents. The questionnaire will cover several themes, including experiences of discrimination, hate crime victimisation, rights awareness, as well as feelings of safety and perceptions of antisemitism. The questionnaire shall be a standardised instrument for the purpose of comparing responses between different countries and between the surveys (2012 and 2017), respectively. The final questionnaire, for application in each of the countries, cannot be altered – with respect to both its content and form – without the prior written agreement of FRA.

The number of questions asked in the survey will depend on respondents' answers to filter questions regarding their experiences. Therefore the number of questions to answer will differ from one respondent to the other. The online survey tool must be able to manage complex routing patterns, which will be included in the questionnaire. As an indication, it should be possible for the average respondent to complete the questionnaire in approximately 35 minutes.

At the end of the survey, the respondents shall be provided with an opportunity to leave their comments in writing regarding the survey content or their relevant experiences in the open text field. FRA and the contractor will agree on the approach regarding the translation of the open text field into English (e.g. very long responses, possible categorisation of very short or repetitive answers).<sup>41</sup>

In consultation with FRA, the contractor shall develop a list of additional variables, including the metadata and paradata, which are necessary for monitoring the progress of the survey, quality of the data.

#### *Online survey tool*

The contractor shall transform the survey questionnaire provided by FRA into a web based self-administered questionnaire. The contractor shall be responsible for scripting the survey – programming the survey questionnaire to the system for online data collection. The online survey shall remain open and available to respondents for a maximum of two consecutive months (24 hours per day, 7 days per week).

The contractor shall develop and produce all relevant materials necessary for the implementation of the survey such as information material about the online survey for the potential respondents and information on the survey website, including survey introduction, information on data protection, information about personal data collection and processing, frequently asked questions, etc. The contractor shall produce the first draft version of all materials (in English) and submit them to FRA for comments and revisions. Final versions shall

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<sup>41</sup> In the 2012 FRA survey on discrimination and hate crimes against Jews, out of the total sample of 5,847 respondents, some 2,000 respondents provided their responses to the final open question. The responses ranged from 1 to 33,031 characters. In 95 % of the cases, the answers have less than 760 characters.



be developed iteratively, before being signed off by FRA and before they are translated into other languages.

The contractor shall develop a visual design of the online survey. The visual design proposals shall be as user friendly as possible, and shall be designed with the intention of encouraging potential respondents to take part in the survey.

The contractor shall organise a survey help-desk (online, email or telephone) in each of the survey countries for the duration of the online data collection, which should serve to answer questions of potential respondents about the survey and shall have standard working hours that are clearly communicated to potential respondents on the survey website.

In each Member State where the survey is carried out, the contractor shall seek cooperation with the local Jewish communities and negotiate for the possibility of the communities organising a workstation with an internet connection, which could be offered as an option for respondents who are not able to participate in the survey from home, or some other location. FRA can help in this process by facilitating contacts with Jewish community organisations.

#### Technical infrastructure

The contractor's web site hosting environment (being insourced or outsourced) for the online survey questionnaire, shall respect high level data protection and IT security standards.

The contractor shall acquire a domain name that is linked to the survey and which has been agreed with FRA. The technical environment shall take into account country-specific differences in access to internet. No third party components shall be used for the online survey data collection.

The server shall reside in a country of the European Union, including also potential back up sites of the server. The hosting environments performance and connectivity shall be adaptable to support high traffic periods, e.g. the first weeks after the survey launch. The contractor shall take all necessary security measures to protect the online survey platform from intentional or accidental damage and from unauthorised access. In case there are incidents where security breaches have occurred, FRA should be informed immediately and a related detailed report should be provided by the contractor. The contractor shall perform incremental regular backups on a daily and weekly basis. The technical environment shall deploy secure internet connection. Connection to the online survey questionnaire shall be made available via HTTPS access to the hosted applications.

The contractor shall ensure that the survey website is accessible to persons with disabilities and persons who are in some way limited in their everyday activities in a way which makes it more difficult for them to use online interfaces such as an online survey questionnaire. The contractor shall apply relevant online survey design techniques to enhance accessibility<sup>42</sup>. The contractor must ensure that the online questionnaire works on a variety of browsers (including older versions of browsers), devices, operating systems and monitor resolution and colour depths.

