



**Unlocking Cosmopolitan
outcomes from Nationalistic circumstances**

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Moral Cosmopolitanism

Egalitarian doctrines that rest on a background idea that all human persons are equal in fundamental worth or moral status

Colloquial Cosmopolitanism

A person who has a wide experience of people and things from many different countries.

Classical Nationalism

This categorisation refers to the political program that sees the creation and maintenance of a fully sovereign state owned by a given ethno-national group ("people" or "nation") as a primary duty of each member of the group. Starting from the assumption that the appropriate (or "natural") unit of culture is an ethno-nation, it claims that a primary duty of each member is to abide by one's recognizably ethno-national culture in all cultural matters

Ethical Cosmopolitanism

The equal value of reason and humanity in every individual, regardless of race, creed, ethnicity, origin, or geographic location.

Cosmopolitanization

Long-term, irreversible, and multidimensional process through which nationhood is re-imagined and re-configured as an interactive relationship between global, local, universal, and particular levels.

Obligation Cosmopolitanism

Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized.

Globalisation

A term used to describe how trade and technology have made the world into a more connected and interdependent place. Globalization also captures in its scope the economic and social changes that have come about as a result.

De Facto Statelessness

The international legal definition of a stateless person is 'a person who is not considered as a national by any State under the operation of its law'

Principles of Cosmopolitanism

1. Equal worth and Dignity; 2. Active Agency; 3. Personal Responsibility and Accountability; 4. Consent; 5. Collective decision-making about public matters through voting procedures; 6. Inclusiveness and Subsidiarity; 7. Avoidance of serious harm; and 8. Sustainability.

Nationalism

Both a macro-political force and political principle but also as a component of individual identity that can be impacted by and causally influence political behaviour

De Jure Statelessness

Refers to those who have a nationality according to the law, but it is not effective or they cannot prove or verify their nationality

Social Justice Cosmopolitanism

Legal principles and norms should extend beyond the boundaries of nation-states and apply globally. It advocates for a legal framework that recognizes and protects the rights and interests of individuals as global citizens, rather than being limited to the legal systems of specific countries.

Social Nationalism

Relates to any complex of attitudes, claims and directives for action ascribing a fundamental political, moral, and cultural value to nation and nationality and deriving obligations (for individual members of the nation, and for any involved third parties, individual or collective)



What kind of world?

Within the narrative of statelessness, stories of immense tragedy and human suffering often dominate the discourse—tales of lives lost, care denied, and the sinister world of smugglers and human traffickers. Yet, it was upon contemplating the contrasting landscapes of luxury free ports and refugee camps that a profound sense of injustice stirred within me. These spaces, separated from mainstream society, exist in their own temporal and spatial dimensions, each governed by its unique structures. However, the realities they perpetuate stand in stark contrast.

In one realm, luxury free ports cater exclusively to the privileged few. Millions of dollars are poured into maintaining these havens, safeguarding high-value treasures and evading tax obligations. This audacious pursuit of existing above the law is deemed legal, supported by policies, and even sponsored by governments.

On the other hand, refugee camps present an agonizing tableau. Here, individuals endure subhuman conditions, devoid of the most rudimentary infrastructure for sustenance, healthcare, and sanitation. Their existence is defined by a daily struggle for survival, plagued by hardships that seem never-ending. How can we as a society reconcile the prioritisation of luxury enclaves with the neglect of those who lack even the most basic necessities—the stateless individuals yearning for recognition and dignity?

In this disheartening juxtaposition, the concept of selective cosmopolitanism takes shape. The comparison lays bare the capacity of national structures to facilitate the seamless movement of goods and individuals, transcending the constraints of legislation. It begs the question: why do we not extend the same courtesy to those who find themselves stateless, bereft of a recognized home?

To witness a world that cherishes art and material possessions above the very sanctity of human life is a profound source of sorrow. It is within this context that our project endeavors to explore the transformative power of service design, seeking lawful avenues to redress this imbalance. My pursuit is one of protest—a call to challenge the prevailing trajectory of society and propose an alternative paradigm that embraces inclusivity, empowerment, and equity.

Through a more emotional lens, we confront the glaring disparities, the anguish of injustice, and the unwavering resolve to forge a path towards change.

Top left:

Behold the fortified chambers, where artworks and opulent treasures exchange hands, detained indefinitely. These free ports cater exclusively to the elite, enabling them to trade valuable assets without the burden of value-added tax. These modern-day bastions serve as clandestine offshore sanctuaries, shrouding the ownership information of assets from automatic scrutiny by tax authorities.

Bottom left:

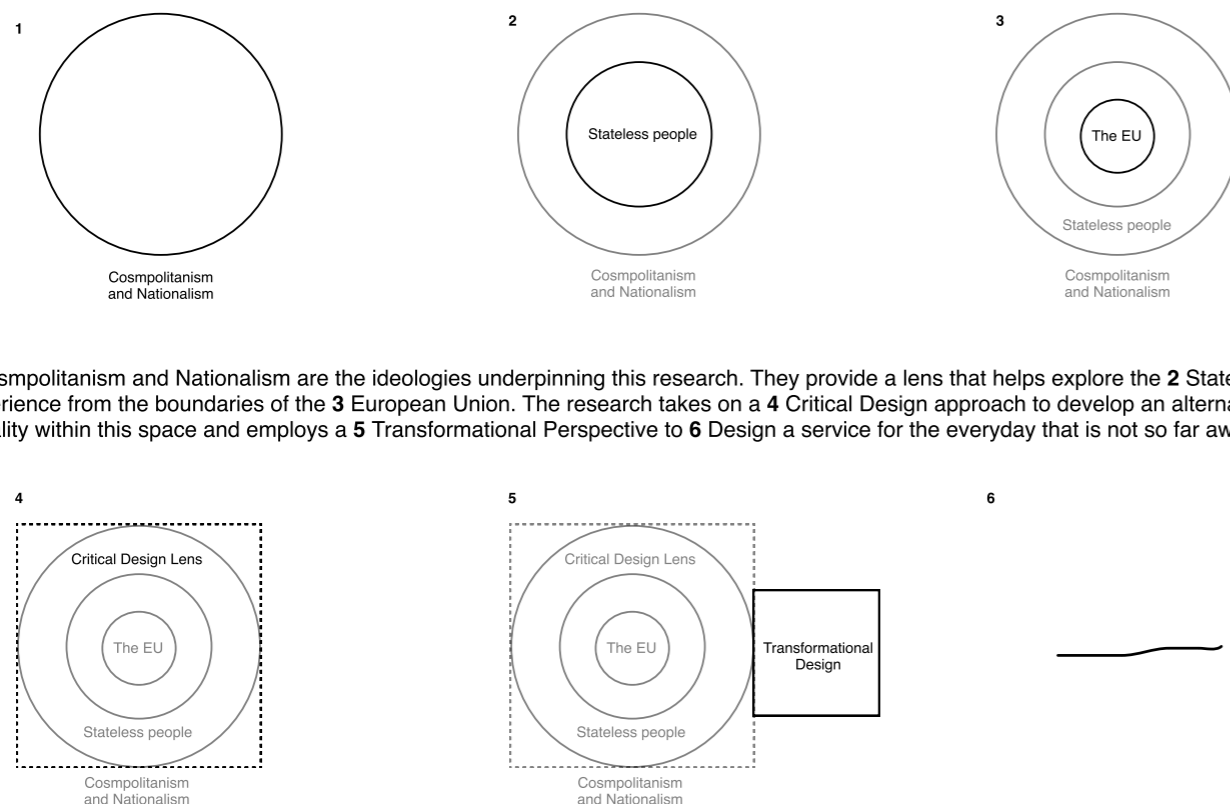
The plight of the stateless finds its embodiment in the refugees—human beings trapped in a twilight zone. Their existence lies at the intersection of object-hood and humanity, at the mercy of political machinations. In these “jurisdiction-free zones,” their very lives depend on foreign aid and the benevolence of non-governmental organizations. Their only thread of connection to their host country is the ebb and flow of local volunteers. It is here, on the fringes of society, that they languish—a fragile existence caught between the constraints of time and space.

Abstract, Italian

Cosmopolitismo e Nazionalismo sono le ideologie alla base di questo progetto. Forniscono una prospettiva che aiuta ad esplorare l'esperienza dello Stateless dai confini dell'Unione Europea. La ricerca adotta un approccio di Design Critico per sviluppare una realtà alternativa in questo spazio e impiega una Prospettiva Trasformativa per progettare un servizio per la quotidianità che non è così lontano. Sulla base di ampie revisioni della letteratura, interviste approfondite con rifugiati residenti a Berlino e personale di Organizzazioni della Società Civile (CSOs) e workshop di design critico, il punto di leva chiave nell'esperienza dello Stateless viene definito come l'identità. Con questa conoscenza, viene proposta una ridisegnazione dell'interoperabilità del sistema EUODAC. L'impatto di questo cambiamento procedurale si manifesta attraverso la creazione di un nuovo servizio bancario, il G26, offerto da N26, che si basa su EUODAC come server di verifica dell'identità di terze parti. Il servizio offre agli utenti l'accesso a servizi bancari e strumenti per sviluppare la loro alfabetizzazione finanziaria al fine di ottenere punteggi di credito positivi per consentire una migliore partecipazione economica nei paesi ospitanti. Questo progetto si basa sulla convinzione che tutti dovrebbero avere lo stesso accesso a una qualità di vita, indipendentemente dalla nazionalità. Riposiziona le istituzioni come facilitatori di questo cambiamento, consentendo comunque di soddisfare le esigenze dell'Unione Europea in modo specifico. Infine, si pongono interrogativi sui valori e sul potere non regolamentato che i sistemi attuali esercitano.

Abstract, English

Cosmopolitanism and Nationalism are the ideologies underpinning this project. They provide a lens that helps explore the Stateless experience from the boundaries of the European Union. The research takes on a Critical Design approach to develop an alternative reality within this space and employs a Transformational Perspective to design a service for the everyday that is not so far away. Based on broad literature reviews, in depth interviews with Berlin based refugees and staff at CSOs and critical design workshops, the key leverage point within the stateless experience is defined as identity. With this knowledge, a redesign of EUODAC's system interoperability is proposed. The impact of this procedure change is rendered through the creation of a new banking service G26, a new offering made by N26, which relies on EUODAC as a third-party identity verification server. The service provides users with access to banking services and tools to develop their financial literacy towards the attainment of positive credit scores to enable better economic participation within host countries. This project resides on the belief that everyone should have the same access to quality of life, regardless of nationality. It repositions institutions as facilitators of this change, allowing the needs of the European Union specifically, to still be met. Finally, it questions the values and the unregulated power which current systems wield.



1 Cosmopolitanism and Nationalism are the ideologies underpinning this research. They provide a lens that helps explore the 2 Stateless experience from the boundaries of the 3 European Union. The research takes on a 4 Critical Design approach to develop an alternative reality within this space and employs a 5 Transformational Perspective to 6 Design a service for the everyday that is not so far away

Figure 1

Introduction

Aim of this research

The thesis being presented takes a fresh perspective on addressing irregular migration, exploring solutions through the lens of nationalism and cosmopolitanism. By examining these political and humanitarian ideologies, the aim is to bridge the personal needs of each party and provide a macro view that highlights areas requiring structural change. The research is specifically situated within the context of the European Union, as it serves as a prominent destination for stateless individuals due to its geographical proximity to regions plagued by political and economic instability. Moreover, the EU has encountered significant challenges in effectively managing the influx of new populations, underscoring the necessity for this “novel” approach.

Why?

The implications of the stateless experience already reach well beyond the territorial borders that wrap around political, social, economic, and environmental instability. In these globalised conditions, the origin point is rendered irrelevant. This hyper connectivity places migration as primary event of the twenty-first century as most sources predict constantly increasing levels of refugee flows until 2050 (Zreik & Tomeh, 2021). In 2019, there were over 272 million international migrants, with most migration taking place between developing countries (Zreik & Tomeh, 2021). And by UNHCR study in 2021 confirms the

world is witnessing the highest numbers of immigrants in history, of which 109.6 million are refugees and forcibly displaced by the mid of 2020 impacts (Niemann & Zaun, 2018). While Phenomenas such as civil war, protracted conflict, and deteriorating internal security, especially in the Middle East, Africa and Southern Asia, have triggered massive departures of civilian populations in recent years, the next greatest catalyst will pertain to climate change impacts. A World Bank study forecasts that three regions alone—Latin America, sub-Saharan Africa, and Southeast Asia—will generate 143 million more climate refugees by 2050 impacts (Niemann & Zaun, 2018). If nation states are already struggling to absorb new populations spurred by the inevitable movement away from conflict and instability, how will they fare with the additional movement? With the percentage of territory that is conducive to life reducing rapidly, a reorganisation of structure is inevitable. These old and new conditions are placing significant pressure on geopolitical dynamics and the internal organisation of the nation states; therefore, migration will be the major global challenge of the twenty-first century (Zreik & Tomeh, 2021). Understanding how to reconcile this situation is a determinant of the health of all parties involved.

The European Union’s current approach to tackling the continual influx of irregular migrants, is neglectful of their obligation to international human rights, their own GDPR policies and equitable burden sharing across

member states. As it stands, the EURDOAC system, the cornerstone of their approach, strips irregular migrants of their agency and dignity via the adopted criminalisation processing methods, which enable wide scale surveillance in and outside of the EU for up to 10 years. It has moved away from a system used to define responsibility, to now having an inbuilt design to keep people out. The increasing security measures which the EU has applied to fortify their borders, has only pushed further development of back channels from the stateless, where higher instances of body mutation, advancement of illegal channels of movement and the rise of smugglers have occurred. This directly challenges the overall agenda of the EURODAC system, demonstrating how over-exertion of power over already vulnerable individuals creates the opposite of the desired effect.

Furthermore, the system’s current organisation fosters resentment between member states from those situated along the coastline, as they face asymmetric pressures because of the long-drawn-out processing procedures defined by the Dublin Conventions. For the stateless individuals, this procedural failure leaves bound to their first point of arrival, living in less than humane conditions in makeshift camps. Their lack of documentation leads to a purgatory state, compounding the existing vulnerabilities faced when leaving their country of origin. This is because they are unable to secure housing, bank accounts or work. In this state, they are reliant on already under resourced NGO groups, who have difficulty coordinating with FRONTEX staff to reach amicable conclusions for the vulnerable people in question. In their pursuit to achieve their documents, they are stranded at their first point of entry indefinitely or pushed to engage in back channels.

The EU’s militant approach to irregular migrants leaves no space to introduce new actors that can share the responsibility of this new population, which is to their detriment. Their failures at appropriately managing new populations contradicts their self-imposed charter of fundamental human rights, and blatantly ignores international standards of human rights. With the EU being a guiding force in geopolitical events and dynamics, its imperative they set a higher standard of the treatment of stateless people.

Through this tally, we can see that there are no winners. The stateless are still dying in masses and tension is rising inside Europe’s borders as a result of their inability to reconcile an approach. The most recent mass drowning along the coast of Greece reinforces the direness of this situation.

Ultimately, the existence of the stateless act as a key catalyst for identifying existing shortfalls in the balancing of power inside and outside of the European Union. Their unwavering allegiance to nationalistic agendas demonstrates their inability to formulate a holistic and sustainable response to migration. Therefore, the battle is not over, rather just beginning. And it is clear that their

tactics need to change.

Approach to the research:

The research is focused on looking for new ways to amalgamate the notions of cosmopolitanism and nationalism, as both ideologies are necessary in the globalised world, and are mutually reliant on each other to achieve their aim. While some propose to abandon current paradigms to make way for a new organisation of society, it is clear that such a sweeping statement does not pay attention to the benefits of nationalism structure nor does it acknowledge the considerable limitations of the cosmopolitan outlook, particularly for current situations. The challenge that lies ahead for not only this research but our global organisation, is embedded in the ability to reconcile the two notions in a tangible, realistic and honest manner. Therefore, the research question proposed is as follows:

“How can service design unlock cosmopolitan outcomes from nationalistic policy?”

Methodology:

To address this inquiry, the thesis employs a multifaceted research approach. It initiates with an extensive literature review encompassing the philosophies of nationalism and cosmopolitanism, drawing insights from influential thinkers such as Kant, Pogge, and the stoics. This scholarly exploration serves as a foundation for comprehending the intricate roots of this complex problem. To bridge the gap between abstract ideologies and contemporary realities, the research engages in literature reviews, policy analyses, and interviews with refugees and civil society organizations (CSOs). This research phase delves deep into the specific experiences of both the European Union (EU) and stateless individuals, offering valuable perspectives for understanding the current landscape.

Through this preliminary research, the identification of key leverage points within the system emerges as a crucial outcome, steering the research towards the subsequent design development phase. These leverage points serve as critical areas of intervention and guide the research towards crafting effective and meaningful solutions.

To address the pressing issue of migration with a forward-looking perspective, this thesis embraces the transformative power of critical design. It is essential to examine the issue of migration from a fresh perspective, as current approaches have not been successful. The consequences of “not getting it right” are not just the loss of thousands of lives, but also the perpetuation of generational inequality. In an increasingly interconnected and complex world, it is crucial to explore alternative avenues for the re-imagining of the future.

Critical design offers an alternative pathway by encouraging society to challenge existing norms and envision alternative scenarios. Through the use of collage,

this research critically analyzes the existing conditions surrounding migration, capturing the lived experiences of stateless individuals in a profound and emotive manner. Symbolism and metaphors are employed to evoke empathy and engage the audience on a deeper level.

Shifting focus to the future, a co-design workshop in Berlin becomes the platform for a collective exploration of possibilities. This collaborative process fosters public dialogue and encourages participants to question their beliefs and values related to security, migration, and trust. Various design objects act as catalysts, stimulating imagination and challenging assumptions. The outcomes of the workshop serve as the foundation for constructing a collective vision of the future, guiding the subsequent design endeavors.

To bring these transformative outcomes to fruition, the thesis leverages the tools of service design and transformative design. These methodologies facilitate a comprehensive examination of organizational structures and enable a deeper understanding of underlying causes. By justifying interface changes to services, the research paves the way for meaningful transformation and sets the stage for a more inclusive and effective approach to addressing the complexities of migration

The methodology used to approach this project moves between concrete and abstract thought processes, which truly enable a novel outcome.

Thesis Structure:

The thesis is structured into four main sections that collectively contribute to a comprehensive exploration of the subject matter.

Preliminary Research:

The initial section sets the foundation by delving into a thorough literature review. It goes beyond surface-level understanding and delves into the ideological underpinnings of the ongoing struggle between cosmopolitanism and nationalism. Through the examination of case studies, literature reviews, and analyses of grey literature, the research sheds light on the European response to irregular migration, particularly during the influx of 2015 and 2016. This exploration serves as a crucial justification for the claim that the current battle between nation-states and stateless individuals is inherently rooted in cosmopolitan and nationalistic principles. By establishing this relationship, the project gains a solid grounding for the subsequent stages.

Current Situation:

Building upon the insights gained from the preliminary research, this section immerses itself further into the realities of the subject matter. It closely examines European policies,

structures, and systems while simultaneously analyzing the personal challenges faced by stateless individuals upon their arrival in Europe. By employing power distribution maps, the research uncovers key leverage points within the existing system, identifying untapped resources and stakeholders. This comprehensive analysis helps lay the groundwork for informed intervention strategies.

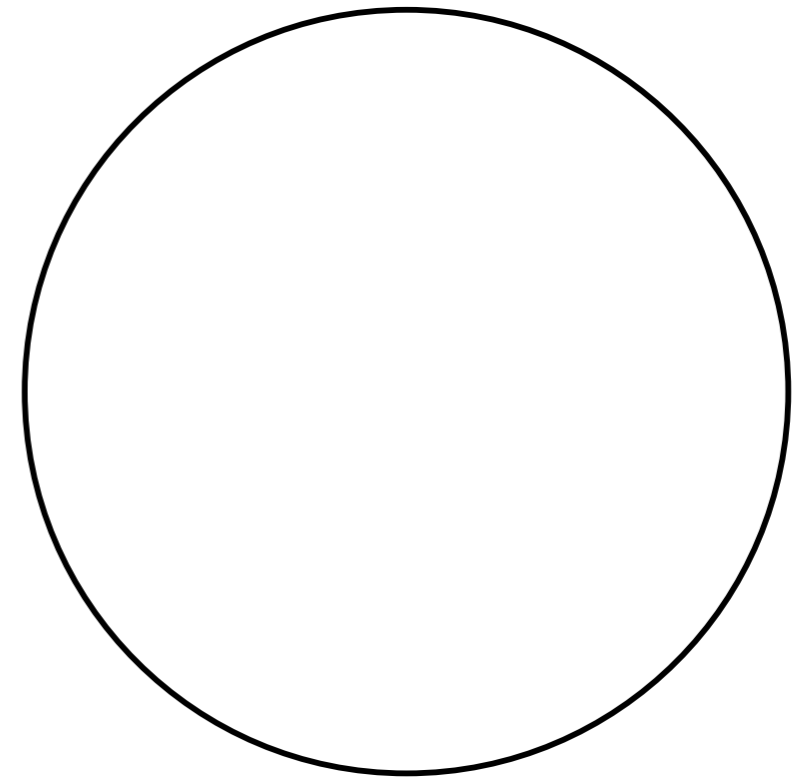
Critical Analysis:

This section takes a transformative approach by utilizing critical design methods to analyze and challenge the status quo. The research critically evaluates the existing conditions using tools such as the known-unknown matrix. It goes beyond theoretical exploration by employing analogue collage techniques and computer-aided design (CAD) to develop a present-day scenario. The research further engages with the public through co-design workshops, harnessing collective intelligence to re-imagine the future. As a result, critical design objects are created, allowing individuals to physically interact with the identified leverage points and inspire their imagination. This section culminates with the envisioning of a future scenario, providing inspiration and guidance for the final design outcome.

Design Development:

Drawing upon the transformative design analysis, this section focuses on the development of a policy proposal, representing the first phase of the design outcome. Leveraging the findings from the literature reviews and critical design activities, the research identifies European structures as the most effective catalyst for broad-scale change. Thus, a policy proposal becomes the logical approach. To demonstrate the implications of the proposed policy for both European institutions and stateless individuals, a service is developed. This design development showcases the tangible impact of the policy, highlighting its potential to bring about meaningful transformation within the existing framework.

1



Cosmpolitanism
and Nationalism

Chapter one: Cosmopolitanism and Nationalism

This section provides an introductory exploration of the fundamental ideologies of cosmopolitanism and nationalism, aiming to establish a broad understanding of these concepts in the context of stateless individuals within the European Union (EU). It is important to note that cosmopolitanism and nationalism require in-depth analysis beyond the surface-level overview presented here, including their principles, purpose, application, and limitations in our current circumstances. After presenting an overview and defining cosmopolitanism and nationalism within the project's context, a subsequent discussion unfolds.

The analysis delves into the spectrum of cosmopolitanism's definitions, beginning with its moral and ethical perspective, drawing insights from the Stoics and Kant. It begins by defining the ideological origins and establishes the groundwork for its practical application in the real world, progressing along the spectrum. Furthermore, reference is made to Pogge's framework of social justice cosmopolitanism, which offers a perspective on translating morality into reality. This framework guides the approach taken when addressing the key research question. Following the conceptual and concrete exploration of cosmopolitanism, the analysis considers the limitations of the ideology, particularly within our current globalized conditions. This discussion underscores the importance of cosmopolitanism while acknowledging its major shortcomings, leading to an exploration of nationalism.

The research examines nationalism from both a social and structural perspective, highlighting its benefits and limitations within the context of globalization. A preferred definition of nationalism is presented, leveraging its historical origins for contextual understanding. The focus then shifts to the benefits of engaging with nationalism, emphasizing its capacity to unite groups through shared goals and culture. Subsequently, a critical analysis of nationalism is offered, particularly when it is used in excess. This analysis distinguishes between ethno-nationalism and civic nationalism.

The initial introduction of these concepts lays the foundation for the subsequent comparison and contrast in the conclusion. Ultimately, cosmopolitanism and nationalism exist in a mutually beneficial dynamic, despite popular beliefs that they contradict each other. In conclusion, the section establishes project-specific definitions of these concepts, preparing the reader for the following section that embeds the ideological debate within the real-world context of stateless individuals in the EU.

The aim of this chapter is to equip the reader with the perspective adopted by this thesis when addressing the complex issue of statelessness.

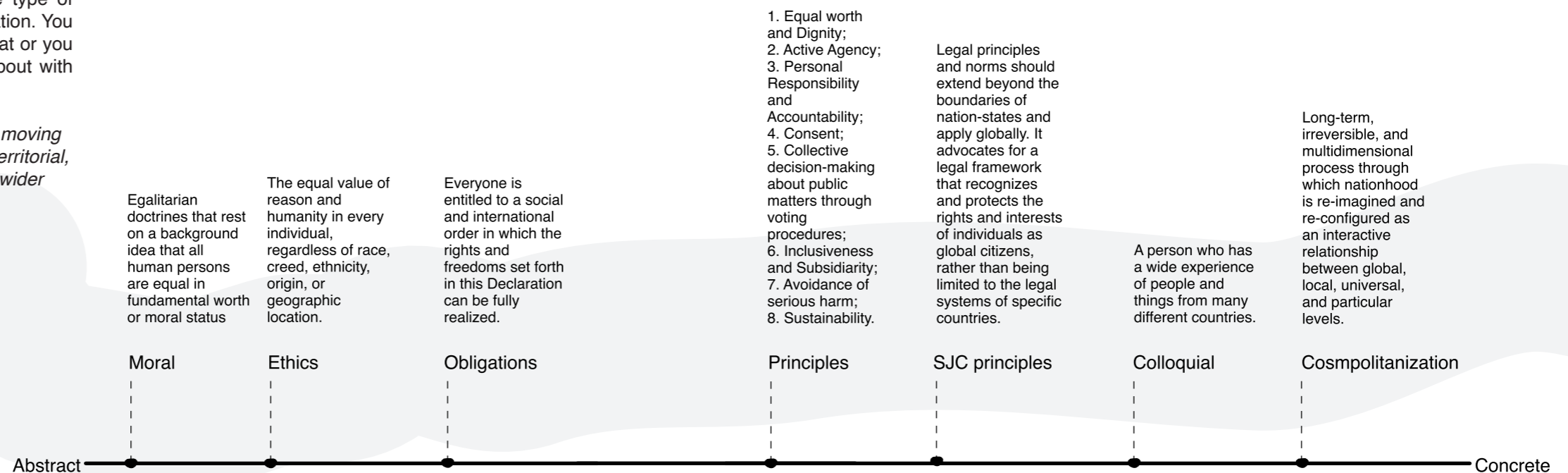
1.0 Introduction

Cosmopolitan, originally defined as “world citizen,” shows its origins in Greek philosophy and culture with its meaning derived from Kosmos, global and Polis, city (Kleingeld, 2019). The notion has presented itself in multiple civilizations and all kinds of social organization for centuries, reflecting the same kind of freedom in identity found in the principles it imposes. Through this lens, it is assumed that in each interpretation, a rendering of specific time and place is created, painting a vast landscape, using values, social commentary, and future projections as brushstrokes. This transience is what ensures the notion’s survival. Its mirror-like quality enables cyclical reappearances, consistently refreshed by new eyes.

Cosmopolitanism (metaphorical) and cosmopolitanization (literal), whilst similar are distinct terms often (but not always) understood as consequential. Using Beck’s definition, cosmopolitanism pertains to moral responsibility to all, while cosmopolitanization refers to the growing interconnection of the world (Calhoun, 2008). In its literal context, it is referenced when speaking towards political theory and more pointedly the associated development of global judiciary systems. As a metaphor, it is employed when describing the breadth of man’s obligations to define moral code of conduct (and how to situate oneself within the world (Kleingeld, 2019). Colloquially and perhaps more widely, it has been adapted to reflect “a person who has a wide experience of people and things from many different countries” (Kleingeld, 2019). These high-brow citizen so to speak are called cosmopolitans, as they are understanding and respectful of foreign cultures, travel widely and can interact well with people from many societies (Pogge, 2012). In a physical sense, cities or gatherings are called cosmopolitan when they bring together persons and groups with diverse ethnicities, languages, cultures, religions, or lifestyles (Pogge, 2012). As a lifestyle, it can only yield benefits, if one is equipped with the type of capital obtained by growing up in a developed nation. You can either move around like multinational diplomat or you are stateless existing on a bureaucratic roundabout with no exits.

The essence of cosmopolitanism is the idea of moving beyond one’s own specific political, communal, territorial, cultural attachments to give allegiance to the wider human community

Cosmopolitanism’s continuum moves from ethics (Moral), to actions, to a societal framework (Legal), placing cosmopolitanization (organisational) at the other end. Whilst the interpretations are broad and many, they are all underpinned by general principles formed from egalitarian doctrines that rest on a background idea that all human persons are equal in fundamental worth or moral status (Arneson, 2013). Consequently, the school of thought has become intertwined with ethics and global human rights. Supporting cosmopolitanization are ideas of globalisation which act as a foundation for any proposal that moves towards global unified networks with systems above the nation state. Whilst shaping society in different ways, cosmopolitanism, as a metaphor, verb or adjective; are all connected through the broader paradigm pertaining to our understanding of humanity. The Stanford Encyclopedia of philosophy uses four overlapping perspectives to define cosmopolitanism’s reach towards individual and collective life (those being: political institutions, moral norms or relationships or shared markets or forms of cultural expression). This research however, adopts Becks view, which reorganises the same factors within broader categories: Moral, Legal and cosmopolitanization. These simplified categories are preferable for the scope of the project as a higher view can be taken to relate to wider discussions surrounding social-justice and institutional cosmopolitanism and nationalism. The following section will define and explore key ideas relating to the moral, legal and globalised forms of cosmopolitanism.



1.1.1 Moral cosmopolitanism

“I may stand next to some of you as a foreigner, but I also stand next to you as a fellow human being endowed with all the capacities that follow from our common nature”
(Etinson, 2011)

The ideology that laid the foundations of cosmopolitanism finds its roots in the Stoics which are a group that advocated for a philosophy that emphasized the interconnectedness and moral duty of all individuals as citizens of the world. They did so by introducing the concept of inhabiting two worlds—a local community by birth and a broader community defined by universal ideals, aspirations, and discourse. At its core, Stoic world citizenship has an ethical doctrine, which entails first and foremost the equal and fundamental moral status of individuals and obliges us to consider the good of all humankind in our actions, refusing to recognize anything human as alien (Etinson, 2011). This profound notion maintains the equal value of reason and humanity in every individual, regardless of race, creed, ethnicity, origin, or geographic location (Etinson, 2011). The Stoics established cosmopolitanism as an ideology for universal ideals pertaining to equal value of reason and humanity. Immanuel Kant, however, repositioned moral cosmopolitanism as an ideology that stands in stark contrast to moral egoism, emphasizing the notion of being a “world citizen” rather than considering oneself the center of the universe (Kleingeld, 2019). This perspective creates space for the “recognition of each person’s equal dignity and human capabilities” (Formosa & Mackenzie, 2014). Through this definition, Kant gives the world capacity to understand moral equality outside of securing individual autonomy but rather through observing duties generated by the basic interests and well-being of persons (Aurelio, et al., 2011). Therefore, rather than embodying cosmopolitanism through the self, it shifted and became a mechanism to understand self through one’s relationship with others. This contribution marked a transformative shift in the purpose of cosmopolitanism ideology, transitioning it from a stance relating to moral indifference towards others, to a paradigm that defines the responsibilities individuals hold within both their local communities and the global society at large.

Thomas Pogge, a German philosopher and acclaimed political theorist for his contribution to global justice and ethics, advances cosmopolitanism’s foundational idea of duty by expanding how the notion can be applied to the changed world. He devised a lens that recognizes the moral interdependence among all individuals while demanding respect for one another’s moral standing, imposing limits on our actions and the construction of institutional systems through individualism, universality, and generality (Pogge, 1992).

Their definitions are as follows: First, individualism: the ultimate units of concern are human beings, or persons – rather than, say, family lines, tribes, ethnic, cultural, or religious communities, nations, or states. The latter

may be units of concern only indirectly, in virtue of their individual members or citizens. Second, universality: the status of ultimate unit of concern attaches to every living human being equally – not merely to some subset, such as men, aristocrats, Aryans, whites, or Muslims. Third, generality: this special status has global force. Persons are ultimate units of concern for everyone – not only for their compatriots, fellow religionists, or suchlike. (Pogge, 2012)

Pogge succinctly transforms these complex notions into 8 principles and recommendations for a cosmopolitanism perspective. The principles derived from these contributions carve the cornerstone of moral cosmopolitanism, and they are as follows:

Individualism

1. Equal worth and dignity;
2. Active agency;
3. Personal responsibility and accountability;
4. Consent;

Collectivism

5. Collective decision-making about public matters through voting procedures;

Universality

6. Inclusiveness and subsidiarity;
7. Avoidance of serious harm; and
8. Sustainability.

Cosmopolitanism’s moral principles serve as a starting point for all thoughts concerning this notion. They define the conditions of taking cultural diversity seriously and of building a democratic culture to mediate clashes of the cultural good. They are, in short, about the conditions of just difference and democratic dialogue (Held, 2008). By embracing this definition, we delve into the intricate interplay between moral actions and the far-reaching consequences they can engender within society. Adopting a macro perspective, these impacts extend to citizens’ institutional behaviours which include voting behaviours, the evolution of services and institutions, and the overarching dynamics among individuals, communities, and entities (Pogge, 2012). Zooming in on a micro level, attention turns to the individual actions of people (or the interactive form) and how they navigate the fundamental aspects of their existence (Pogge, 2012). This dual analysis underscores the interconnectedness of individual actions, emphasizing the profound agency individuals possess in shaping their own world and, in turn, the collective realm. The abstract nature of this aspect of cosmopolitanism is compounded by its dependence on the goodwill and voluntary adoption by individuals, rendering it comparatively weaker than other dimensions of the notion (Pogge, 2012). While moral cosmopolitanism underpins

the school of thought in its entirety, it’s crucial to explicitly distinguish that there are significant limitations to engaging with the key principles alone, particularly when applying them to the global stage. In this state, cosmopolitanism cannot reach beyond thoughts of ethics, no more than an idea can manifest without manufacturing. Therefore, it is crucial to move along the continuum towards the legal sphere, where cosmopolitanism has shown potential in finding its concrete form.

1.1.2 Framework for society: Legal and Social Justice (political) cosmopolitanism:

The idea of moral cosmopolitanism is complementary to conceptions of ethics – specifying the responsibilities human agents have regarding social institutions, while legal and political cosmopolitanism pertains to the remaining responsibilities within a given social and institutional environment (Pogge, 2012). Legal cosmopolitanism refers to the idea that legal principles and norms should extend beyond the boundaries of nation-states and apply globally. It advocates for a legal framework that recognizes and protects the rights and interests of individuals as global citizens, rather than being limited to the legal systems of specific countries (Pogge, 2012). This definition is more closely linked with the stoic’s interpretation of the notion, which aims to ensure equality for all within a geographical context. More relevantly to this research, political cosmopolitanism extends the notion’s application to a political setting. It hinges on the idea that political power and decision-making should also transcend national borders and encompass a global perspective. It seeks to address global challenges and promote collective action on issues such as human rights, global governance, and environmental protection (Held, 2008).

Advancing this approach is Pogge’s contribution: “Social Justice cosmopolitanism”, which uses the ideology of moral cosmopolitanism and translates it into limits on actions and the construction of institutional systems (Pogge, 2012). SJC provides a more robust and useful manifestation of the notion as it can relate us to the poor and oppressed abroad in a different way. It repositions our failure as not merely that of helping too little, but that of designing and imposing transnational institutional arrangements that foreseeably produce and perpetuate avoidable human rights deficits on a massive scale (Pogge, 2012). Pogge’s interpretation shows that we share responsibility for the design of social institutions, and that we must work toward their just design. Insofar as we participate in just social institutions, we must comply with them. Insofar as we participate in unjust social institutions, we must promote their reform (Pogge, 2012). His notion provides a path forward by offering 5 guiding principles that institutional structures and behaviours can be measured against.

They are as follows:

1
Emphasizing moral principles:
Social Justice cosmopolitanism is grounded in the principles of moral cosmopolitanism, which uphold the equal moral status of individuals and the recognition of their rights and dignity. By integrating these principles into institutional design, institutions can prioritize fairness, equality, and justice as core values.

2
Focusing on the well-being of all individuals:
Promoting the idea that institutions should prioritize the well-being and interests of all individuals, regardless of their nationality or geographic location. This perspective encourages institutions to consider the global impact of their actions and policies and work towards improving the lives of people worldwide.

3
Addressing structural injustices:
Recognising the existence of structural injustices that perpetuate inequalities and disadvantages in society. It calls for institutional mechanisms that actively address these injustices and work towards their elimination. This may involve policies that promote equal opportunities, social welfare programs, and measures to reduce systemic discrimination.

4
Ensuring accountability and transparency:
Emphasizing the importance of accountability and transparency in institutional practices. Institutions should be accountable to the global community and transparent in their decision-making processes. This helps to prevent corruption, ensure the fair distribution of resources, and maintain public trust in institutions.

5
Promoting global cooperation:
Highlighting the need for global cooperation and collective action to address pressing global challenges such as poverty, climate change, and human rights violations. Institutions designed under this framework should foster international collaboration, coordination, and shared responsibility in tackling these issues.
(Pogge, 2012)

Pogge's SJC builds upon the moral foundations of cosmopolitanism to advocate for social and economic justice, human rights, and global solidarity. It highlights the importance of recognizing and addressing the underlying causes of inequality and promoting fairness and inclusivity in all aspects of society. By incorporating the principles of moral cosmopolitanism into the design of institutions, Social Justice Cosmopolitanism works towards the conceptualisation and generation of the necessary background conditions for a 'common' or 'basic' structure of individual action and social activity for all individuals, regardless of their background or nationality (Pogge, 2012). To achieve this end, individuals and the collective must interact with national structure and propel their reach above, to work towards the common good for the betterment of all persons. In action, we see the SJC facilitate rules governing war, weapons systems, war crimes, human rights and the environment, transforming and delimiting the order of states, embedding national polities in new forms and layers of accountability and governance. Accordingly, the boundaries between states, nations and societies can no longer claim the deep legal and moral significance they once had in the era of classic sovereignty (Held, 2019). (Make a note here of the development of the UN)

The creation of international human rights is an exemplar instance of this dissolution, as their consolidation denationalizes concepts of legitimacy and contributes to a reconfiguration of sovereignty, equality, and an attempt to regulate basic standards of dignity. This is demonstrated in Article 28 of the Universal Declaration of Human Rights which states: "Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized." The creation of such law stems from the belief that the design of all social institutions should be guided by the preeminent goal that the human rights of all human beings be fulfilled. If this goal cannot be fully achieved, we should come as close as possible. The principles of SJC can be widely shared and form the basis for the protection and nurturing of each person's equal interest in the determination of the forces and institutions which govern their lives (Pogge, 2012).