#### Data protection and security

Along the online survey data filled in by a respondent, the contractor shall collect a set of paradata, e.g. timestamps. The paradata shall be used for data quality control and to identify possible fraudulent data entries (this can involve assessing for example the following – individually and in combination: time taken to complete the online survey, break-offs at different stages of the questionnaire, duplicate data entries, 'straight-line' response patterns, incomplete data entries, item non-response, etc.). The list of paradata shall be approved by FRA before the launch of the online survey tool. The survey website shall include measures aimed at eliminating suspect responses, e.g. multiple replies by the same person, or replies by ineligible

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<sup>42</sup> For the minimum standards set see European Commission (2008) The Web Content Accessibility Guidelines (WCAG) 2.0, available at: <https://www.w3.org/TR/WCAG20/>

respondents. This may include the use of captca techniques before initiating the survey response.

All records containing identifiers, which can be used to single-out users, are considered as personal data and shall be managed and protected as such. All data collected in the online survey shall be processed anonymously, ensuring that the person cannot be identified. The online survey doesn't foresee any tracking.

The online survey tool shall allow for the contractor to report to FRA on the progress of data collection on a regular basis (see Section 9, Project Implementation Monitoring). These reports shall include aggregated, anonymised information from the paradata collected.

The contractor's tender provides with a description of the list of paradata to be collected, their storage and retention period.

**Activity 4: Review of the translations and translation of additional items**

FRA will provide the contractor with the translations of the questionnaire used in the 2012 FRA survey on discrimination and hate crime against Jews. The questionnaire was translated into the following languages: Dutch, French, German, Hebrew, Hungarian, Italian, Latvian, Romanian, Russian, and Swedish. These language versions shall serve as basis for review and adaptation.

The contractor shall be responsible for introducing all changes which have been made by FRA to the 2012 survey questionnaire to the other language versions of the questionnaire, including the work needed to translate new items which have been added to the questionnaire. It is estimated that new items will comprise between 10 to 20 per cent of the total length of the questionnaire. In translating the new questions which will be added to the questionnaire compared with FRA's 2012 survey, every effort shall be made to ensure that the translations follow categorical equivalence, functional equivalence and conceptual equivalence. The proof-reader shall check the correctness of each target language version of the questionnaire, without reference to the source questionnaire.

The survey questionnaire shall be fully translated into Danish, Polish and Spanish, while applying the best practices of questionnaire translation and ensuring category equivalence, functional equivalence and conceptual equivalence. The contractor shall ensure the following steps of the translation for each language:

- two translators shall independently translate the survey questionnaire from English into the target languages;
- the translators and an adjudicator shall meet to review the two translations, identify possible differences or translation options, and agree on a merged version;
- The adjudicator will take a final decision about the translation and shall reconcile between suggested versions or translation options from the preceding steps;
- The proof-reader shall check the correctness of the target language, without reference to the source questionnaire.

In addition to the questionnaire, the contractor shall be responsible for translating all other survey materials into the languages used in the survey. For each Member State involved in the survey, the translations shall be made according to the following table:

<b><u>Member State</u></b>	<b><u>Language(s)</u></b>
Austria	German
Belgium	Dutch, French
Denmark	Danish
France	French
Germany	German
Hungary	Hungarian
Italy	Italian
Latvia	Latvian, Russian
Netherlands	Dutch

Poland	Polish
Sweden	Swedish
Spain	Spanish (Castilian)
United Kingdom	English

The translated versions of both the survey questionnaires and the survey materials shall be adapted to accommodate national differences in case of different terms or expressions used in German in Austria compared to German in Germany; Dutch in the Netherlands compared to Dutch in Belgium or French in France compared to French in Belgium. In addition, the questionnaire and information on the online survey website shall be made available in Russian and Hebrew for respondents in all Member States selected for the study.

The contractor shall also translate into English the responses to the final open question (see Activity 7 – data processing).