1.1.3. Cosmopolitanization: Beyond morals

Cosmopolitanism in its abstract form emphasizes the moral interconnectedness of all human beings and advocates for a universal sense of responsibility, while the process of cosmopolitanization refers to the organisational structures that suspend life as we know it today. It has gained significant traction in recent years because of the growing complexity and consequential nature of our global conditions. It has forced individuals to embrace a global perspective and recognize the shared responsibilities and values that transcend national boundaries. Globalization, defined as 'events occurring on one part of the globe affecting, and can be affected by events occurring in other, distant parts of the globe' has acted as a key driver of this change (Voronkova, 2006). The consequential global conditions of this increased interdependence

and interconnectedness, provide a fertile ground for the development of cosmopolitan ethics, as the current climate requires a more nuanced and multidimensional system of governance (Voronkova, 2006). According to Held and McGrew (2004), globalization brings people from diverse cultures and backgrounds into closer contact, fostering the recognition of shared interests and common humanity. Here notions pertaining to the colloquial understanding of cosmopolitanism become relevant, as generally, society is moving towards celebrating a more multicultural and "cosmopolitan" existence. With increased migration, global open markets, and intense geopolitical dynamics revolving around war, and the trading of natural resources, it is impossible for nation-states to exist as a homogeneous culture. This shift in the transnational dynamics has driven the dissemination of cosmopolitan values, such as the aforementioned inception of laws regarding global justice, human rights, and environmental sustainability. However, simultaneously, globalization has significantly impacted the nation-state by eroding its sovereignty and increasing the influence of transnational actors. Robertson (1990) argues that globalization creates a complex web of interdependencies that necessitates new forms of political organization and governance. While complex global processes, from the financial to the ecological, connect the fate of communities to each other across the world, global governance capacity is now under pressure (Held, 2009). Problem-solving capacities at the global and regional level are weak because of these structural difficulties, which compound the problems of generating and implementing urgent policy with respect to global goods and bads (Held, 2009).

1.1.4 Limitations of cosmopolitanism

Cosmopolitanism in action, or the cosmopolitanization of the world, draws attention to the many shortcomings which the theory faces. The following section focuses on how its real-world application fails to elicit the change it hoped to, despite its honourable intentions. Firstly, Cosmopolitanism views global governance via international cooperation and collective decision-making as a channel for addressing global challenges, like climate change and economic inequality. However, when paired with globalisation, the notion begins to disrupt traditional notions of responsibility without offering a path forward for defining who is responsible. While applying the difference principle and declaring the common good as the overarching goal could be attempted, these principles do not acknowledge the complexity or the plurality of the national and transnational dynamics. Therefore, the introduction of cosmopolitanism values via globalisation generates public policy problems that span the 'domestic' and the 'foreign', and the interstate order without clear political boundaries and lines of responsibility. These problems are often insufficiently understood or acted upon resulting in a fundamental lack of ownership of many of them at the global level (Held, 2009). The universality of the notion destroys the very basis of responsibility, as cosmopolitanism belongs everywhere and nowhere at once (Aurelio, et al., 2011).

1.1.4.1 Globalisation and Cosmopolitanism

While globalization has played a significant role in promoting cosmopolitan values, the anticipated paradigm shift has yet to materialize. One crucial oversight lies in the lack of effective tools within global governance systems to manage this transformative change. As a result, there is no enforcement or driving force propelling cosmopolitanism forward. This void leaves responsibility suspended, with no institution or nation willing to step forward and take charge. However, it is essential to recognize that if a global order were to be established, it would inevitably lead to an excessive concentration of power. Within this hypothetical scenario also comes the associated risk of cultural homogenization and the erosion of local distinctiveness. Critics argue that globalization and cosmopolitanism in this form could perpetuate the dominance of Western values and impose a global mono-culture that undermines cultural diversity, autonomy, and agency (Held & McGrew, 2004). Therefore, cosmopolitanism places society today between a rock and a hard place.

Beck (2000) also presents another consequence of the phenomena of globalization. He claims that this paradigm shift challenges traditional notions of identity tied to fixed geographical locations, giving rise to cosmopolitan identities that transcend national boundaries. These cosmopolitan identities embrace cultural diversity and foster cosmopolitan outlooks that value inter-cultural dialogue and respect for difference. However, globalization also presents challenges to cosmopolitanism. As global flows intensify, Cosmopolitanism, as a philosophy that embraces diversity and cultural pluralism, must grapple with these tensions and seek ways to ensure that globalization respects and values local cultures. However, it is paramount to distinguish that Cosmopolitanism should be not simply about the coexistence of multiple identities but also about the interaction of the national and the global that transforms both in a positive way (Voronkova, 2006).

1.1.4.2 Elitist connotations

Finally, cosmopolitanism in its most broad application in society holds an elitist undertone. It is referenced mostly regarding individuals who have the financial capacity to travel far and wide. Who have the language capacities to interact and engage with different cultures. And most importantly, who have the legal right to move freely. Whilst its application presently demonstrates a clear departure from its ideological roots, it is imperative to acknowledge its definition in a social setting. Unfortunately – and ironically, it achieved this standing as a result of the unequal globalisation process that gave developed nations the capital to develop this kind of behaviour.

1.1.4.3 Absent global governance

Leading us to the second fundamental limitation of the notion –is the absence of incentive for any nation to take responsibility for the impacts of inequitable distribution of

resources. We are very far from upholding human rights in practice, as billions of people, mostly in the poorer countries, lack secure access to basic foodstuffs and safe water, to minimal clothing and shelter, to physical safety, basic education and health care, or to vital civil and political freedoms (Pogge, 2017). Therefore, it seems that societies are failing to approach this goal with effort and vigour. This shortfall can be attributed to our duties towards humanity being mediated by the presence of political institutions that struggle to effectively prioritise responsibilities not only in a global setting, but also between the needs of their constituents and personal goals (Aurelio, et al., 2011). Although cosmopolitanism equips us with the means to analyse and recognize the systems that perpetuate injustice for most of the world's population, it fails to instill inspiration in both citizens and those in positions of power to take action. In today's environment, the allure of preserving power and maintaining the status quo in resource distribution outweighs the appeal of creating a fair and equitable global society. Even thinking about the future of humankind on the basis of the early years of the 21st century also does not give grounds for optimism. From 9/11 to the 2006 war in the Middle East, terrorism, conflict, territorial struggle and the clash of identities appear to define the moment. The wars in Afghanistan, Iraq, Israel/Lebanon, Israel/Gaza and elsewhere suggest that political violence is an irreducible feature of our age (Held, 2008).

1.2 Conclusion

Cosmopolitanism and cosmopolitanization cannot exist inside or above current infrastructure without space being designed for it. Unfortunately there are no boundaries that exist within society presently, that enforce these values as law. As we can see with the UN, they behave as mere guidelines that consistently fall short against nationalistic agendas. This common narrative is exemplified when those who design the rules of the world give more weight to the interests of the 100,000 richest shareholders in Europe and the US than to the poorest 3 billion human beings, where governments habitually bomb foreign civilians to promote their policy objectives — These facts show the urgency of better cosmopolitan theorizing and the urgency to carve out, or overlay a pathway for a new kind of narrative (Pogge, 2017).

Where cosmopolitanism and cosmopolitanization fall short, is in their lack of infrastructure and absent potential for self-sufficiency. Currently the notions survive like endangered species, who keep on only because of the personal efforts of a few good people that exist in a corrupt world— which in this instance could be in national structures and unstable geopolitical relationships, that sit under the umbrella of (Pogge, 2017)capitalism. Any attempt to engage with the moralistic side of the notion is typically seen as an occasion for “aid and assistance” which only reinforces the imbalanced power dynamics . Unfortunately, in its present state Social-justice cosmopolitanism functions like a mirage, visible, but always out of reach.

“A cosmopolitanism relevant to our global age must take this as a starting point, and build an ethically sound and politically robust conception of the proper basis of political community, and of the relations among communities”
(Synowich, 2005)

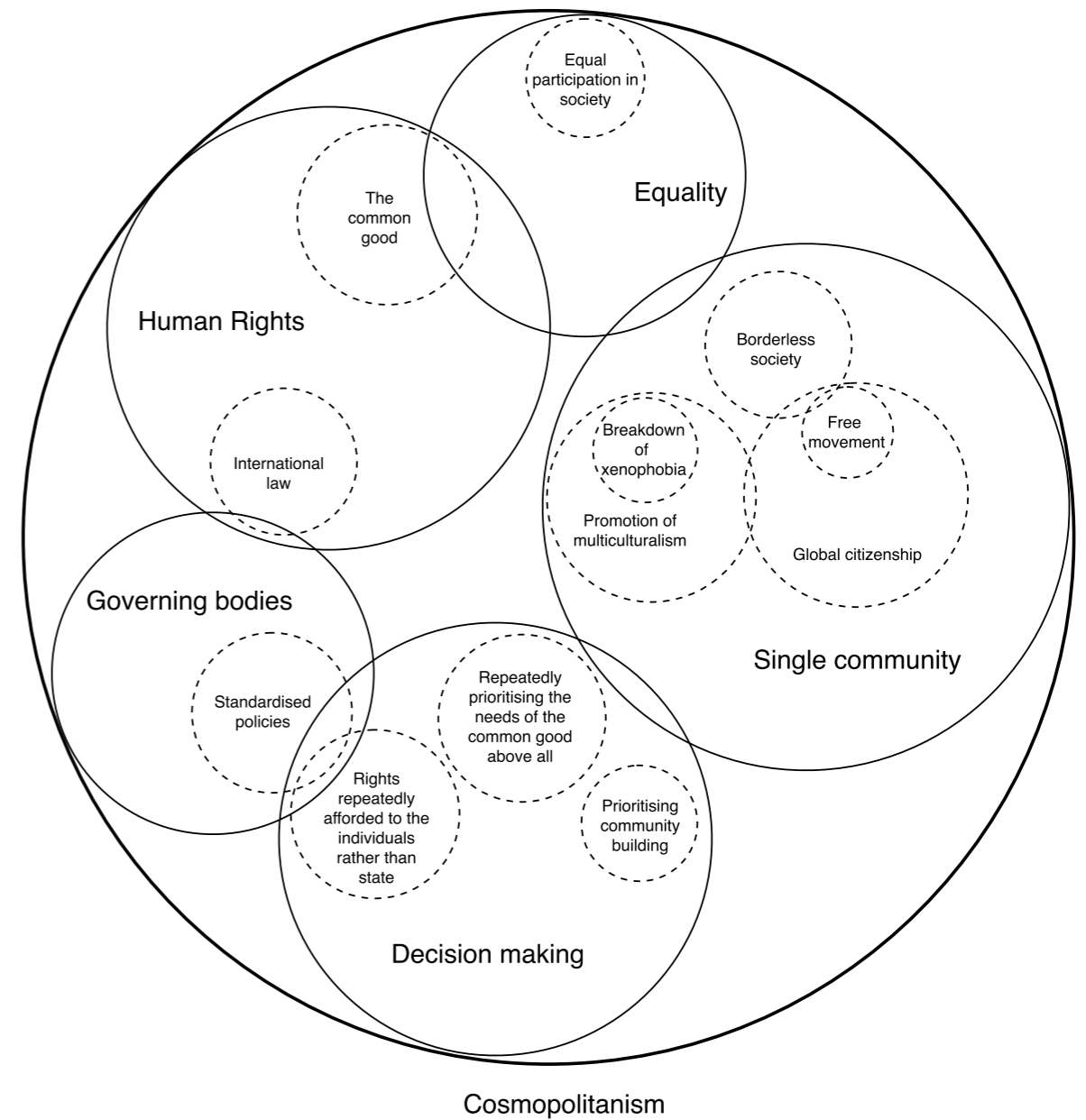


Figure 2

1.3 Nationalism: Where it succeeds – In moderation

Where cosmopolitanism falls short, nationalism succeeds. The notion denies the general that is promoted by cosmopolitanism and celebrates the importance of the specific through the organic and artificial manufacturing of infrastructure that defines responsibility through state lines (Voronkova, 2006) (Amir, 2017). This sectioning of physical space gives room for a shared identity to form, which in turn promotes loyalty, trust whilst simultaneously reinforcing democracy through sovereignty. Therefore, the concept can be understood not only as a macro-political force and political principle but also as a component of individual identity that can be impacted by and causally influence political behaviour (Mylonas & Tudor, 2021). However, in its purest and potentially most dangerous form, the notion places the in-group before anyone and anything else, which can result in behaviours that contradict the common good and can lead to extreme conflict between various ethno-cultures within and outside of stateliness. The following section will present the preferred definition of the notion, leveraging its historical origins for context. Next, it will explore the benefits of engaging with such structure, placing focus on its ability to unite groups through a shared goal and culture. It then aims to offer a critical analysis of the notion, particularly when it stops being used in moderation. Here distinctions between ethno-nationalism and civic nationalism will be distinguished. This section of the research is focused on providing a broad overview of the notion that can lay ideological foundations for the contextualisation of this idea, through the stateless experience within the EU. The aim of this discussion is once again to equip the reader with the perspective adopted by this thesis when approaching the complex issue of statelessness.

1.3.1 Historical origins

Political scientists largely agree that the nation, etymologically traceable to “birth” in Latin, is an “imagined” community with an “invented” tradition that individuals qualify for membership by dint of certain practices, beliefs, and/or inheritable attributes (Mylonas & Tudor, 2021). This research adopts the modernist perspective that the conception of the nation and nationalism as modern phenomena grew out of industrialization, urbanization, print-capitalism, and resistance to colonialism (Mylonas & Tudor, 2021). More pointedly, it acknowledges the seismic changes that grew out of the Industrial Revolution, which distinguished nationalism from pre-modern social identities such as castes, clans, or tribes (Mylonas & Tudor, 2021). Additionally, the research attributes mass schooling as a key mechanism for transmitting foundational narratives to the broader population (education as a form of self-affirming situation for nationalism, control over the syllabus, can indoctrinate children) (Mylonas & Tudor, 2021).

This thesis adopts the perspective that nationalism should be divided between functionality and attitude. The structural capacity of nationalism is commonly placed

under the umbrella of Classical nationalism (REF). This categorisation refers to the political program that sees the creation and maintenance of a fully sovereign state owned by a given ethno-national group (“people” or “nation”) as a primary duty of each member of the group (Nenad, 2019). Starting from the assumption that the appropriate (or “natural”) unit of culture is an ethno-nation, it claims that a primary duty of each member is to abide by one’s recognizably ethno-national culture in all cultural matters (Nenad, 2019). With the addition of the “ism” Nationalism in a wider sense relates to any complex of attitudes, claims and directives for action ascribing a fundamental political, moral, and cultural value to nation and nationality and deriving obligations (for individual members of the nation, and for any involved third parties, individual or collective) from this ascribed value (Nenad, 2019). Nationalism can further be distinguished through an ethnic and civic perspective (Nenad, 2019). These distinctions pertain to motivations of engaging with nationalistic behaviour. The ethnic type defines itself on the principle of descent; the nation is a marriage of blood and soil. Objective and ascriptive criteria define whether one is considered a “national” or not, and citizenship is in turn accorded along jus sanguines principles i.e., ethnic purity (Reeskens & Wright, 2013). Civic nationalism, on the other hand, is premised on the jus soli principle of devotion to basic liberal values. Its core principle is that it reaches out toward “outsiders”: newcomers and ethno-linguistic and religious minorities are regarded as fully fledged co-nationals so long as they are willing to adopt the basic values and norms of the host country (Reeskens & Wright, 2013). Debates surrounding preference between civic and ethno-nationalism are experiencing a resurgence particularly within the context of immigration, making this distinction particularly relevant for the context of this research. With globalization forcing hyper-connectivity, the nation-state’s reinforcing nature where it exists both as infrastructure and behaviour lets it remain as the most powerful political actor in the twenty-first century (Mylonas & Tudor, 2021).

1.3.2 Benefits of nationalism:

The consequential nature of nationalism leads to its capacity to address today’s most important policy challenges, such as climate change, global pandemics, poverty, and wealth inequality at a national level and from an international stage (Mylonas & Tudor, 2021). Taking a classical perspective, the notion achieves this end by defining responsibility via the division of territory, which determines internal control and external exclusion (Nenad, 2019). The creation of such state lines calls for external border management and internal governance where different agendas overlap and intersect (Jumbert, et al., 2021). They range from security to development, from migration to trade and innovation, all of which contribute to the overarching goal of benefiting the groups residing within (Jumbert, et al., 2021). These physical boundaries enable territorial sovereignty which traditionally is seen

as the defining element of state power as the conditions that act as fertile ground for drawing distinctions between a country’s obligations to its own citizens and non-citizens (Nenad, 2019). This research positions the physical borders of territory as the cornerstone of nationalism’s success. Therefore, the following benefits explored must be understood as a consequence of this foundational infrastructure both in form and ideology.

1.3.2. The fundamental benefit of nationalism: Defining obligation and responsibility.

“Allegiance and full sovereignty as the persistent aim of its political program”
(Nenad, 2019)

The nationalist perspective claims that one’s nation takes precedence over rival contenders (Nenad, 2019). Within this context, the obligation of both individuals and the nation-state are directed towards their shared goal of mutual improvement. This prioritisation of delivery is exemplified within the context of global justice, where one’s responsibilities are to their own, and if another nation needs assistance, it is delivered by the good will—normally in the form of “humanitarian aid.” In this regard, nations have no responsibility or “duty” to for-go their own resources for the betterment of developing nations who are worse off. Here nationalism turns away from the common good and sees no obligation to engage with the difference principle on a transnational level. Even in global disasters when an ultimate choice is to be made, the nation always has priority (Nenad, 2019). The recent disaster of COVID19 where borders closed immediately, exemplifies this. Ultimately, nationalism’s limited perspective impedes the realization of a more equitable and just world, as it fails to acknowledge the collective responsibility to address global inequalities and ensure the well-being of all nations, regardless of their development status.

Nationalism through its establishment of borders, territory and culture provide the space for democracy to flourish. Therefore the duty and function of the states priorities which are exhibited outwards are rendered within its boundaries via the quality of life attained. We explore how nationalistic structures can provide citizens with opportunities to make good on their obligations. It is important to recognize the interconnectedness of a state’s internal and external frontiers in today’s globalized world. The flows and spaces of global circulation shape and influence these frontiers. Consequently, states are compelled to regulate and monitor these dynamics. This involves facilitating the “good” circulation that supports globalized markets, such as investment, commodity flows, information, patent rights, technology, skilled migration, and tourism. Simultaneously, states must prevent the “bad” circulation that poses risks to national and international stability. This includes addressing challenges such as non-insured migrants, refugees, asylum seekers, shadow economies,

money laundering, drugs, international crime, trafficking, and terrorism, often associated with ineffective states and zones of crisis.

1.3.2.2 Nationalism and Democracy

The current internal and external frontiers of the state are radically interconnected through the flows and spaces of global circulation, which itself creates a need to police its dynamics (Jumbert, et al., 2021). The idea of democracy is closely linked with ideals pertaining to sovereignty, where the people define their living conditions. And Nationalism has featured centrally in some of the greatest movements for this freedom and justice since the late eighteenth century, such as the many self-determination movements overthrowing absolute monarchies in the wake of the American and French Revolutions, as well as those overthrowing racially and economically exploitative colonial regimes (Mylonas & Tudor, 2021). With reference to these examples, it is paramount to acknowledge that democracy cannot exist without nationalism. And where nationalism succeeds in this aspect, (when moderation is upheld) is that it avoids centralizing fixed identities at their founding and relies on shared ideals or aspirations as the basis of the national imagining (Tudor, 2018). The significance of democracy cannot be overstated, as it establishes a vital framework for inclusive and equitable governance, where power is vested in the people, enabling their voices to shape decision-making processes. Democracy safeguards individual rights, promotes active civic participation, fosters transparency and accountability, and paves the way for social harmony, economic progress, and the preservation of fundamental liberties within society.