#### **Activity 5: Testing**

After the finalisation of the online questionnaire, the contractor shall identify at least 16 eligible respondents per language version for testing the online questionnaire and the survey website in each survey country. The test participants shall include men and women in equal numbers, and persons should be recruited so as to ensure the representation of different age groups (16–24, 25–34, 35–44, 45–54, 55+). The online questionnaire shall be tested on minimum three different devices (e.g. laptop, smartphone, tablet computer). To the extent feasible, the test shall cover accessibility applications of the online questionnaire and the survey website. To the extent possible, the contractor may consider testing the English-language online questionnaire first, while the questionnaire is being translated into other languages, so that feedback from the first test can be taken into account before testing of the other language versions begins.

Separate scenario tests shall be carried out by the contractor in order to check the routings in the questionnaire script.

Based on the tests, the contractor shall produce a report describing the main results of the tests, drawing from the results of all countries. The report shall present the main results of the testing, focusing on issues where the tests suggest that the online questionnaire or the survey website should be adapted before the start of full-scale data collection. The Activity 6 (Data collection) can only be started after FRA has signed off the testing report and any necessary changes to the online questionnaire or the survey website have been made.

#### **Activity 6: Data collection**

The data collection shall take place using the online questionnaire scripted on the basis of the questionnaire which FRA in co-operation with the contractor develops and the translations carried out as a part of Activity 4 (Review of the translations and translation of additional items), once the awareness-raising activities have started. The script shall reflect the list of paradata to be collected.

The open online survey shall provide an opportunity for all potential respondents in the selected Member States to take part in the survey.

Following the start of the open online survey, during the first week, the contractor shall report to FRA on a daily basis, by country, on the progress of data collection, including break-down of responses (e.g. by gender, age, source where respondent learned about the survey, etc.), partly filled questionnaires (incomplete replies), and aggregated paradata that can be used for data quality control and to identify possible fraudulent data entries. Relevant progress statistics shall be provided both cumulatively (covering the time during which the survey has been open) as well as documenting the developments from one day to the next (and from week to week, respectively). This information will be used to assess the need for launching the second stage of the awareness-raising activities which shall focus on those segments of the target population with lower levels of response.

### **Activity 7: Data processing**

The contractor shall export the quantitative data collected from all completed questionnaires in Activity 6 in an SPSS-compatible computer file.

The computer file shall be fully documented and accompanied by a syntax and a codebook. In both the data file and the codebook all the variable names and value labels shall be included in English. The variable names shall be readable and make reference to the relevant question numbers in the questionnaire. The file shall include the metadata and paradata collected.

The contractor shall perform logic and plausibility checks to ensure that the data entered is of high quality, that the observations follow the structure of the questionnaire, and that the values in the final data set belong to the group of valid values for any given variable. The contractor shall submit to FRA in electronic format the code (SPSS syntax or similar) used to produce the quality checks, data coding for quality assessment. The suspect responses shall be excluded from the data set, and they have to be excluded when calculating the net sample size in each Member State in the open online survey.

The contractor shall undertake an assessment of the profile of the respondents in the survey, and develop in consultation with FRA a method of adjustment which can be used to account for bias in the respondent profiles when comparing the results with external information. The contractor should develop, where feasible, one or more weighting variables which can be used to correct for any imbalances in the data, e.g. with respect to age, gender or geographical distribution, during the analysis. The relevant adjustment variables (weights) shall be included in the final data set.

The contractor shall also analyse the results in line with the FRA's 2012 survey to the extent possible and develop in consultation with FRA a method of adjustment which can be used to account for differences in the respondent profiles when comparing the results of the two surveys.

The contractor shall translate into English the responses to the final open question. The document produced as a result of translating these responses shall include both the text in the original language and the translation into English.

### **Activity 8: Calculation of selected indicators and tabulation of the results**

FRA will provide the Contractor with a list of selected indicators to be calculated. The indicators will reflect survey questions, for example, the share of the respondents who had felt discriminated against; the share of respondents who said that they had been victims of hate crime, etc. The 2012 FRA survey data explorer<sup>43</sup> will serve as a basis for selecting the indicators to be calculated.

Tables presenting the results for the selected indicators shall be accompanied with the programming code (SPSS syntax) used for calculating and tabulating the results.

## **5. Deliverables**

All written deliverables shall be submitted in English, copy-edited by an editor with language skills in English comparable to mother-tongue competence. They shall be written in a clear and unambiguous way, providing information and analysis that can be readily understood by a non-academic reader. The style shall be balanced and contain no unsubstantiated statements. The contractor shall receive FRA Style Guide which contains detailed instructions on issues to be taken into account when drafting the reports.

<sup>43</sup> Survey data explorer – Discrimination and hate crime against Jews in EU: experiences and perceptions of antisemitism, available at: <http://fra.europa.eu/en/publications-and-resources/data-and-maps/survey-data-explorer-discrimination-and-hate-crime-against?mdq1=theme&mdq2=3513>

The written documents shall be delivered in PC-compatible, MS-Word compatible electronic files. They shall contain visual elements (for example graphs, boxes or pictures) to enhance readability. The size of each written deliverable is defined in terms of A4 pages applying Times New Roman font 11pt, single spaced.

The contractor shall provide FRA with the deliverables, respecting the deadlines mentioned below in weeks or months, respectively, from the signature of the contract. All deliverables shall be revised by the contractor according to FRA recommendations, as necessary, and returned within the deadline specified in the contract.

#### **Deliverable 1: Inception report**

Within five working days after the inception meeting, the contractor shall submit a brief Inception Report to FRA. The report shall list the decisions made in the inception meeting concerning the work and a timetable with actual dates for the submission of deliverables.

Based on the discussions at the inception meeting concerning the outline of awareness-raising activities, the contractor shall develop a detailed awareness-raising plan, including fall-back solutions for further targeted awareness-raising measures which can be mobilised after the online survey has started in case of low initial response to the survey in a specific EU Member State.

**Size:** Maximum 10 pages

**Language:** English

**Deadline:** one week after the inception meeting

#### **Deliverable 2: Quality assurance plan**

Based on the discussions at the inception meeting concerning the draft quality assurance plan, the contractor shall develop the final quality assurance plan. The quality assurance plan shall identify the key indicators that will be monitored throughout the preparation and implementation of the survey. The contractor shall ensure that all information is collected that is necessary for assessing the key quality indicators is collected at each stage of the project.

**Size:** Maximum 20 pages

**Language:** English

**Deadline:** One month after contract signature

#### **Deliverable 3: Background research and consultations with the Jewish population**

Based on work carried out under Activity 1 (Background research and consultations with the Jewish population), the background research report shall describe the characteristics of the Jewish population in each Member State where the survey will be carried out. The report shall describe the outcomes of the local consultations for the selected Member States and it must include information needed for the finalisation of the detailed awareness raising plans for each selected EU Member State.

The report shall indicate the target number of respondents to be achieved in each survey country.

The report shall focus on findings which are relevant for the implementation of the awareness-raising activities (Activity 2) and data collection in Activity 6 (Data collection).

**Size:** 80 pages

**Language:** English

**Deadline:** Four months after contract signature

**Linked to:** Activity 1

#### **Deliverable 4: Awareness raising activities**

On the basis of the outline of the awareness-raising activities proposal included in the tender and the findings from the background research, the contractor shall develop a detailed awareness raising plan for each EU Member State where the survey will take place. The plans shall demonstrate activities to reach out to different segments of the Jewish population, with particular attention given to awareness-raising activities to reach out to different age groups, gender, geographic distribution and other segments of the target population per different source, group or other channel.

The awareness raising plan shall foresee two stages of the activities that reflect fall-back solutions in case of low pick-up of the survey at different points in time after data collection has started.

**Size:** 50 pages

**Language:** English

**Deadline:** Five months after contract signature

**Linked to:** Activities 1, 2

#### **Deliverable 5: Review of the translated questionnaires and translation of additional items**

The contractor shall translate the source questionnaire into Danish, Polish and Spanish, in addition to requested revision of existing translations. The two independent translations, the adjudicated version and the proofread version of each target language shall be delivered to FRA.