By recognizing the symbiotic relationship between nationalism and democracy, we can appreciate that nationalism, when practiced with moderation, enhances the democratic process. It allows for the formation of a collective identity based on shared values and aspirations, while still accommodating diverse perspectives within a nation.

Supporting the societal infrastructure for democracy inside the state are national narratives and re-imagining’s (Mylonas & Tudor, 2021). This leads us to the exploration of how the behaviour of nationalism facilitates a self-enforcing system where public attitudes reinforce public structures of governance. Within this tenet of nationalism, we see the common thread of inward turning obligation between nation state and constituents re-emerge.

Alexis de Tocqueville declared, “there is nothing in the world but patriotism and religion that can make the universality of citizens advance for long toward the same goal
(Mylonas & Tudor, 2021)”

1.3.2.3 Social nationalism

A fundamental social bi-product of physical borders which supports democracy is collectivism which encompasses national identity and the obligation which a shared culture fosters amongst one-another. National identity may be defined in terms of common origin, ethnicity, or cultural ties, or via the civic and ethno distinctions (Nenad, 2019). It can be encouraged by speaking the same language and sharing customs and traditions (Nenad, 2019). A common national identity is an essential mediator of democracy and Nationalism facilitates this by establishing a “collective sentiment between individuals who share a sense of large-scale political solidarity” (Mylonas & Tudor, 2021). Social identity theory predicts that this sense of collective identity engenders the prioritisation of group welfare over individualism in decision making (Reeskens & Wright, 2013). Within these circumstances, members of these communities can become closer to one another in various ways than they are to those who don't share the same culture (Nenad, 2019). The community thereby becomes a network of morally connected agents, i.e., a moral community, with special, very strong ties of obligation. Whilst this form of social cohesion is not responsible for the inception of nationalism, it can certainly account for its reproduction (Mylonas & Tudor, 2021). Instances of banal nationalism—the everyday representations of the nation that aim to reproduce a shared sense of national belonging—is also pertinent here, since pride in victory in sports or prominence in cultural affairs could be the source of a bottom-up nation-building process (Mylonas & Tudor, 2021).

These constitutive stories of national belonging are crucial for state capacity as measured by the capacity to tax or by the ability to build roads and extract resources (Mylonas & Tudor, 2021). They also shape the nature of distributional politics, fairness and inclusivity in society, political ideology and voting behavior, educational systems, social capital, foreign policy, nation-building policies, civil war dynamics, and the likelihood of genocide, especially when excluded groups are viewed as subordinate and dangerous (Mylonas & Tudor, 2021). Through these examples, we see how nationalism from both a top down and bottom up perspective incubates obligation, a common “we-feeling,” a sense of mutual belonging and obligation (Reeskens & Wright, 2013). This promotes civic involvement and decreases other intra-group biases which are essential conditions for a well-functioning democracy and thus society (Mylonas & Tudor, 2021).

These social patterns are essential because they encourage individuals to make sacrifices for “anonymous others whom they do not know, will probably never meet, and whose ethnic descent, religion and way of life may be of their own” (Reeskens & Wright, 2013). The central premise of this common shared identity is that it functions as a kind of glue that holds society together (Reeskens & Wright, 2013). And returning to the initial point, a shared national identity promotes the legitimacy of political

institutions and political stability; conduces trust and the ability to compromise among fellow citizens; and calls into being social solidarity, which, in turn, leads to support for re-distributive policies that undergird a successful society via democracy (Mylonas & Tudor, 2021). Trust requires solidarity not merely within groups but across them, and this in turn depends upon a common identification of the kind that nationality alone can provide (Reeskens & Wright, 2013).

When nationalism is used in moderation towards the attainment of sovereignty via divisions of territory, democracy flourishes. Under these conditions, we see a just distribution of resources internally via its facilitation of collectivism and additionally, clear lines of obligation and responsibility defined. In isolation, nationalism facilitates the development of a fair society driven by the shared goal of improvement for the common imagination. However, with increasingly globalised circumstances, nationalism can be seen struggling to approach the nuances which the current climate presents. This leads us to take closer inspection of how the behaviours and structures of nationalism behave within a globalised world. This section will explore how the notion fairs against current pressures of a transnational existence from an internal and external perspective. It will cover the notion's chief limitations pertaining to the disintegrating boundaries of states, the rise of ethno-national perspectives and subsequent right wing extremism, followed the impacts of its use in extreme.

1.3.3 Limitations of Nationalism

The inability of individual nation-states to provide answers to collective questions as a result of the present ambiguity of boundaries between the national and the international, the global and the local means that nation-states are no longer the sole sovereign agents (Voronkova, 2006). Meaning nations states were once responsible for their corner of the world and could take decisions confidentially and in isolation. Now, the interconnectedness of the world sees events occurring on one part of the globe affecting other, distant parts of the globe, decisions pertaining to the state cannot be taken from a silo perspective (Voronkova, 2006). Therefore, the clear lines of responsibility which borders once established are up for debate. This absence of such clarity highlights the nation-state's inability to give adequate solutions to collective political and economic problems, the compression of time and space, extensive mobility of populations, the proliferation of new forms of communication and the emergence of global threats, such as international terrorism or ecological disasters (Voronkova, 2006). As such, its potential to respond to the needs of its constituents is rendered inadequate for the present state. Issues surrounding the control of the movement of money and people (in particular immigration) and the resource rights implied in territorial sovereignty are now rearing their heads in geopolitical dynamics (Nenad, 2019). Furthermore, in the context of global justice, nationalism has been proven to limit the overall progress of society. In this instance, it is clear why French President Macron claimed that nationalism erases moral values (Mylonas & Tudor, 2021).

1.3.3.1 Globalisation and Nationalism

Within national borders, globalization presents challenges for the nation-state as it grapples with reconciling the diverse demands of its transient population. This struggle is largely influenced by the resurgence of ethno-nationalism and elitism, which have found expression in both societal dynamics and the political sphere internally and externally. An area where these tensions are particularly evident revolves around the issue of global economies, resource distribution, and more recently immigration. Forming the foundation of the behavioural pattern of ethnic nationalism is that at its core, the notion becomes inward looking and inherently exclusive, rendering ideas of global justice, equality of opportunity and basic human rights insignificant (Reeskens & Wright, 2013). Nationalism in this extreme form acts as the watering can that nourishes this inward-focused mentality, spurring the growth of in-group interests. Its encouragement serves as justification to exclude ethnic minority groups when the national identity is equated with or dominated by an ethnic majority (Mylonas & Tudor, 2021). This facilitates non-cooperation with outsiders which has been seen to lead to sometimes extreme conflict between various ethno-nations. Whether immigrants and minorities obey the norms and values of the host country, they will never be considered co-national without ancestral ties to it (Reeskens & Wright, 2013). On

this side of the nationalist coin, the notion does not foster multiculturalism and pluralism, nor attitudes enabling the fulfillment of basic human rights (Nenad, 2019). Instances like these where nationalism promotes hostility against out-group members, support Albert Einstein's likening of the notion as the “measles of mankind” (Mylonas & Tudor, 2021).

1.3.3.2 Ethno-nationalism

In the vast realm of global affairs, the embodiment of pure and perilous Nationalism turns a blind eye to the well-being of its neighbouring nations, treating territorial acquisitions as an audacious treasure hunt for dominion and resources. In this pure and most powerful form we see how the same notion that behaved as a beacon of sovereignty is flipped on its head to justify behaviours of colonisation, interference and stealing. In this violent pursuit for national victory, the nation state is transformed into a battery for powering a wide range of political projects (Mylonas & Tudor, 2021). Using manipulation most government leaders invoke historical narratives of national belonging to legitimate their power, policies, and international war crimes (Mylonas & Tudor, 2021). The in-group attachments fostered through nationalism have been seen to inspire great sacrifice for the “public good” fighting in wars is the most relevant example (Mylonas & Tudor, 2021). In this context, classical nationalism is not only concerned with the creation of a state but also with its maintenance and strengthening (Nenad, 2019). The notion is used to promote claims for the expansion of a state, commonly at the cost of wars and for isolationist policies. Tilly quipped that “war made the state and the state made war” (Mylonas & Tudor, 2021). Nationalism deftly manipulates the hearts and minds of citizens, weaving a seductive narrative that stirs patriotic fervour and instills a collective sense of superiority. Through carefully crafted rhetoric and selective dissemination of information, it fuels a fervent loyalty, blinding individuals to alternative perspectives and fostering an us-versus-them mentality. In the intricate web of global affairs, the embodiment of pure and perilous nationalism reveals its true face, using manipulation, historical narratives, and a fervent loyalty to propel a nation state towards its own agenda, almost always at the expense of others.

1.3.4 Conclusion

In conclusion, nationalism, when practiced in moderation, demonstrates its capacity to address policy challenges and foster a sense of collective identity. By defining responsibility through the division of territory and establishing physical borders, nationalism creates a space for democracy to flourish. It encourages allegiance, sovereignty, and a shared goal of mutual improvement among individuals and the nation-state. Moreover, nationalism's societal infrastructure promotes social cohesion, a common national identity, and a sense of belonging that strengthens democratic processes. National narratives and re-imagining's play a crucial role in shaping state capacity, distributional politics, inclusivity, and political stability. However, as the world becomes increasingly globalized, the limitations of nationalism become apparent. The ambiguity of boundaries and interconnectedness of nations pose challenges to individual nation-states, hindering their ability to provide comprehensive solutions to collective problems. The rise of ethno-nationalism and elitism further exacerbates these challenges, leading to exclusionary and inward-looking behaviors. Thus, striking a balance between the benefits of nationalism and the need for transnational cooperation and global justice becomes crucial in navigating the complexities of our interconnected world.

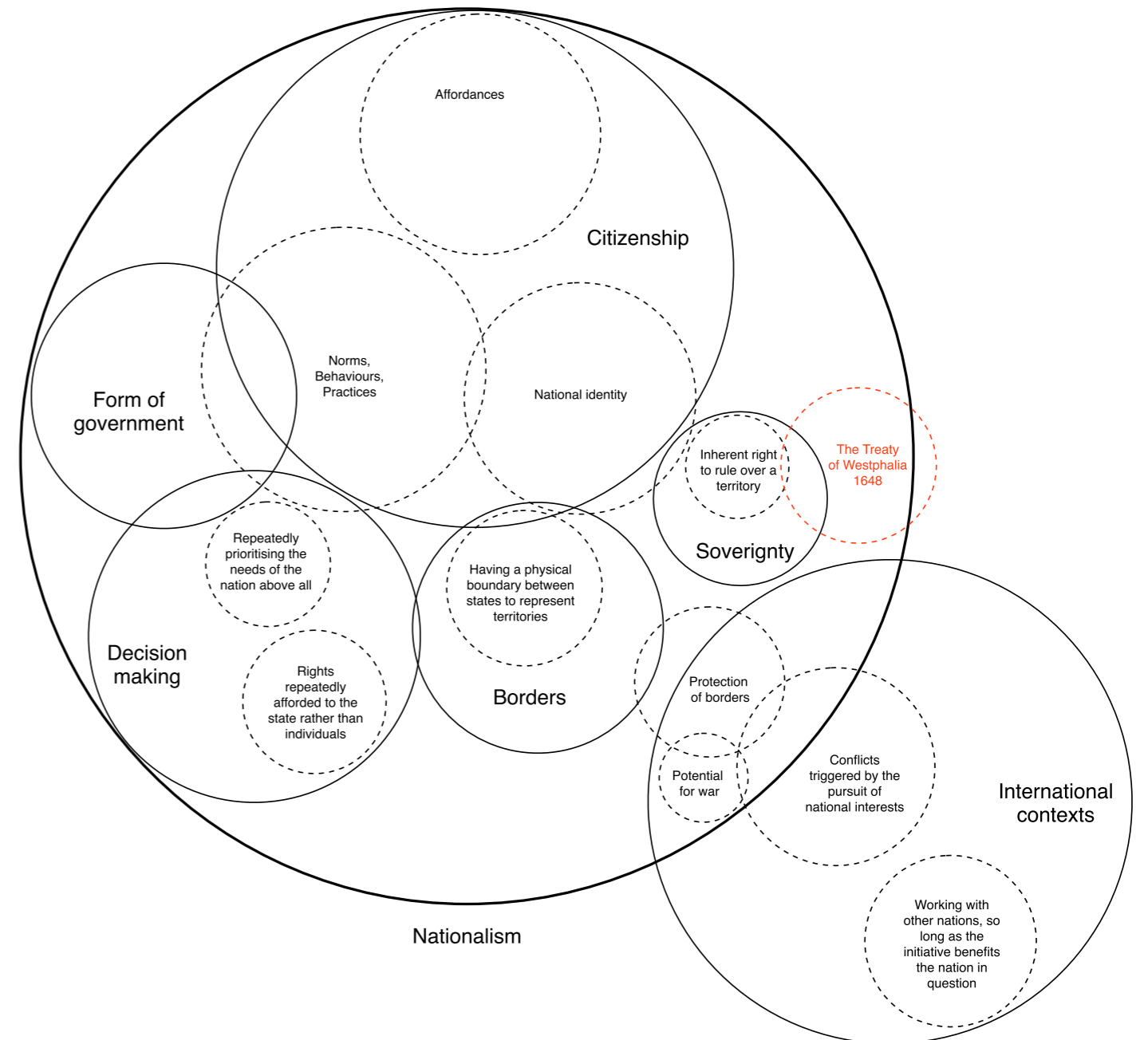


Figure 3

1.4 Chapter conclusion

Can and should nationalism and cosmopolitanism reconcile?

Present conditions:

Globalization has been the key force triggering a resurgence of academic debate around and practical interest in cosmopolitanism and relationship with national circumstances in the modern era. With social, political, economic, and cultural interactions cross cutting territorial boundaries the National and global borderlines are disintegrating. Events happening on the other side of the world are directly impacting neighbours far and wide. This creates 'overlapping communities of fate which renders the existence of a spatially bounded self-determining national collectively as a no longer sustainable approach for governance (Voronkova, 2006)(Calhoun, 2008). The reality of this modern era requires a more nuanced and multidimensional system perspective (Voronkova, 2006).

Long-standing debates have positioned cosmopolitanism and nationalism as opposing forces on a continuum. On the surface, cosmopolitanism represents individualism, while nationalism advocates for collective notions. Maintaining such a clear-cut opposition between nationalism and cosmopolitanism is a one-sided and simplistic account of human nature and is based on either unqualified collectivism or pure and rootless individualism (Voronkova, 2006). Appiah (2018) argues that cosmopolitanism and nationalism are fundamentally intertwined. This research follows this perspective and extends the claim that they are not the antithesis of each other, nor is there structural tension between these two (Mylonas & Tudor, 2021). Rather, they are mutually reliant for achieving their agendas. Cosmopolitanism needs nationalism to approach issues of global justice. Nationalism needs cosmopolitanism to better govern for their constituents. As soon as we recognize that human nature can be constituted by both collectivist and individualist dimensions, we can move forward towards better circumstances for both the individual and nation-state (Voronkova, 2006).

Nevertheless, both ideologies are confronted by the expanding influence of globalization. Considering this reorganization of resources and evolving dynamics, it appears that both ideologies are inadequate in addressing the current challenges, rendering all efforts to achieve their agendas lacking.

Both schools of thought rely on their own understanding of distributive justice yet are rendered in very different ways. Cosmopolitanism's definition of the notion pushes equality in the outcome of the distribution of resources, while nationalism provides the scheme that defines how to distribute. It is in this comparison of the two notions, that the differences appear. Cosmopolitanism is a feeling, a guiding principle that aims to inspire all to see themselves, in their neighbour in proximity or on the other side of the

world. While this is honourable, it cannot be the means that realises this intention, leaving it powerless against the governing structures. This project aims to explore how the two schools of thought can be married to achieve positive ends for all parties involved.

The purpose of this chapter is to recapitulate the key points from academic literature regarding nationalism and cosmopolitanism. It serves as an introductory reading, aimed at enhancing the comprehension of how this design project addresses the matter of migration.

The chapter has reviewed the key agenda of nationalism which pertains to clearly defining the obligation of of state for the purpose of security of the nation internally and also on the global stage. By defining responsibility through the division of territory and establishing physical borders, nationalism creates a space for democracy to flourish. It encourages allegiance, sovereignty, and a shared goal of mutual improvement among individuals and the nation-state. Moreover, nationalism's societal infrastructure promotes social cohesion, a common national identity, and a sense of belonging that strengthens democratic processes. National narratives and re-imagining's play a crucial role in shaping state capacity, distributional politics, inclusivity, and political stability. However, when engaged in excess, the flip side of the notion rears an ugly head. It can promote ethnonationalism through violent and oppressive behaviours towards vulnerable groups, and ultimately lead to wars which inevitably result in mass deaths.

Cosmopolitanism was also explored to highlight its benefits and limitations, particularly within a society whose axis spins on borders. Via this discussion, the notion was defined using a continuum which allowed its multifaceted application to be explored. The covered continuum moves from ethics (Moral), to actions, to a societal framework (Legal), placing cosmopolitanization (organisational) at the other end. Whilst the interpretations are broad and many, they are all underpinned by general principles formed from egalitarian doctrines that rest on a background idea that all human persons are equal in fundamental worth or moral status (Arneson, 2013). This exploration of the notion illuminated its key failings which pertain to its lack of obligation and reliance on good will to be rendered.

Therefore, no novel ideas within the philosophical debate have been discovered. This chapter can be seen as preliminary reading, included to assist understanding the philosophical lens used for the design project. With the definitions provided and historical origins noted, we now approach the reconciliation of these two notions within this modern age. It is important to emphasize that this

section solely delves into the ideological debate, as the subsequent chapter offers its translation to the real world via the stateless experience within the EU.

Drawing upon this exploration of ideologies, this chapter will conclude with definitions of cosmopolitanism outcomes and nationalistic circumstances:

This research defines cosmopolitan outcomes as:

- National infrastructure integrating flexibility to accommodate the needs of a globalised world.
- Systems being assessed and developed with the intention to reduce inequality.
- Disintegrating elitist behaviour that perpetuates the modern appropriation of cosmopolitanism.
- Facilitating the development of a more pluralistic, inclusive, and multicultural society
- Incorporation of cosmopolitans understanding of the difference principle within national structures

This research defines nationalistic circumstances

- Society functioning under a sovereign and democratic framework.
- Society where the presence of ethno-nationalism exist both politically and socially.
- Social and political frameworks that favour and encourage obligation towards those within the in-group rather than those outside of the border.
- The maintenance of borders
- Global justice hinging on desire to deliver humanitarian aid, rather than obligation.

2.0 Introduction

The research, which initially laid the philosophical foundations of the struggle between nationalism and cosmopolitanism in the first chapter, now shifts its focus to understanding how this ideological clash manifests in the present reality. By employing the previously outlined definitions, this study examines the translation of these ideologies into behaviors, structures, and policies, allowing for an objective critical analysis of irregular migration in the EU.

This section begins by introducing stateless persons through both legal and colloquial definitions. It further investigates their patterns of behavior related to free movement, emphasizing their lack of documentation, unwavering spirit, and creation of alternative channels. Through this analysis, it becomes evident how their circumstances reflect the pursuit of cosmopolitan ideals. Having established the boundaries of cosmopolitan behaviors, the thesis then delves into an exploration of how nationalist ideologies and mechanisms are currently employed within the EU. The focus is placed on carefully selected cases, providing an overview of their policies, crisis framing strategies, and engagement with burden sharing.

Ultimately, the EU relies on nationalistic principles to curb irregular migration within the continent. However, a comprehensive comparison in the conclusion reveals that neither side fully achieves its agenda, highlighting the necessity for a stronger reconciliation between the two approaches.

2.1.0 Who are the stateless?

A person is stateless if they do not have a nationality of any country, meaning their identification does not engage with traditional means of citizenship. The international legal definition of a stateless person is 'a person who is not considered as a national by any State under the operation of its law'. Legal scholars believe that the 1954 Convention's definition of statelessness is too narrow and limiting because it excludes those persons whose citizenship is practically useless or who cannot prove or verify their nationality (Weissbrodt & Collins, 2006). Therefore, the 1954 convention De jure statelessness is leveraged for comparison to develop distinctions via De Jure stateless and De Facto statelessness. The first is a purely legal description, where their position is defined purely by the absence of legal recognition. While the latter refers to those who have a nationality according to the law, but it is not effective or they cannot prove or verify their nationality (Weissbrodt & Collins, 2006). The limitations of such binary definitions lead this research to direct the focus on the impacts of not belonging to a state, rather than outdated legal distinctions. Therefore, we define stateless persons as those who have not yet achieved full legal citizenship within a national system, which pertains to refugees, asylum seekers and stateless. This broader

grouping is employed because of their shared experience within bureaucratic and social purgatory. It is further supported by the consistencies in the origin point of their journey. However it is paramount to acknowledge that the stateless experience is built on pluralism and individualism, and this research is not attempting to homogenise their experiences.

Almost always statelessness is based on a well-founded fear of being persecuted for reasons of race, religion, nationality, membership in a particular social group, or political opinion which pushes the individual outside the country of their nationality or former habitual residence (Lister, 2013). This leads to the severing ties of protection and benefits and thus any capacity to return home. The consequence of this situation also leaves the persons with no remaining recourse other than to seek international restitution of their needs via international assistance (Lister, 2013). Their disconnection from nationalist infrastructure, leaves them belonging to everywhere and nowhere simultaneously. For this reason, they are said to represent the 'spirit' of cosmopolitanism (Voronkova, 2006). Unfortunately, they are not perceived through the colloquial lens of the notion which is associated with high cultural and financial capital. Instead, they are considered "dispossessed" which results in them being pushed to the periphery—both spatially and socially, particularly in the context of global justice (Clevenger, 2020).

2.1.1 Life without a nation

Embodying the cosmopolitan spirit in the contemporary landscape of heightened nationalism and globalization does not fare well. Without enforceable standards of global justice via human rights, the stateless are unaccounted for as nationality is seen as a practical prerequisite for accessing political and judicial processes and for obtaining economic, social, and cultural rights (Weissbrodt & Collins, 2006). Their lack of citizenship voids them of "right to have rights" (Weissbrodt & Collins, 2006). Meaning, stateless persons must not only deal with the challenges associated with being vulnerable targets for gross human rights violators, but also, they are to exist in states which only allow their own nationals to exercise full civil, political, economic, and social rights within their territories (Weissbrodt & Collins, 2006). The cornerstone of this experience is their lack of identity. Stateless persons are unable to access these processes and rights is that stateless persons are often not issued identity documents by their states of habitual residence (Weissbrodt & Collins, 2006). And without identity documents, they remain in purgatory, stuck in an endless bureaucratic loop of trying to obtain political asylum. This makes it difficult to obtain basic quality of life via social services and often pre-empts stateless persons from acquiring jobs, receiving medical care, marrying, and starting a family, enjoying legal protection, traveling, owning property, gaining an education, or registering the birth of their children

(Weissbrodt & Collins, 2006). In the best-case scenario, they are "tolerated to stay" while most commonly, they are forced to exist through back channels impacting their physical and mental health.

2.2.0 The stateless and the EU – Embedding the ideological battle in reality

2.2.1 Does the stateless experience support the cosmopolitanism pursuit?

The reality of the stateless experience opposes the high-brow connotations often associated with cosmopolitanism. This is most evident particularly in the context of Europe, which faced one of the most severe influxes of stateless persons in the modern age. Although characterized by perpetual movement, statelessness reflects a pursuit grounded in unwavering attempts at free movement within national borders while existing outside established national infrastructure. Their constant circulation within these spaces begs people and institutions to recognise their intrinsic worth and value as human beings with families, aspirations, and dreams, regardless of citizenship status (UNHCR, 2015). One poignant example of the stateless' cosmopolitan pursuit during this period was the plight of over 5 million refugees fleeing war-torn countries like Syria. The influx of displaced individuals seeking refuge in Europe emphasized their determination to secure a better future and recognition of their rights. These refugees challenged traditional notions of validation, persisting without the formal documentation required for legal recognition (Human Rights Watch, 2016).

However, despite their resilience, the stateless remain vulnerable and unprotected. Many of their efforts to achieve safety and stability are thwarted, leaving them in a state of limbo. Unfortunately Fortress Europe largely prevailed against their attempt at free movement, creating a humanitarian crisis. The inhumane treatment which the stateless continue to receive exposes the absence of a comprehensive global infrastructure dedicated to minimizing the causes and effects of statelessness. Institutions and governments have struggled to address the complex challenges faced by the stateless, leaving them marginalized and without adequate support (Open Society Foundations, 2017).

2.2.1.1 The persistence of the stateless

Despite the harsh living conditions on ground, the stateless continue to persist in the cosmopolitan pursuit via the creation of back channels and grass root efforts. This is exemplified in the journeys taken to arrive at European Territory where stateless persons have very publicly been seen taking overcrowded and unseaworthy boats, operated by smugglers. These treacherous crossings

highlighted the inherent risks faced by those forced to flee their homelands exposing the Mediterranean migration routes, particularly those from North Africa to Italy and Greece. The staggering number of fatalities serves as a painful reminder of the unprotected nature of the stateless. It lays bare the harsh reality that their pursuit of safety and freedom often leads them to the brink of danger and more commonly, death. Their lack of official recognition and documentation further compounds their vulnerability, as they persist without the necessary papers to validate their pursuit.

2.2.1.2 A call for human rights

The stateless journey away from conflict zones not only highlights their individual struggles but also underscores the need for collective action to address the root causes of statelessness. A global framework that recognizes and protects the rights of stateless individuals is imperative to prevent their ongoing marginalization and ensure their access to education, healthcare, and other fundamental rights (UNHCR, 2019). In 2016, the plight of the stateless seeking refuge in Europe was tragically marked by the loss of countless lives. During that year, over 5,000 asylum seekers, in their perilous attempts to reach European shores, died without sense (International Organization for Migration, 2017). These individuals, driven by desperation and hope, embarked on treacherous journeys across the Mediterranean Sea, risking everything for the chance at a safer and better life. Each death serves as manifestation of the cosmopolitan pursuit of free movement, inherent value of life and the desperate need to develop global structures of justice to prevent future senseless loss.

In conclusion, the stateless experience defies the glamorous perception of cosmopolitanism. Their pursuit of recognition challenges traditional validation norms, yet they remain unprotected and often face insurmountable barriers. Their experience calls for greater global infrastructure and concerted efforts to address the causes and effects of statelessness, ensuring the recognition of their inherent worth and dignity as human beings. Their persistence to provide a better life for themselves and their families epitomises the cosmopolitan pursuit as outlined in chapter 1.

2.2.2 How does Europe's response to migration reflect the nationalistic pursuits?

As highlighted in the previous paragraph, the cosmopolitan pursuit has most impacted the European Union due to its proximity to regions experiencing socio-economic disruptions, violence, and socio-political. The upheaval in neighbouring territory inevitably draws a constant influx of individuals seeking safety and a better quality of life. Presently, there are over 500,000 undocumented migrants, with a significantly higher number assumed for those existing in a state of statelessness (EuroNews, 2023).

The response of the European union, as a homogeneous body, does not reflect the prioritisation of human rights, rather, it highlights their continued pursuit of nationalistic agendas where the rights of co-nationals are placed above all else (Mylonas & Tudor, 2021). Even in the face of a humanitarian crisis demanding a new perspective. Therefore, The European Union provides a fertile ground to anchor research of nationalism.

This analysis starts by examining the principles of nationalism that the European Union (EU) utilized to fulfill their agenda of evading responsibility towards stateless persons to prioritize the goals of the union. It discusses the framing of crises and then delves into how the EU relies on a common European identity amongst member states and constituents, to justify a redistribution of power towards union-operated agencies to ultimately reinforce territorial borders. Subsequently, the research draws upon significant institutional changes like the EU-Turkey agreement and EUROTAC as they cemented their nationalistic agenda of minimising responsibility and fortifying existing borders. This research has cherry picked the most relevant events that demonstrate the EU's nationalistic pursuit, starting from the 2015 "crisis". Via this analysis of the European response to the cosmopolitan pursuit, rendered via irregular migration, a modern age interpretation of the nationalistic approach is presented.

2.2.2.1 Social nationalism as a mechanism for their pursuit

The principles which the European relied on to tackle the abrupt change in migration, are founded in nationalism's social levers. Triggering the approach, which still is being used today, is their employment of agenda-ed media and rhetoric to manipulate the public's perception of the situation on ground. It is unclear whether the European Union's decision to frame the increase of irregular migration as a crisis was a strategic move, or one motivated from genuine unpreparedness. Nevertheless, the rhetoric employed across 2015 and 2016 underlined an alleged exceptionality of the event/situation/condition. This defined exceptionality, indicated that the issue at stake was not "normal"... creating a perceived state of exceptionalism and emergency which enabled a management focused on securitisation and militarisation (Jørgensen, 2022). This not only facilitated periods of unchecked power, similarly to COVID 19, but encouraged fear on a grass roots level. By manipulating the perception of the situation on ground, the EU was able to mobilise massive amounts of power and funding to achieve their aim of establishing a unified and fortified border.

2.2.2.1 The EU's manipulation of constituents to achieve nationalistic agendas

The Emergency framing employed, legitimised governmental and EU measures aimed at enhancing and expanding border control, enforcing, and policing new measures such as externalisation, outsourcing

and marketisation of border control (Jørgensen, 2022). This tool has proved to be indispensable for furthering their justification for barely attempting to uphold human rights, as "they just couldn't manage". This is exemplified in Italy's behaviour towards irregular migrants. Prior to the 2015 "crisis" Italy was compelled to develop a rescue-at-sea programme Mare Nostrum after two major shipwrecks caused the death of over 400 people in 2013 (Jørgensen, 2022). Presently in 2023, they refused to allow a ship carrying people of similar circumstances to dock at their borders leaving them stranded for over 20 days, as it was no longer their responsibility. Crisis framing via the manipulation of constituents and member states, is a classic nationalistic maneuver that silences questions pertaining to unethical courses of action. It is most used during war via propaganda and communication disruptions between people and the source.

The EU's reliance on Social Nationalism

Reinforcing the crisis framing, is the EU's dissemination of notions pertaining to a common identity. As defined in chapter 1, the role of a shared identity within a territory cannot be understated. It facilitates trust and connections between all levels of society that strengthens the bonds of the in-group, which in turn, excludes those who exist outside. Most importantly though, when employed correctly, it determines clear lines of responsibility at a national, or in this case, union level. The impact of The EU's employment of disseminating the idea of a common European identity is two fold.

Obligation

Firstly, it successfully drew clear lines between those "deserving" of the European protection, and those who should not have access to its resources across all levels of society. The European Union's capacity to define their obligations served as a mechanism for promoting solidarity within a previously shaky dynamic amongst member states. Whilst the strength of this principle deteriorated over the course of the "crisis" (As seen through Germany's Willkommen policy, which directly challenged the EU's agenda) its employment enabled significant policies to be passed without question, like the closure of the Schengen region, and quick expansion of FRONTEX power and jurisdiction.

Secondly, and perhaps consequentially, it served as a justification for the implementation of inhumane courses of action for approaching new populations arriving at its borders. With the in-group concretely defined, very few within the Union were openly opposing the neglect of human rights exhibited near to and at its borders. In fact, there were and still are calls to do more to restrict movement.

The EU effectively utilized nationalistic principles to consolidate power of and within the union. The consequential impact of crisis framing presented a clear

path for an emergency time management towards the influx of stateless people. This prevented questions surrounding the lack of humanity with the EU exhibited and justified the continual dismissal of notions pertaining to all lives holding equal value. Furthermore, by employing the concept of a "common European identity," they were able to strengthen the bonds among member states and establish clear distinctions of obligation between those deemed "European" and those who were not. This strategic move played a significant role in supporting the nationalistic infrastructure, which became instrumental in countering the cosmopolitan pursuit. In the following analysis, we will delve into the traditional and structural manifestations of nationalism employed by the EU, to uphold territorial integrity and evade responsibility.

2.2.3 Classic nationalism infrastructure

Using the above principles, the EU was able to clearly define their main objective for approaching the issues presented at their borders. The prime goal of the EU was defined as "protecting the European way of life" which entailed fortifying their borders against irregular migration. With this goal identified, attempts were made to achieve this end by re-delegating responsibility via the EU-Turkey deal, and most importantly through the expansion of FRONTEX border force via EUROTAC. The establishment of these two courses of action solidified EU's position on migration and reinforced their intolerance towards the new populations arriving at their shores, regardless of their "intrinsic" human worth.

2.2.3.1 EU + Obligation

To effectively outline the gravity of the EU-Turkey agreement an overview of the European Resettlement Scheme that was introduced in July 2015 needs to be made.

Firstly, the EU Member States agreed on the core of the agreement is to resettle 22,504 persons in need of international protection. Resettlement is understood as the process of admitting displaced people in need of protection from outside the EU to the Member States (Niemann & Zaun, 2018). The resettlement scheme was introduced to redistribute burden equally amongst member states, as the Mediterranean bordered members states were facing unequal pressure in comparison to their Nordic counterparts. While hotspots were established for quicker processing, areas such as Lesbos, Sicily and Lampedusa, they were crumbling under the pressure of processing, housing and maintaining security. The EU's attempt to redistribute obligation internally via the relocation scheme was widely regarded as a failure as only 27 asylum seekers were effectively resettled.

Therefore, when confronted with the relative failure of the internal measures taken to solve the challenges of the crisis, the EU simultaneously tried to find external solutions (Niemann & Zaun, 2018). The decision to

engage with outsiders signifies the desire to strip the union of responsibility and obligation to those seeking asylum in Europe, directly challenging their self-imposed law of the Dublin Conventions, which declares that the asylum seekers must be processed at the first country of entry, and international human rights laws.

To achieve better burden sharing within the EU, and disintegrate lines of responsibility, the EU formed a deal with the neighbouring territory of Turkey. The policy outlines that as of 20 March 2016 new irregular migrants entering Greece through Turkey will be returned to Turkey. This applies to all migrants who have either not applied for asylum or whose applications have been declared "unfounded" or "inadmissible". (2) A 1:1 resettlement scheme: for every Syrian being returned to Turkey from Greek islands, another Syrian will be resettled from Turkey to the EU considering the UN Vulnerability Criteria". Arrivals in Greece dropped by 98% between 2015 and 2016 and registered deaths and missing persons in the Aegean Sea went down by 94% (Niemann & Zaun, 2018). By making the deal with Turkey such a central element of the EU response to the crisis, the Union risked becoming considerably dependent on Turkey, and thus susceptible to blackmail by a leader with clear authoritarian leanings (Niemann & Zaun, 2018). Critics charged the EU with making a deal that was morally entangled with one of the most oppressive powers on the Eurasian periphery, effectively nullifying its moral authority on wider foreign policy questions (Foley & Korkut, 2022). However, as the EU-Turkey statement' is not legally binding and has not been adopted as part of the EU architecture, the move only exacerbates the EU's agenda of self-protection regarding their approach to the cosmopolitan pursuit of the stateless.

Furthermore, through this deal, the EU institutions cannot be held accountable for the conditions asylum seekers are presented with in Turkey, as the deal circumvents the usual checks and balances present in the EU framework, such as scrutiny of the CJEU (Niemann & Zaun, 2018). This demonstrates the EU's complete disregard for the human rights of stateless people. The decision to engage with Turkey to manage the influx of stateless persons arriving at the shore, is a defining moment for the EU's pursuit of nationalistic agendas. It positions the needs of member states before those it collaborates with and most importantly, above humanitarian outcomes which pertain to granting just opportunity for asylum processing at the first encountered border.

2.2.3.2 EUROTAC:

The EU has had a difficult time coordinating the needs and values of sovereign member states and that of the union as a result of the asymmetric pressure and power. However, the one topic which has more-than-not united the union is that of the protection of their external border, a fundamental agenda of the nationalistic pursuit. The EUROTAC system is a manifestation of this shared goal and therefore, is the cornerstone of the EU's approach to the

cosmopolitan pursuit. Reliant on the nationalistic principles for its inception, EURODAC cements the protection of the territory via its system infrastructure. Its metamorphosis from a “hit-based” system designed to process stateless individuals into a full scale digital and physical immigration border management system, designed to keep people out, make it a prime example of how the EU has employed a multilevel nationalistic approach in their response to the influx of migration.

The analysis will begin by defining the policies which it upholds. Following, its functioning will be outlined with focus on how inbuilt system interoperability enabled the EU to go above jurisdiction to achieve its aim. To conclude the section will return back to the original aim of the analysis and discuss how the expansion of the system supports the notion that the EU’s response to the cosmopolitan pursuit is one guided by blind nationalism.

2.2.2.2 What is Eurodac?

EURODAC’s primary objective at inception on January 15 2000, was to facilitate and implement ‘Dublin Regulation III’. (Regulation (EU) No. 604/20133). The underlying principle of the Dublin Regulation is that a person should apply for asylum in the first Member State (MS) they arrive in. At inception, it was established as a mechanism to determine responsibility and enable a fairer burden distribution amongst member states. However, it has now transcended beyond FRONTEX (EU border management) and is being developed into a self-sufficient digital immigration system, designed to keep people out. Table X communicates EURODAC’s different stages of development, however it’s important to distinguish that the following analysis is founded on its latest capacity.

2.2.2.3 How does it work?

EURODAC is an electronic tool which stores the fingerprints of asylum seekers in Europe. Its system is reliant upon fingerprinting travelers and storing their biometric data which is used to search for ‘hits’ to verify a person’s identity and check eligibility for an asylum application. When founded, the initial ambition of the CEAS was to establish minimum protection and reception standards in all EU member states, however it is now engaged to justify returns, manage EU wide surveillance of applicants and ultimately maintain a digitised security system for the protection of the “EU way of life” (Bredström, et al., 2022)

The database contains information on three categories of persons who (a) seek asylum, (b) cross borders irregularly, or (c) are found to stay “illegally” within EU territory. Collectible data includes fingerprints of all persons from the age of 10, the dates of collection, sex, place and date of the application for asylum or of the apprehension, reference number, date of transmission to the Central

Unit, and user ID of the person who transmitted the data. Data on asylum seekers is compared against data in the database and stored for 10 years. Data on irregular border crossers is stored for 10 years. The fingerprints of the third category of individuals are checked against previous asylum applications and are now stored 10 years to maintain internal and external security of the EU (Bredström, et al., 2022).