The contractor shall review all other language versions of the survey questionnaire in accordance with the changes made to the FRA's 2012 survey questionnaire. The proofread versions of all the languages shall be delivered for approval to FRA.

The survey questionnaire and all other relevant information materials shall correspond to the versions which are made available to the respondents in Activity 6 (Data collection).

**Size:** The original and each language version (approximately 40 pages each)

**Language:** English + languages of the Member States where the survey shall be carried out, plus Hebrew and Russian.

**Deadline:** Four months after contract signature for the questionnaires  
Five months after contract signature for the other survey related information

**Linked to:** Activities 2, 3, 4

#### **Deliverable 6: Testing report**

The testing of the online questionnaire and the survey website shall be carried out on a fully developed online survey tool, including the visual design of the survey. Before the launch of the online questionnaire and the survey website, the list of paradata collected for the quality control shall be developed and approved by FRA.

To conclude Activity 5 (Testing), the contractor shall submit to FRA a testing report which describes the results of the testing of the online questionnaire and the survey website in different countries and on different devices. The results shall be presented in a comparative way, e.g. analysing respondents' feedback on the online questionnaire and the survey website by gender and age group, and across countries. The report shall also identify issues by country or by language version, where adjustments to the online questionnaire may be necessary before the start of the data collection (Activity 6).

**Size:** 40 pages

**Language:** English

**Deadline:** Two weeks after the final test session

**Linked to:** Activities 2, 3, 4

#### **Deliverable 7: Data set and code book**

After completing the data collection under Activity 6 (Data collection), the contractor shall provide FRA with the final dataset as structured SPSS compatible files and as CSV files. The data set shall include or be accompanied by the relevant documentation to facilitate reuse and publication.

The final computer file shall include data from all completed questionnaires and the survey countries, including all metadata and paradata collected. The file shall be fully documented – that is, all the variable names and value labels shall be included in English, and the variable names shall be readable and make reference to the relevant question numbers in the questionnaire. The contractor shall perform logic checks to ensure that the data entered is of high quality, the observations follow the structure of the questionnaire and the values in the final data set belong to the group of valid values for any given variable.

The contractor shall include in the data set intermediary weights and all variables used for the estimation of the weights in the final dataset, as well as provide FRA the code used to calculate the weights. In addition to the complete main data set, the contractor shall, after applying relevant disclosure control measures, provide FRA a proofed versions of the data set. The deliverable shall include the data files used for computation of weights.

Responses to the final open question shall be provided in a separate file, including the text in both the original language version and the translation into English.

**Language:** English

**Deadline:** 10 months after signature of contract

**Linked to:** Activity 6

#### **Deliverable 8: Syntax files related to checking the quality and consistency of the data and documenting the data set**

The contractor shall submit to FRA in electronic format the code (SPSS syntax or similar) used to produce the quality and consistency checks performed and to document the data set (including assigning variable names, value labels and other format definitions).

**Language:** English

**Deadline:** 10 months after signature of contract

**Linked to:** Activities 6, 7, 8

### **Deliverable 9: Tabulation of selected indicators**

The contractor shall provide a report on the calculation of selected indicators in a form of tables and short description of the calculation procedure. The code of the calculation (SPSS syntax or similar) shall be part of the Deliverable 7.

**Language:** English

**Deadline:** 11 months after signature of contract

**Linked to:** Activities 6, 7, 8

### **Deliverable 10: Technical report and quality report**

The contractor shall prepare a technical report to the FRA (in electronic format) once data collection in all countries has been completed.

The report shall be divided into information on each country and shall describe the data collection with respect to assumptions/plans at the launch of the open online survey, awareness raising activities implemented; outcomes, challenges and solutions implemented at different stages of the contract implementation.

In addition to the above themes, the technical report shall cover all aspects of the project; including, for example, questionnaire review, development of the survey website, respondent outreach activities, and data collection, including collection of paradata. The main outcomes of the background research and consultations report (Deliverable 2), awareness raising activities (Deliverable 3) and Testing report (Deliverable 5) shall be summarised in the technical report.