Its system is divided into 3 functions:

Screen:

Conduct a general health check of the individual attempting to make a claim for asylum

Collect:

Engaging in a standard process used for criminals: border force employees collect the biometric data (Photos of left and right profiles, voice recordings, finger prints, height and weight)

Check:

The collected data is entered into the system to perform a “check.” This “check” is to support, a legitimate travel, attempt to implement a preventive measure against serious crime and terrorism and illegal border-crossing over Schengen and the EU. Following the data input EURODAC will decide which state will be responsible to decide the application (eu-LISA, 2016). Generally, the first country through which an asylum seeker comes to European Union is considered as the country to consider his/her claim (ECRE, 2007) as per Dublin conventions III. For example, if a person has been registered in Greece and subsequently moves to another country, a Eurodac search will show this, and the asylum claim could be deemed inadmissible (Metcalfe, 2021). Furthermore, the data is then placed in a social sorting system that put the collected data into risk categories, profiled according to race, gender, ethnic, national or religious criteria (Bredström, et al., 2022). The categories draw upon patterns extracted from big data including information stored in EURODAC. This social sorting allows Europe to discriminate and exclude based on binary categories. .

Track:

Through checking if a person has multiple ‘hits’, Eurodac is able to reconstruct a timeline of movement across Europe and thus MS are able to track movement which can then be used to verify a person’s story in their substantive interview. The platform’s architecture that enables surveillant outcomes, making it possible for national police authorities to access asylum seeker records and make decisions (Masiero, 2023)The system is constantly: tracking, Sharing data with law enforcements, to enable returns and judge transfer eligibility.

System Interoperability:

The interoperability functions of EURODAC are instrumental in supporting the designed functions of

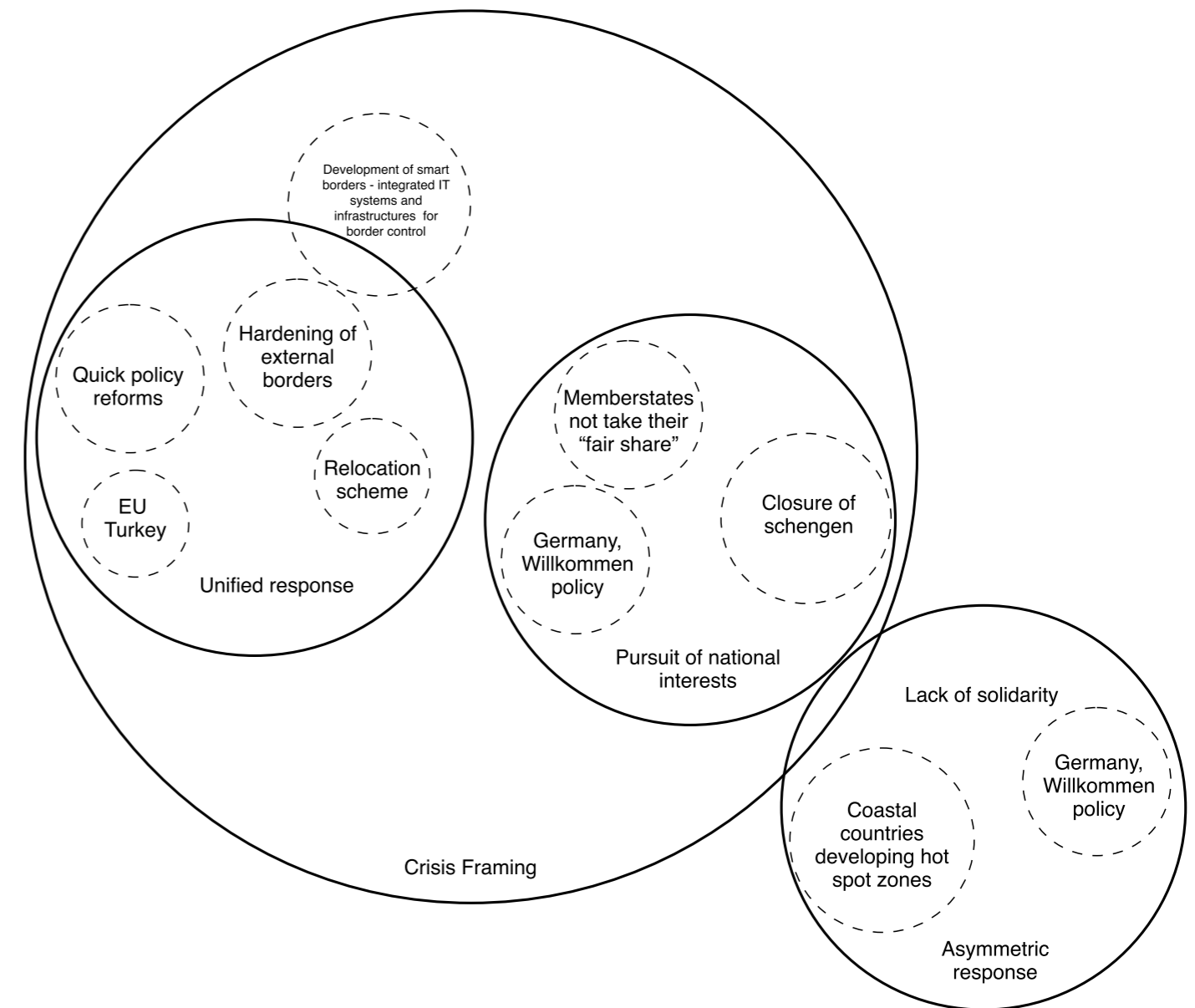


Figure 4

EURODAC. It is designed to facilitate the exchange of data between member states, enhancing their ability to track and control the movement of asylum seekers and irregular migrants. Through interoperability, EURODAC allows seamless sharing of fingerprint and biometric data among participating countries that extends beyond member states. This means that member states can access and compare the fingerprints of individuals across borders, enabling them to identify any previous applications for asylum or entries into the EU. This interoperability feature strengthens the EU’s ability to enforce its restrictive policies and its nationalistic agenda of protecting national borders. The system also allows for cooperation with other EU databases, such as the Visa Information System (VIS) the Schengen Information System (SIS) and data bases managed by law enforcement. This integration enables a more comprehensive surveillance and control mechanism.

2.2.2.4 How does its expansion and implementation showcase their nationalistic pursuit?

EURODAC serves as a tool for The EU to abandon their legal responsibilities—e.g., ensuring the right to seek asylum—as well as punish asylum seekers that try to take control over their own life (Bredström, et al., 2022). The system transforms the stateless into criminal subjects through its collection methods, processing and tracking of biometric material. Whilst relying on biometric data to process stateless individuals is sensible due to their lack of documentation, it instills an imbalanced power dynamic between system and person especially now that all criminal and immigration databases are linked via the system's interoperability. Such modifications and enhanced interoperability are not only established through legal means, but also through technical possibilities of transmitting data across different systems and expanding its use (Bredström, et al., 2022). For the case of most EU databases, this functionality was built-in already from the beginning (Bredström, et al., 2022).

The merging of migration and security demonstrates an increasing suspicion, criminalisation, and violence aimed at asylum seekers and their families (Bredström, et al., 2022). The vulnerability of asylum seekers, for instance, makes the use of fingerprints in EURODAC different to other smart technologies designed to enable privileged travelers to move smoothly across borders, as once they are in the system, they lose agency and independence (Lyon, 2008). This is because the infallibility of biometrics as juridical evidence for a person's true identity is enshrined in case law, where fingerprint matches are used to establish not only identity but also credibility (Metcalfe, 2021). While it was repeatedly stressed that the database should not be used for other purposes, such as criminal investigations against asylum seekers, it has been used for this exact purpose during, the case of "RZ" where a Eurodac match was used to disprove the appellant's story and refuse them protection (Bredström, et al., 2022).

According to Mirzoeff (2020), EURODAC should be understood as a distributed form of racial surveillance capital that, in an automated approach, registers migrants as sets of biometric data. As such, it polices the "white space" and produces spaces of disappearance to which asylum seekers are expedited. Asylum seekers have thus lost the "right to have rights" (Weissbrodt & Collins, 2006). Meaning, that ultimately, EURODAC serves as a primary tool for furthering the nationalistic pursuits of the EU.

Europe's capacity to implement nationalistic structures that institutionally embed goals for border reinforcement and denial of responsibility, hinge on their wielding of social nationalism. Their response to the cosmopolitan pursuit is one rooted in nationalism.

2.2.3 Conclusion

With both sides' actions and obligations covered, it's fair to say that the current increase of irregular migration within the borders of the European Union, represents an authentic battle between cosmopolitanism and nationalism. To conclude we evaluate each pursuit's weapons of choice against the other to understand if there is or can be a winner in our hyper-globalised world. Firstly, we acknowledge how the stateless' simple existence challenges the axis on which present day Europe spins on. Following, we identify how Europe's persistence of a common identity for the exclusion of outsiders, has turned against them via the rise of ethno-nationalism, which is presenting a direct threat to sovereignty, democracy and thus stability of the union. To conclude the score taking, the research looks at how Europe's denial of responsibility has turned into a self-inflicted wound, as the more they turn away, the bigger the problem becomes. While the stateless pursuit of cosmopolitan outcomes can be seen as ignorant as they have absolutely no support globally, their persistence and critical mass has illuminated the fragility of The European approach in our globalised world.

2.2.3.1 The stateless experience pushing boundaries

Firstly, the sheer existence of stateless persons pushes the boundaries of the functionality of national structures. The stateless' inevitable movement to escape conflict in their pursuit of equal opportunity, forces Europe to conjure up mechanism for dealing with the influx of new populations that carry with them different languages, cultures, and religions. In the union's attempt to approach this situation, shortfalls in their social, political and welfare infrastructure are placed in the limelight, directly impacting the ruling power's reputation on a national and global stage. For instance, if structures are built from an inflexible perspective, the task rapidly becomes expensive, complicated, and inhumane – creating a huge cost for the nation. The cosmopolitan pursuit of the stateless has uncovered persistent dysfunctions and shortcomings of the Common European Asylum System (CEAS), which resulted in it crumbling under the increased demand. This forced the creation of hotspots within zones resulting in long term processing, unethical processing, inefficiencies which maintained a state of inhumane purgatory for the stateless (Niemann, 2018). Whilst this facilitated the implementation of EURODAC, the ramifications spurred by CEAS are still experienced today. For instance, Lesbos is still crumbling under the pressure of irregular migration, with thousands stuck waiting for processing in makeshift camps. Furthermore, irregular migration in Italy has played a pivotal role in forming their position in EU member-state dynamics. Their intolerance to work with the EU on issues of migration is founded on the lack of support they received in the 2015 and 2016 influx. Their stance on the issue is raising questions globally of the EU's capacity to uphold their self-imposed human rights. For this, the stateless pursuit of attaining a basic human need, directly

challenges the reputation, capacity, strength and health of the union's structures and services.

The EU's nationalist pursuit garnered support from its constituents via the dissemination of a "common EU identity," which relied on exclusionary mechanisms to trigger a sense of allegiance within the populations of the Member States (Jørgensen, 2022). While they pitted populations against the figure of the "foreign other" to yield support for restrictive policies, the same notion is now being used as a weapon against current power holders (Jørgensen, 2022). The public has now become more concerned with "preserving cultural traditions, and therefore less tolerant of minority groups (Jan Willem van Prooijen, 2017). The self-imposed predicament is on track to becoming a serious challenge engrained in the social fabric of the European Union. Throughout its history, the EU has exploited migrant workers to address labour shortages, a practice that continues today. However, as the EU seeks to reconcile the concept of "beneficial" migration within its territory, it faces rightful criticism from ethno-nationalist groups like Germany's AfD and Italy's Lega, who have fallen victim to the circulating rhetoric. These group's support bases are rapidly growing in numbers, alarmingly from young voters, and have strategically exploited the migration crisis to advance their political agendas. This is a grim situation as their broader party policies challenge human right advancements and the democratic progress achieved over the past century. Most significantly for this context, their agendas extend to leaving the EU altogether. Consequently, it is crucial for both individual nations and the EU as a whole to devise strategies to counter the rise of ethno-nationalism, as its consequences are destructive to both stateless individuals and the overall democratic well-being of the union. The weaponizing of a common identity has created contradictory outcomes within the context of addressing the challenges faced by stateless individuals. It is imperative to find a balance that upholds human rights, safeguards democratic principles, and addresses the concerns and aspirations of nations within the framework of a united and inclusive European Union.

2.2.3.2 EU's lack of governance

The European Union's reluctance to assume a leadership role in safeguarding the human rights of vulnerable individuals is an undeniable setback, not only for themselves but for the establishment of global standards in human rights advocacy. As the number of stateless people continues to surge, the very foundations of the current global governance infrastructure are called into question. Regrettably, the ratification of the 1954 and 1961 Conventions remains limited, with insufficient monitoring by associated UN treaty bodies, rendering the enforcement of the prescribed human rights standards a formidable challenge. Existing mechanisms to uphold international human rights are few and far between, with economic sanctions being the favored method. However, even when faced with such measures, nations with abundant resources can cling onto their power, as exemplified by

the ongoing Russia-Ukraine conflict. This particularly jeopardizes the EU's own interests, as is a lack of global solidarity for approaching statelessness.

Within this narrative, the role of globalization cannot be underestimated. Once, nations could turn a blind eye to the disasters unfolding around the globe, but now the repercussions of others' instability manifest right on their literal doorstep. Consequently, statelessness emerges as a tangible embodiment of globalization, exposing the paradoxical nature of nations' futile intolerance towards global issues. This inherent contradiction permeates both macro and micro levels of society. From an administrative standpoint, the surge in non-citizens necessitates the establishment of new benchmarks for identification and the provision of basic services. As the pressure of global instability continues to mount, NGOs and humanitarian organizations find themselves struggling to cope, necessitating a heightened response.

While the union has repeatedly attempted to instill the narrative of a refugee crisis, the period should more accurately be coined, "A crisis of European Solidarity." Irregular migration didn't cause instability, it shone a light on the existing cracks.

Through this tally, we can see that there are no winners. The stateless are still dying in masses and tension is rising inside Europe's borders as a result of their inability to reconcile an approach. The most recent mass drowning along the coast of Greece reinforces the direness of this situation.

Ultimately, the existence of the stateless act as a key catalyst for identifying existing shortfalls in the balancing of power inside and outside of the European Union. Their unwavering allegiance to nationalistic agendas demonstrates their inability to formulate a holistic and sustainable response to migration. Therefore, the battle is not over, and it is clear that their tactics need to change.

Chapter three: Preparing for the inevitable

This section further justifies the need of a scalable solution towards the attainment of cosmopolitan outcomes from nationalistic situations. While Europe is centered as the focal point of this research, it is necessary to understand how migration will impact the global, particularly in this age of globalisation.

Whilst brief, this chapter provides an overview of recent forecasting of migration trends and positions climate change as the next greatest catalyst for change.

Within this analysis, the research question emerges.

3.1.0 Preparing for the inevitable

The implications of the stateless experience reach well beyond the territorial borders that wrap around political, social, economic, and environmental instability. In these globalised conditions, the origin point is rendered irrelevant. This hyper-connectivity places migration as primary event of the twenty-first century as most sources predict constantly increasing levels of refugee flows until 2050 (Zreik & Tomeh, 2021). According to statistics, during the 1960s, only 75 million people were relocated outside of their home countries compared to 214 million people by 2010 (Zreik & Tomeh, 2021). In 2019, there were over 272 million international migrants, with most migration taking place between developing countries (European Commission, 2020). And by UNHCR study in 2021 confirms the world is witnessing the highest numbers of immigrants in history, of which 109.6 million are refugees and forcibly displaced by the mid of 2020. While Phenomenas such as civil war, protracted conflict, and deteriorating internal security, especially in the Middle East, Africa and Southern Asia, have triggered massive departures of civilian populations in recent years, the next greatest catalyst will pertain to climate change impacts (Niemann & Zaun, 2018). A World Bank study forecasts that three regions alone—Latin America, sub-Saharan Africa, and Southeast Asia—will generate 143 million more climate refugees by 2050. If nation states are already struggling to absorb new populations spurred by the inevitable movement away from conflict and instability, how will they fare with the additional movement? With the percentage of territory that is conducive to life reducing rapidly, a reorganisation of structure is inevitable. These old and new conditions are placing significant pressure on geopolitical dynamics and the internal organisation of the nation states; therefore, migration will be the major global challenge of the twenty-first century. Understanding how to reconcile this situation is a determinant of the health of all parties involved.

3.1.1 Therefore, how can we approach it?

The ideology underpinning this phenomenon plays a key role in approaching it, as it outlines agendas and principles that are indicative of real-life behaviour. Therefore, the question pertaining to this research is:

How can Service Design unlock cosmopolitan outcomes from Nationalistic circumstances?

The research is focused on looking for new ways to amalgamate the notions of cosmopolitanism and nationalism, as both ideologies are necessary in the globalised world, and they are mutually reliant on each other to achieve their aim. While some propose to abandon the way things are to make room for a new organisation of society, it is clear that such a sweeping statement does not pay attention to the benefits of nationalism structure nor does it acknowledge the considerable limitations of the cosmopolitan outlook, particularly for current situations. The challenge that lies ahead for not only this research

but our global organisation, is embedded in the ability to reconcile the two notions in a tangible, realistic and honest manner.

Therefore, research will follow the lead of Pogge's principles of social justice cosmopolitanism and will look at how the infrastructure that upholds nationalistic pursuits can be modified to allow for more equality to be present in the current circumstances. To achieve this end, the research takes an inside-out perspective, where the focus will lie on the structures that reinforce inequality, rather on how design can be applied to the stateless. As defined in chapter 2, Europe provides a relevant context to explore a way to reconcile cosmopolitan and nationalistic outcomes, therefore, the design project will be embedded within its territory. Furthermore, with our specific focus rendered on nationalistic infrastructure, EURODAC will be centered as our means to achieve cosmopolitan outcomes. Chapter 2's examination of the inherently nationalistic Eurodac system reveals a deeply biased framework that necessitates the implementation of more inclusive and equitable processes. This system perpetuates inequality both in the immediate and long term, disregarding the human rights in favor of collective gains and prioritizing nationalistic agendas. Hence, the Eurodac system assumes a pivotal role as the cornerstone of this project. The research will apply the SJC principles to this system to identify ways in which it can be modified to allow for more cosmopolitan outcomes, without compromising on fulfilling nationalistic agendas.

Methodology

Service design has been selected to mediate the battle between cosmopolitanism and nationalism as it offers a replicable framework that activates holistic development towards solving wicked problems. Its capacity to intervene with a human centered perspective at an interface, organisational and at best, institutional level distinguishes itself from other working methods. When best practice is upheld, it articulates and delivers on an objective born from the needs of those interacting with the tangible intention.

Service Design leads researchers and designers to this end through its “Double Diamond” problem-solving framework that consists of four distinct phases: Discover, Define, Develop, and Deliver.

However, the process employed to approach the research question was more fluid, and less defined. The research engaged with a triple diamond method, where different levels of research overlapped, converging, and diverging simultaneously. This was beneficial, as the approach allowed a multilevel perspective to be used concurrently, which captured the complexity of the context at hand. Within this, the research loitered between 3 phases of initial research, prior to drawing a conclusive next step. This was since coordination between philosophy, policy, and on ground level situations needed to be understood.

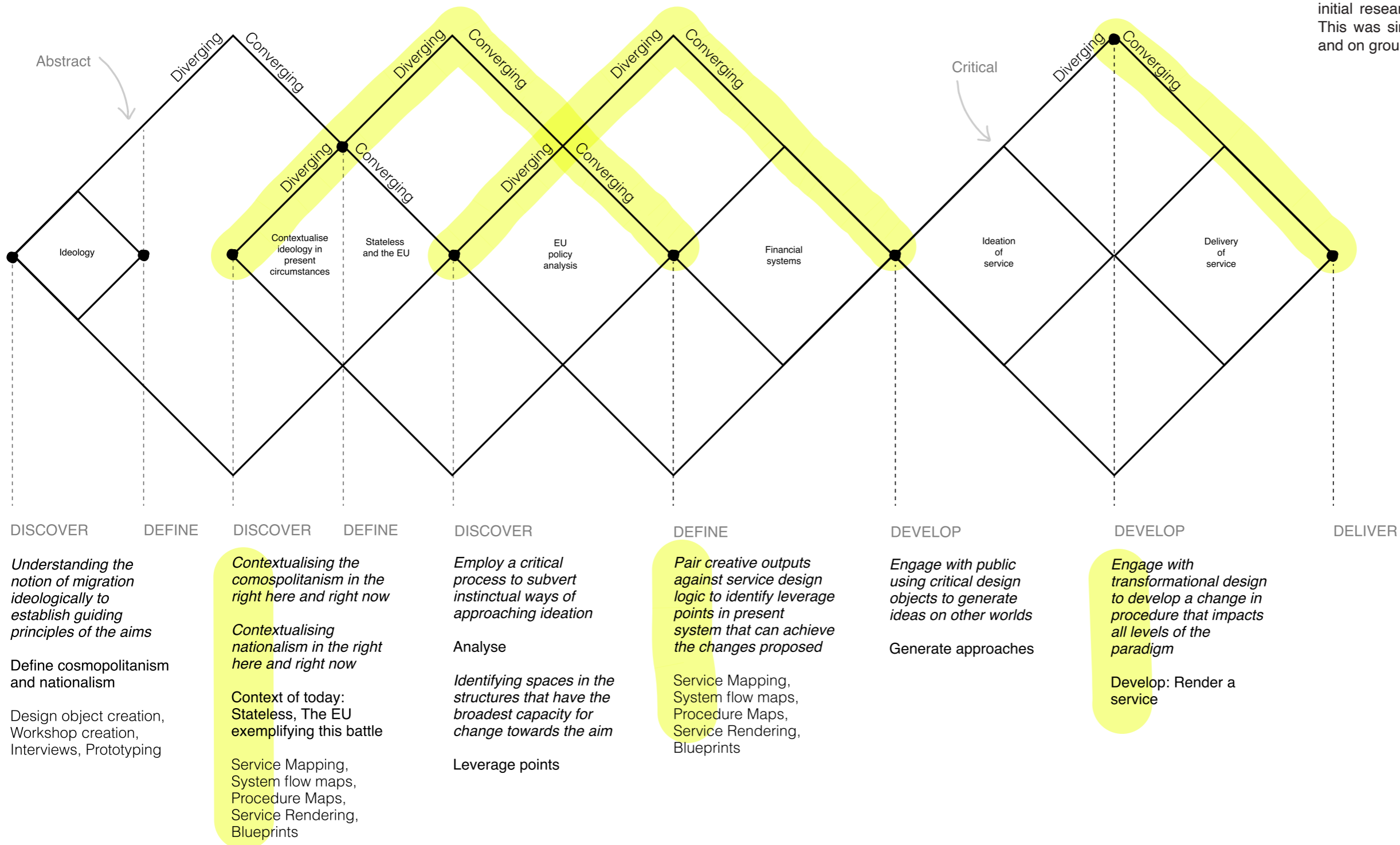


Figure 5

4.1.1 Ethnographic research

Embedded within the service design's research process were participatory design practices and ethnographic research methods. Ethnographic research refers to a qualitative research method that involves studying and understanding the cultural practices, behaviours, and perspectives of a specific group or community through immersive fieldwork and observation, often with the aim of gaining insights into their social interactions, beliefs, and values (Creswell, 2013). When used alone the activities will rely on shadowing, interviewing and observation.

Participatory design is an approach to system development that aims to involve all relevant stakeholders of a system in the design process to help ensure that the result meets their needs and is usable (Simonsen et,all, 2012). When combined with ethnographic methods, it facilitates co-design sessions where constituents can try-on the role of co-producer. This research relied on co-design sessions to explore the collective imagination of the people of Berlin, regarding their understanding of what the world could look like if cosmopolitan ideals were better incorporated with national infrastructure. The integration of participatory methods was crucial for the project's success and for maintaining an alignment of processes with the intended production objectives.

4.1.2 Identifying relevant stakeholders

The Quadruple Helix model, which encompasses academia, government, industry, and citizens served as the foundation for collaboration (Nitesh Bharosa, 2021). Leveraging existing organizations that already engage with the stateless pursuit, such as Refugio and Serve the City in Berlin, facilitated the collection of broad experiences felt at the grass roots level, while policy analysis at an institutional was leveraged via the literature review.

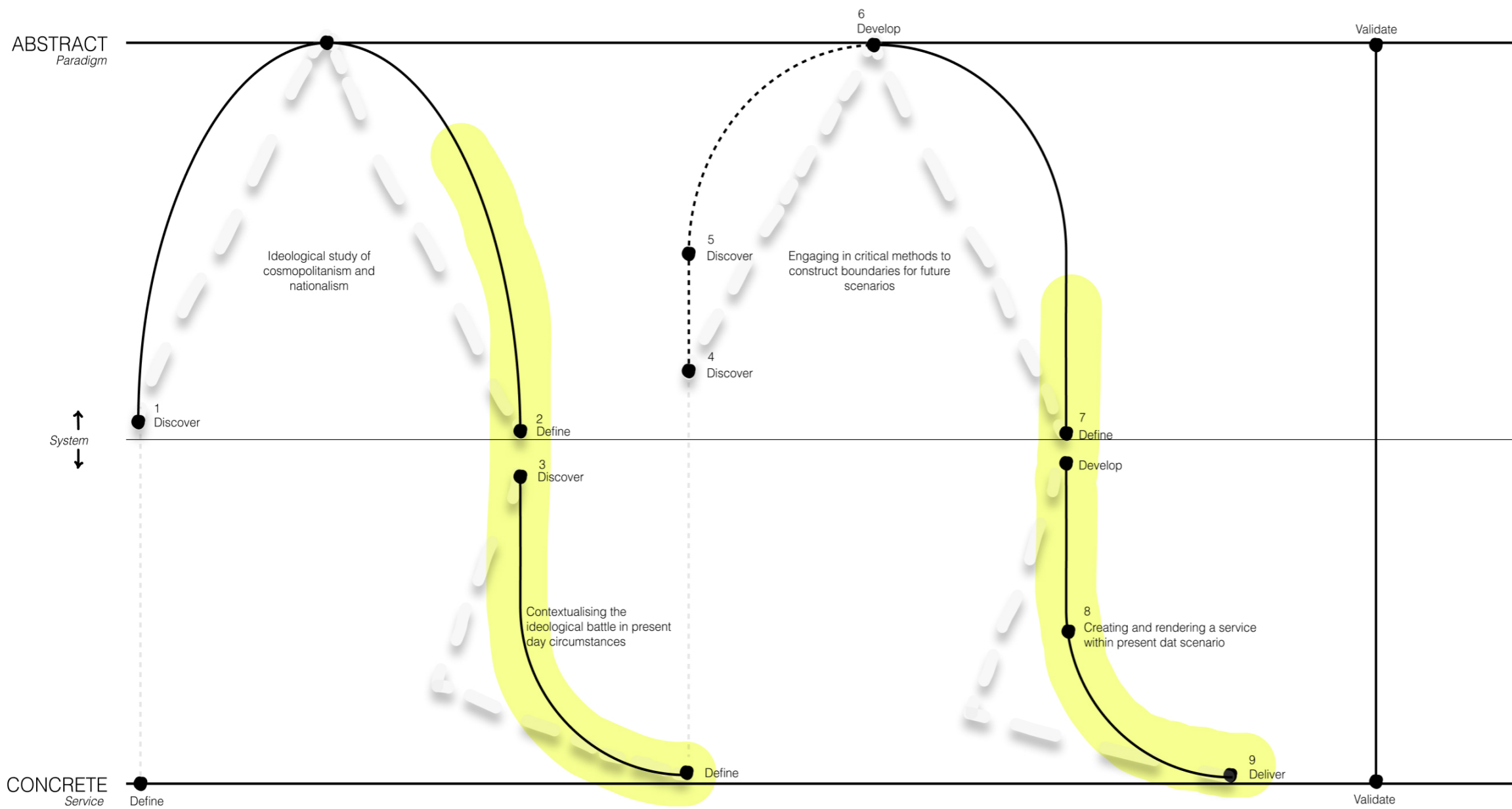
4.1.3 Power distribution mapping

Power mapping was used to analyse and understand the dynamics of power within the cosmopolitan and nationalist battle. It involved identifying and mapping out the key actors, institutions, and relationships that influence decision-making and resource allocation. By visually representing these power structures, power mapping enabled identification of imbalances, leverage points, and opportunities for strategic intervention. It provides a systematic approach to understanding power dynamics and enables stakeholders to strategize more effectively for social and political changes.

4.1.4 Sociological imagination Theory

The service design process also ensured a user-centered approach to be maintained in a relatively abstract research context. Its tool for deduction gave space to a blend of targeted ethnographic and statistical studies that capture high quality data sets, and policy analyses, demonstrating

the process's success in its ability to assign relevant meaning through the creation of insights. It is these actionable considerations from varied sources, which can only be extracted from the engagement of S.D artefacts, that enabled the coordination of policy, organisation, and end user needs. Additionally, S.D's transformational perspective necessitated managing internal organizational changes and addressing the behavioural changes required externally. Ultimately, this approach enabled the present conditions across all layers of society to be concretely understood. Service Design process enabled the coordination of broad research topics and tools to be analysed in a coherent way. From this, the research arrived at identifying its question.



Benefits of Service Design

- Map out systems
- Insiders perspective
- Systems analysis
- Works towards supporting the paradigm of the systems it exists within
- Creation of realistic and measure-able KPIS
- Grounds concepts and ideas within a real context, enables stronger situation of an idea

Limitations of traditional Service Design

- Passive
- Restricted capacity to fully integrate and action qualitative data and insights
- Pro-forma visualisations are unable to capture the realistic situation on ground
- Limited/restrictive ideation process resulting from the mainly quantitative analysis
- Project stays firmly in reality

Benefits of Abstract thinking

- Ability to subvert traditional ways of approach.
- Visualisation methods enable the complexity to be communicated in an engaging and holistic way.
- The creation process can facilitate empathy and understanding about the topics being discussed, influencing a more human approach from the designer
- Ability to “feel” in a complex system

Figure 6

1: Literature review, 2: Ethnographic study (Interview, Observations), 3: Traditional Design Research-Case study analysis of situation in Europe (Case study analysis of current policy directing the European response, Case study analysis of current systems supporting immigration in Europe), 4: Power Mapping - Sociological Theory (Analysis of current power structures, Analysis of current power distribution), 5: Systems perspective (Identifying current system leverage points), 6: Critical Design (Associative Design), 7: Speculative Design (Possible worlds theory), 8: Co-Design (Social Imagination, Collective intelligence), 9: Transformational Design

Limitations of Abstract thinking

- While the creative thinking extracts great and unconventional ideas, they are not functional
- Used only as a starting point, not and end point

Whilst service design defines the overall process of the research, the individual generative methods employed existed in a more creative/abstract space. Understood through experience, the visualisations and pro-forma tools that accompany the double diamond phases often result in designing for yesterday and at best today. Within the topic irregular migration and its consequential impact on national structures, it is necessary to imagine beyond the expectations of the now, to truly form a pro-active result necessary to elicit any valuable change. Current states need to be critically assessed against present and potential unmet needs using forecasting data and crowd sourced projections from the public. Therefore, critical, and speculative design approaches led the ideation phase. The employment of these approaches allows for objects and policy to become psychological mirrors for people, pushing them to question values and activities and thus, impose the burden of interpretation of not only the world around them, but also themselves. This pairing helped the research approach the complex topic of irregular migration via questioning the systems which propel inequality forward. Taking this approach was invaluable, particularly as the research employed an inside-out perspective. Without being able to critically assess the current unequal conditions which infrastructure reinforces; no new outcome could be achieved. Expanding the project's approach beyond traditional service design processes allowed for a more critical understanding of what is now and a novel perspective of what could be.

4.3.0 Testing and validation

For the testing and validation of the system redesign, the research will employ Pogge's framework of Social Justice Cosmopolitanism. The key criteria is as follows:

Emphasizing moral principles

Social Justice cosmopolitanism is grounded in the principles of moral cosmopolitanism, which uphold the equal moral status of individuals and the recognition of their rights and dignity. By integrating these principles into institutional design, institutions can prioritize fairness, equality, and justice as core values.

Focusing on the well-being of all individuals

Promoting the idea that institutions should prioritize the well-being and interests of all individuals, regardless of their nationality or geographic location. This perspective encourages institutions to consider the global impact of their actions and policies and work towards improving the lives of people worldwide.

Addressing structural injustices:

Recognising the existence of structural injustices that perpetuate inequalities and disadvantages in society. It calls for institutional mechanisms that actively address

these injustices and work towards their elimination. This may involve policies that promote equal opportunities, social welfare programs, and measures to reduce systemic discrimination.

Ensuring accountability and transparency

Emphasizing the importance of accountability and transparency in institutional practices. Institutions should be accountable to the global community and transparent in their decision-making processes. This helps to prevent corruption, ensure the fair distribution of resources, and maintain public trust in institutions.

Promoting global cooperation: Highlighting the need for global cooperation and collective action to address pressing global challenges such as poverty, climate change, and human rights violations. Institutions designed under this framework should foster international collaboration, coordination, and shared responsibility in tackling these issues.

To validate the redesign, the creation of projected power distribution maps will be compared against the set developed in the initial phase of the project. This documents how the changes can create more tolerant infrastructure.

A detailed overview of the exact activities and methods used throughout the project, are covered in Figure 7 and 8.

Practice	Method	Definition	Where	Why
Associative Design	Horatian to Juvalliene satire	Taking an existing work that was created with a serious purpose, or an object with reputable characteristics, and then makes the work look ridiculous by infusing it with incongruous ideas (Malpass, 2017)	<ul style="list-style-type: none"> Selection of EUODAC as the object of enquiry. The epistemology of "keys" 	To engage and offer a critique, impose the burden of interpretation
	Paradox	A statement that apparently contradicts itself and yet might be true (or wrong at the same time).	<ul style="list-style-type: none"> Activating EUODAC, a restrictive border security system designed to maintain "Fortress Europe" as a verification system that can be used by any individual. The fact that the world is already kind of existing in this way - run by the global market Making copies of the unique identifier of biometrics 	To resolve the paradox, the first step is to understand the paradox. This encourages a deeper reflection on purposes of border security, national security and if our priorities are in match with the common good of society This outcome gives shape to overlapping and contradictory issues, sparking debate, conversation.
Critical Design	Designing closer to the everyday	Relying the artefacts from the present to challenge narrow assumptions, preconceptions about the role products play in everyday life. It is more of an attitude, a position rather than a method (Anthony Dunne, 2013)	Rendering the scenario through a online bank account. Bank accounts have a basic function and are an essential part of society. Drawing on the simplicity serves to show just "how easy it could be" if EUODAC was repurposed.	Allows for objects to become psychological mirrors for people, pushing them to question their values and activities and thus, impose the burden of interpretation of not only the world around them, but also themselves
	Designing a question not a solution	Engaging in a clever balance of wit, sarcasm and evidence	Rendering the scenario through a online bank account. Bank accounts have a basic function and are an essential part of society. Drawing on the simplicity serves to show just "how easy it could be" if EUODAC was repurposed.	Stimulate broader conversation on the topic. Propose new ways to approach to challenge what is given by society, and thus affect how the world develops: By provoking the public to think critically about norms and values, CD practice strives to encourage public debate.
	Scenario	Designing new future interactions with daily-life objects blurring the space between the present and alternative realities	Used to facilitate the shaping of the alternative future for EUODAC. It is employed as a thought process, a prompt and a launch pad.	It is in the difference between the proposed scenario and societal convention that critique is established and debate provoked.
	Criticism through design	Designing new future interactions with daily-life objects blurring the space between the present and alternative realities	Enables critical design pieces to exist within a home, outside of an exhibition space. This can	This can increase the contribution of critical design into design practice by making critiques accessible and function, giving legs to a concept to walk
Speculative Design	Debate on cultural implication of object	Engaging in a clever balance of wit, sarcasm and evidence	The outcome, impact and reflections of the project are realised through the debate of the cultural implications of the new scenario.	Allows for objects to become psychological mirrors for people, pushing them to question their values and activities
	Hybridity	One archetype integrated with another. It can take the form of two objects or practices where one is taken from its expected context and integrated within a foreign scenario (Johannessen, n.d.)	Taking EUODAC out of context and activating it as a form of third party verification method.	Hybridity is used to create informational ambiguity. It is in the difference between the proposed scenario and societal convention that critique is established and debate provoked.
Ethnography	Interview	Interviewing is the process of directing a conversation to collect information and is imperative to unlocking deeper motivations and emotions the Contextual curiosity framework (Angrosino, 2007). It consists of having a conversation with an interviewee, allowing the topics to change freely to uncover a deeper appreciation of their emotions on a topic.	<p><i>Collection</i> Directed to collect data towards the current experience to enable a critical analysis of current conditions</p> <p><i>Validation</i> Used to gather data regarding participants impression of the intervention and stimulate a wider discussion about the repercussions of developed narrative</p>	Stimulate broader conversation on the topic. Allows the researcher to gather qualitative and quantitative data from local and global contexts
	Survey	Surveys are used to gather or gain knowledge in fields such as social research and demography. Survey research is often used to assess thoughts, opinions and feelings (Wikipedia, n.d.).	<p><i>Collection</i>: Directed to collect data towards the current experience to enable a critical analysis of current conditions</p> <p><i>Validation</i>: Used to gather data regarding participants impression of the intervention and stimulate a wider discussion about the repercussions of developed narrative</p>	Allows the researcher to gather qualitative and quantitative data from local and global contexts
Co-Design	Public participation	Interviewing is the process of directing a conversation to collect information and is imperative to unlocking deeper motivations and emotions the Contextual curiosity framework. It consists of having a conversation with an interviewee, allowing the topics to change freely to uncover a deeper appreciation of their emotions on a topic. (Angrosino, 2007)	<p><i>Collection</i> Directed to collect data towards the current experience to enable a critical analysis of current conditions</p> <p><i>Validation</i> Used to gather data regarding participants impression of the intervention and stimulate a wider discussion about the repercussions of developed narrative</p>	Stimulate broader conversation on the topic. Allows the researcher to gather qualitative and quantitative data from local and global contexts
	Empathy	Sociological imagination is a framework for viewing the social world that exceeds those limitations: an ability to develop understanding how biography is the consequence of historical processes, and unfolds within a bigger context in society (National University, n.d.).	<p><i>Collection</i> Directed to collect data towards the current experience to enable a critical analysis of current conditions</p> <p><i>Validation</i> Used to gather data regarding participants impression of the intervention and stimulate a wider discussion about the repercussions of developed narrative</p>	We can understand how and why people may behave the way they do because we eliminate personal experiences, biases, and cultural factors.