The report shall present information, wherever possible using tables/graphs, comparing results between the selected countries. The report shall include progress of the survey data collection on a daily basis for the first week after the launch of the survey, and on a weekly basis in the later stages of the data collection.

The report shall include a detailed description of the quality of the samples achieved in each surveyed Member State and the total sample achieved. It shall document the assessment of the profile of the respondents in the survey and adjustments taken to account for bias in the respondent profiles.

The report shall make recommendations, on the basis of its findings, about the most appropriate ways of reaching out to, possible sampling and questionnaire application methods to use for future survey research on the Jewish population in each of the selected Member States. The technical report shall highlight any difficulties that arose in the course of implementing the survey (difficulties in reaching out to potential respondents, motivating respondents, soliciting responses – in general and with respect to certain questions, etc.).

FRA will provide feedback on the content of the final technical report within 30 days of its receipt, and will suggest any necessary changes and amendments within the time period specified in the contract.

The Technical report shall include information about any relevant events related to the topics of the survey that have taken place during the project implementation, especially during the data collection, in each of the survey country. If available, references to the media or other sources shall be included.

**Size:** Approximately 150 pages (excluding tables, which can be included as annexes)

**Language:** English

**Deadline:** 11 months after signature of contract



**Linked to:** Activities 1, 2, 3, 4, 5, 6, 7, 8

## 6. Project management

### 6.1. Responsible body

The overall responsibility for executing the contract, including the implementation of all measures necessary to provide FRA with deliverables of the highest quality on time, lies with the contractor.

### 6.2. Management structure

The project team shall include a Project Manager, who is responsible for the project's overall coordination, and for each selected country a National Research Expert, as detailed in Section 8 (Project Team). The Project Manager is responsible for coordination and administrative tasks, as well as for contacting and informing FRA about all aspects relating to the execution of the contract and the quality of the deliverables, including the periodic progress updates as described in section 9 below (Project implementation monitoring). National Research Expert with support of other national team members shall carry out the following tasks:

- Collect information for the background research;
- Coordinate, organise the consultations (advisory meetings) with the local Jewish communities;
- Coordinate of the awareness raising campaign;
- Proofread the final version of the questionnaire in respective language;
- Review and proofread other survey material in the national languages;
- Carry out the testing of the questionnaire;
- Provide the contractor with all relevant country specific information related to the project implementation.

## 7. Logistics and Timing

### 7.1. Commencement date & Period of execution

The period of execution of the tasks shall be 11 months from the contract signature. This period does not include the time necessary for the Contracting Authority to revise the last of the project deliverables and the time needed for possible revisions by the Contractor.

### 7.2. Communication and meetings

Communication between the contractor and FRA shall be possible by phone during the FRA working days and hours and through electronic and surface mail. Any written communication sent by FRA shall be answered within five (5) working days.

The contractor shall ensure it has access to equipment for videoconferences, as several videoconferences are foreseen.

## 7.3. Meetings

During the course of the contract period at least two meetings in total - one inception meeting and one meeting following the termination of the data collection - are envisaged between FRA and the contractor. The meetings will take place in Vienna at the FRA premises. Meeting costs on the contractor's side must be covered by the contractor and be included in the final price included in their financial offer. Participation of FRA staff in the local consultations/advisory meetings in the survey countries and any other meetings (e.g. between FRA and the contractor) are at FRA's own costs.

As soon as possible after contract signature FRA shall convene an inception meeting with the contractor in Vienna at the FRA premises to discuss various aspects of the project's work. The aim of the inception meeting is to discuss the proposal for awareness raising activities, to clarify outstanding issues as may be necessary for carrying out the contracted tasks and for the good implementation of the project. After the data collection activities, their review and acceptance, FRA shall convene one-day meeting, during which FRA and the contractor will take stock of the implementation of the survey and discuss the survey findings. The contractor shall cover their meeting costs and the costs of their experts. FRA will cover the costs of any external experts, if their participation in the meeting deems necessary.

During the execution of the project there might be a need for further meetings between the Project Manager and FRA at the contractor's premises. In such cases FRA will cover the costs related to the travel and meeting participation of its own staff.

Where possible, the communication between the contractor and FRA can also be through tele-/videoconferencing.

## 8. Project team

The project team should have experience in conducting surveys on "hard to reach populations", such as Roma, Jewish people, etc. It must consist, as a minimum, of one Project Manager, and a National Research Expert for each Member State where the survey is conducted. A different National Research Expert must be assigned to each of the countries where the survey will be carried out. The National Research Expert shall be supported by a national research team that shall reflect the relevant qualifications and competences to implement the tasks as indicated in the section above. The contractor is responsible for setting up human resources for the implementation of the tasks in each selected EU Member State.

The contractor may not change members of the project team without FRA's prior agreement. In addition to the project team members whose roles are defined in these Technical Specification, the contractor may choose to involve additional resource persons and support staff who assist the project team in its work.

### 8.1. Project Manager

#### *Qualifications and professional experience*

- University degree
- A minimum of seven (7) years of professional experience (after obtaining a university degree), out of which a minimum of three (3) years of experience in conducting major international social science-based comparative survey research
- Proven experience in research management, as manager or coordinator of at least **two (2)** international research projects, each project involving at least three countries

- Excellent knowledge of English (Level C1 based on Common European Framework of Reference (CEF)).

## 8.2. National Research Expert

*Qualifications and professional experience:*

- A minimum of three (3) years of professional experience in conducting social science-based survey research
- Proven experience of at least two (2) social science based research projects in the country for which they are responsible
- Good knowledge of English (minimum level B2 based on Common European Framework of Reference (CEF)).

## 9. Project Implementation Monitoring and Quality Assurance

FRA will monitor the project in technical and administrative terms.

The contractor shall develop a quality assurance and control plan which outlines all relevant procedures to assess and ensure that the quality measures agreed upon at the beginning of the project are continuously monitored up to the submission of the technical report which includes an assessment of quality control measures. The contractor shall inform FRA in writing without undue delay concerning any problems encountered during the implementation of the contract.

The Project Manager shall provide FRA with short monthly updates (in MS-Word compatible format) on the progress of the survey and other relevant aspects of the work in all countries. The Project updates shall be sent to FRA on the first working day of each month, throughout the contract period, as e-mail attachments. The updates shall cover the elements of the quality control strategy relevant for each stage of the project and the way the quality assurance measures have been implemented. Monthly updates shall include a record of decisions made, for the period covered by the update, in consultation with FRA regarding the implementation of the survey.

In addition, the Project Manager shall deliver to FRA weekly progress reports as brief e-mails documenting progress in certain activities (e.g., during the data collection activities this includes detailed progress concerning fieldwork outcomes) and overall project progress. This should be supported by additional e-mail and telephone contact, whenever necessary. Weekly progress reports shall begin one week after the starting date of the survey contract, and will finish upon submission of the final deliverable(s). Updates are to be used as an 'early warning' system for identifying and rectifying problems regarding awareness raising activities, outreach, questionnaire application, and response rates (for example). The Project Manager is responsible for establishing clear workflows and procedures that allow National Research Experts to provide regular updates to the Project Manager, who in turn will provide information to FRA.

In addition, in the course of the contract FRA intends to send a member or members of its staff to oversee aspects of the research. This can involve observations of anything, e.g. local consultations/advisory meetings, testing of survey questionnaire, meetings of the Project Manager and National Research Experts, or observation of activities related to data collection. Several countries may be visited. FRA reserves the right to attend any stage of the research without prior notice being given to the contractor. Furthermore, the contractor is required to inform FRA a minimum of two calendar weeks ahead of any meetings taking place in the survey

countries. FRA will cover the costs related to the travel and accommodation of its staff in connection to these visits.

## 10. Minimum requirements

The minimum requirements of these Technical Specifications are:

- The survey shall cover the following thirteen EU Member States: Austria, Belgium, France, Germany, Italy, Hungary, Latvia, the Netherlands, Poland, Romania, Spain, Sweden, and the United Kingdom.