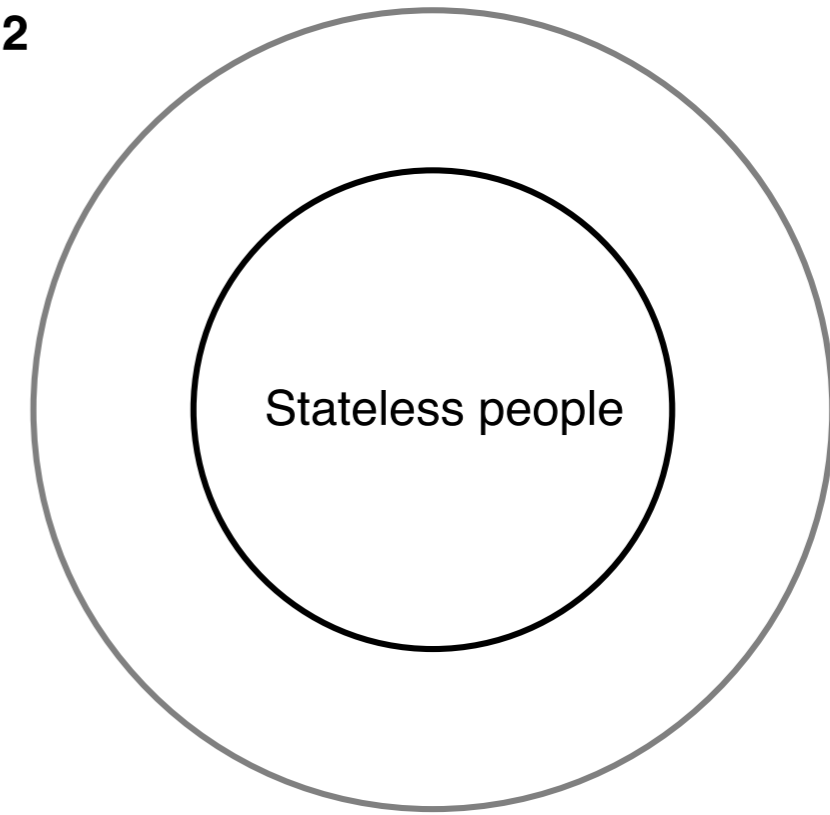
Practice	Method	Definition	Where	Why
Possible world theory	Empathy	By working with anthropologists, political scientists and social theorists, it can contribute to the proliferation of multiple worlds existing in the collective imagination, enlarging it to provide a richer conceptual space from which to uncover alternatives to the present and consider the kind of world(s) people wish to live in (Anthony Dunne, n.d.).	x	A form of interdisciplinary aims to inspire further imagining, rather than communicating a vision of how things will or should be.
Traditional Creative Design	Prototyping	A simple experimental model of a proposed solution used to test or validate ideas, design assumptions and other aspects of its conceptualisation quickly and cheaply, so that the designer/s involved can make appropriate refinements or possible changes in direction.	The rendering of the N26 account creation journey. It enables people to have a taste of what the future could look like, within a very mundane space. Their experience interacting with this will shape their perspective of present day practices	Enables consideration and the development towards positive usability, efficiency, and functionality. Designing with the emotional value of products creates a significant connection between products and users, thus creates
Service Design	System Service Perspective	Systemic perspective is looking at an entire organism of an operation, entity or business in relationship to its environment. Service perspective is characterised by various generative research techniques and visual representation methods that are relevant to all design phases, enabling a comprehensive, multilevel understanding of different actors, activities, and touchpoints that contribute to value creation (Jense, n.d.).	Evident in the approach and visualisations used to arrive at and communicate the outcome. Seen in: Stakeholder maps, offering maps, interaction flows, journey maps and the rendering of the concept.	Increased creativity and actor participation during the innovation process, as well as related outcomes of designing new value propositions that are more experience-centric and value cocreating for multiple stakeholders. This gives a life like quality to the artefact which ensures that the critical outcome is not confined to an exhibition setting and instead situates it in an alternative everyday.
Transformational Design	Organisational perspective	Refers the core elements of the organisation: its people with their norms, values, beliefs and behavioural patterns; its structures, including procedures, hierarchies and tasks; its resources and an organisation's vision. Its lens helps blend the public and private spaces to encourage a wider spectrum of change (Shwadhin Sharma, 2022)	Employed for the collection and analysis of all associated project data. Used to render a holistic artefact and build policy proposals that would facilitate transforming the alternate reality into a reality	Combining this tool with the critical scenario ensures that the critical product will not exclude user interaction or experience with the object. Rather, it gives purpose and guidance for how resources might or might not be used and enables experiences that are considered and intentional, guiding the interactions towards the intention of the critique.
Power mapping	Leverage point identification	Power mapping is broad approach to public sociology which seeks to harness sociological theory and knowledge in order to create generalizable analytical tools that social movements, policy makers, concerned citizens, voluntary associations, and community organizations can use to develop their own strategic assessments of the sociological contexts in which they act (Noy, 2008).	Used in the preliminary research phase to critically analyse what exists. Employed to test the project to understand the influence which the selected leverage point changes will inflict.	Employed to capture a macro view of the system organisation for the purpose of identifying leverage points that have the highest capacity for change.

Figure 7

Research activity	Who	Why?	Investigating?	Key Insights
Investigative interview	Refugio Manager	Refugio is a key player within Berlin's refugee scene. The non-for-profit provides housing for refugees and employment in the downstairs cafe. Their business model relies on renting the space for events and catering.	<ul style="list-style-type: none"> Interview 1: What is Refugio? Interview 2: German refugee system Interview 3: Factors influencing integration of refugees Interview 4: Social Make up of Berlin, Germany 	<ul style="list-style-type: none"> Refugio is non-for-profit housing that works parallel to government agencies There are too many cooks in the kitchen Integration requires social capital, guidance documents Berlin is mixed, however still very divided
Investigative interview	Refugee 1	As the issue of migration has been selected as the focal point of the research, it is necessary to enquire into the current state of the experience. The outcomes of this interview should act as a compass for the project.	<ul style="list-style-type: none"> Overall experience Their relationship with Germany Inclusion or integration? Barriers to participation Mechanisms of support 	<ul style="list-style-type: none"> Looking for inclusion more than anything Documents are the biggest barrier for refugees on arrival Integration begins through employment or permanent housing - both of which are reliant on documents
Investigative interview	Refugee 2	As the issue of migration has been selected as the focal point of the research, it is necessary to enquire into the current state of the experience. The outcomes of this interview should act as a compass for the project.	<ul style="list-style-type: none"> Overall experience Their relationship with Germany Inclusion or integration? Barriers to participation Mechanisms of support 	<ul style="list-style-type: none"> Looking for inclusion more than anything Documents are the biggest barrier for refugees on arrival Integration begins through employment or permanent housing - both of which are reliant on documents
Investigative interview	ANZ Institutional banker	This role adheres to national and international banking regulations, therefore the insights offered in this interview are applicable to the European banking system. To perform in this role a thorough understanding of banking processes and policy are necessary. This role is familiar with KYC, customer identification methods, institutional relationships with government agencies, advocating for customer needs	<ul style="list-style-type: none"> KYC processes Relationship with government agencies KPIS, internal organisation, training International infrastructure How people with low quality documents are serviced 	<ul style="list-style-type: none"> Risk management of customers Banks are businesses Banks codesign policy with financial institutions ANZ has developed a team to work specifically with low document individuals
Investigative interview	ANZ Retail Teller	This staff member is a refugee from Syria. They are familiar with all processes pertaining to opening a bank account from both refugee and bank perspective	<ul style="list-style-type: none"> KYC processes How people with low quality documents are serviced Experience opening a bank account as a refugee 	<ul style="list-style-type: none"> Refugees are always serviced at ANZ The application process went very smoothly and he had an account opened on the spot KYC is to prove the customer is who they say they are - all digital profiles have the same information
Investigative interview	EU Financial advisor	To validate if international companies or financial institutions have the capacity to co-design regional laws and understand the favourable forecasts of future biometric data usage	<ul style="list-style-type: none"> EU's law making processes, the involvement of institutions Triggers for change within processes Future of biometric data for identity verification Future of verification processes in general Third party verification companies What capacity do fintech and regional banking institutions have to inspire and trigger change 	<ul style="list-style-type: none"> Customer denied for identity documents Couldn't open an account and had no support for next steps. Bank account is extremely valuable when you are an immigrant Low trust now for all online banks
Investigative interview	Customer denied entry to N26 services	This project is using N26 as a prototyping pad to explore new ways of identity verification. It is paramount that they are consulted. Sayori's experience reflects that of many - studying what happened to her can inform the project on how to improve the journey from an inhouse perspective. This interview is to understand the customer's perspective on the situation, and how internally it can be managed better.	<ul style="list-style-type: none"> The customer journey of a failed account creation Impact of denied service, emotional and functional The role of a bank account 	<ul style="list-style-type: none"> Customer denied for identity documents Couldn't open an account and had no support for next steps. Bank account is extremely valuable when you are an immigrant Low trust now for all online banks
Investigative interview	N26 staff member	This project is using N26 as a prototyping pad to explore new ways of identity verification. It is paramount that they are consulted. The research needs to know how affected they are as a result of stringent regulations to justify their participation in the project.	<ul style="list-style-type: none"> N26's capacity to influence regulatory change within the EU financial system How the company has been affected by the regulations How N26 has adapted to changing regulations 	<ul style="list-style-type: none"> N26 would be interested in a project like this, they support human rights KPIS, Target customer groups, open banking, financial literacy, legal compliance, GDPR, Fintech scandals Company organisation, Banks are a business
Investigative survey	N26 customers whose accounts have been closed	Taking an existing work that was created with a serious purpose, or an object with reputable characteristics, and then makes the work look ridiculous by infusing it with incongruous ideas."	<ul style="list-style-type: none"> Conditions of cancellation Consequences Resolution status Brand reputation 	<ul style="list-style-type: none"> None of the cases have been resolved, money lost All customers have no trust in N26 now No reasoning was offered due to GDPR Varied residencies
Co design	Test 1	To understand how the general public will interpret	<ul style="list-style-type: none"> The role of a bank account when integrating into a new society Using the data to demonstrate a bank accounts functionality, and usage in everyday circumstances and milestones like getting a job or renting a home. 	<ul style="list-style-type: none"> There needs to be another boundary object developed to create a narrative without definitions The boundary object is very engaging
Co design	Scenario building	To understand how the general public will interpret	<ul style="list-style-type: none"> The role of a bank account when integrating into a new society Using the data to demonstrate a bank accounts functionality and usage in everyday circumstances and milestones like getting a job or renting a home. 	<ul style="list-style-type: none"> The role of a bank account when integrating into a new society Using the data to demonstrate a bank accounts functionality and usage in everyday circumstances and milestones like getting a job or renting a home.

Figure 8

2



Stateless people

Cosmpolitanism
and Nationalism

Introduction

This section delves into a comprehensive exploration of the stateless experience in Europe, adopting a sociological lens of analysis. Drawing upon the contextual insights derived from extensive literature reviews, it becomes imperative to examine the on-ground realities and understand how existing power dynamics, predominantly enforced by national entities and the absence of global structures, contribute to an inescapable predicament for this vulnerable group.

The analysis takes a macro perspective on the stateless, focusing not solely on individuals but recognizing the systemic issue rooted in power dynamics and policies. This broader vantage point allows us to unravel the roles played by nationalistic and capitalistic structures in shaping the realities faced by the stateless and identify untapped potential within society.

Far too often, negative narratives surround stateless individuals, wrongly portraying them as seeking “European welfare” or intending to “take over” their host countries. However, such simplistic views fail to grasp the complexities of their situations, which are driven by circumstances beyond their control—from the conditions that compelled their flight to the challenges encountered upon arrival in Europe. Such narrow perspectives demonstrate a lack of empathy and a failure to engage in nuanced thinking.

One way to communicate the unfortunate reality of irregular migrants is through the lens of power. This chapter utilizes both formal and informal power dynamics to explore the current circumstances and identify potential points of influence within the network of stakeholders. It begins by redefining the characteristics of the stateless and the conditions they endure due to their lack of national identity.

Subsequently, the research delves deeper into the power structures that perpetuate these conditions, aiming to uncover leverage points within this complex system. Finally, the analysis establishes a connection between the personal challenges faced by the stateless and the overarching rules and regulations of social, economic, political, and environmental contexts. The purpose of this analysis is to identify key leverage points that possess the potential to bring about transformative change to the stateless experience from within the very structures that constrain them



Figure 10



What makes someone stateless?

A person is stateless if they do not have a nationality of any country, meaning they are not recognised as belonging to any country. The international legal definition of a stateless person is 'a person who is not considered as a national by any State under the operation of its law'.

De facto

They have a nationality; Reside outside the territory of their country of nationality; and are unable or unwilling (for valid reasons) to have recourse to the protection of that country.

De Jure

Stateless when they meet the international legal definition of statelessness: they do not have a nationality under the laws of any country

Impact of statelessness

For stateless persons, the lack of nationality often prevents them from accessing even the most basic rights. Stateless persons may be unable to attend school, see a doctor, be employed or get married.

Statelessness can have devastating consequences for individuals. It is a barrier to political participation and social inclusion.

Stateless persons are vulnerable to exploitation and trafficking, and in some cases are at risk of long periods in detention.

How do they reflect cosmopolitanism?

Their intent for free movement

Their existence challenges nationalistic structures and societal patterns

They want to be recognised as an individual

They act as a mirror to how we respond to human rights

Manifestations of no nationality

The absence of nationality in the present day has dire consequences for individuals, as it denies them access to essential rights and opportunities that are integral to a fulfilling life. From education and healthcare to employment and marriage, almost every aspect of a stateless person's existence is affected by the lack of official identification. It is akin to being trapped in a theme park without tickets, present but unable to fully participate and enjoy the privileges that come with citizenship.

The map provided below offers a comprehensive overview of the key issues surrounding statelessness, illuminating the intricate web of personal challenges intertwined with the fundamental absence of recognition. These themes serve as a compass for further exploration, guided by the framework of the social imagination theory. By delving deeper into these interconnected issues, we aim to shed light on the systemic barriers faced by the stateless and uncover avenues for sustainable change and improvement.

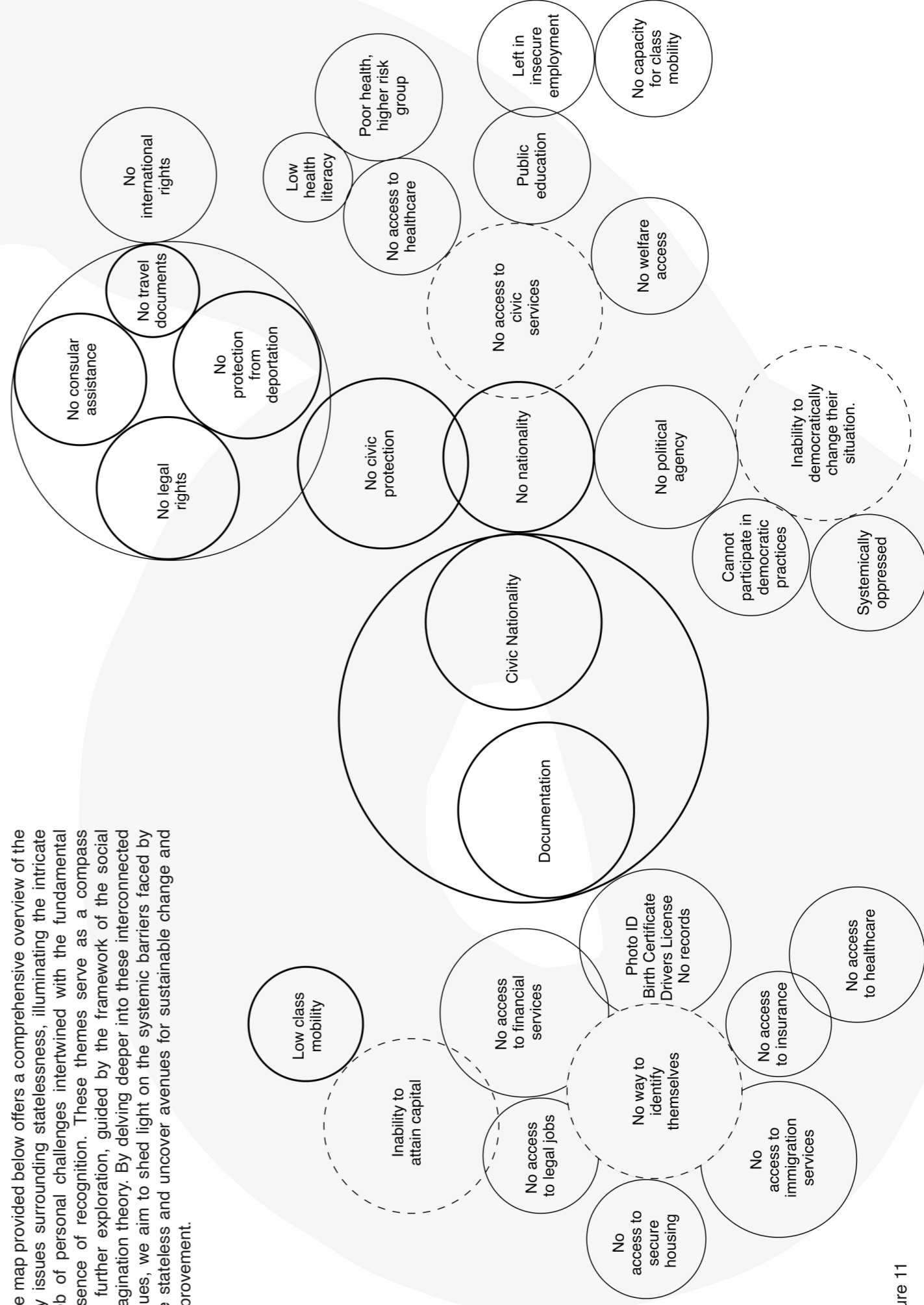


Figure 11

Why do we need to look at power dynamics?

This is a system reliant of the bureaucratic and social oppression of stateless people, therefore, each policy, procedure and interface compounds on another making it seem as an “unwinnable” situation. To understand the impact of policy developed towards managing this group, power is the most relevant variable to quantify. Mapping out these relationships offers an opportunity to define the current state’s leverage points. It also enables speculative testing to occur.

Power of influence

Ability to frame the situation in a way which encourages public perceiving asylum seekers as a threat to their way of life. This fosters distrust between groups in the population, creating an “in group and out group”

Power of humanitarian appeal

NGOs rely on empathy and sympathy to collect support (effort and financial) for their attempts to address situations on ground for asylum seekers

“Formal” Power

Charter of fundamental human rights claims that Dublin Convention III - The country which they enter first must provide them with the ability to seek asylum

Power of policy

Embedding systemic oppression through the interfaces of government policies i.e.: The EURODAC processes, developing minimum criteria for entry to Europe, inflexible systems of document recognition, long wait-list, expansion of surveillance system

Informal Power

Power in numbers: Strong community ties. Reliant on each other, developing loyalty, sharing resources through anecdotal experiences, food, shelter, child care, protection, sense of allegiance
Ability to develop mechanisms to move through the system

How does lack of power manifest?

Inability to effectively move through the system, pushing them to find ways outside

In terms of law enforcement, they are part of the most vulnerable groups targeted. Heavy bias towards this group regardless of their legal status. The odds are stacked against them from the beginning, rendering them powerless within the judiciary system.

Extreme perception within society where people either hold negative or positive bias towards them. This is dehumanising, even if it is too their benefit. Lack of individual power, the stateless will always be perceived as the group. This has direct impacts on their ability to access secure housing. People are often relegated to areas outside of the center

Inability to secure and legal jobs if considered an “unskilled” migrant (which most are)

Lack of individual recognition due to holding incomplete identity documents from the perspective of the Germany

Halts any attempt to lay foundations

This prevents individuals for setting up bureaucratic roots within the country which directly influences the way in which they exist in the country.

Identifying key actors

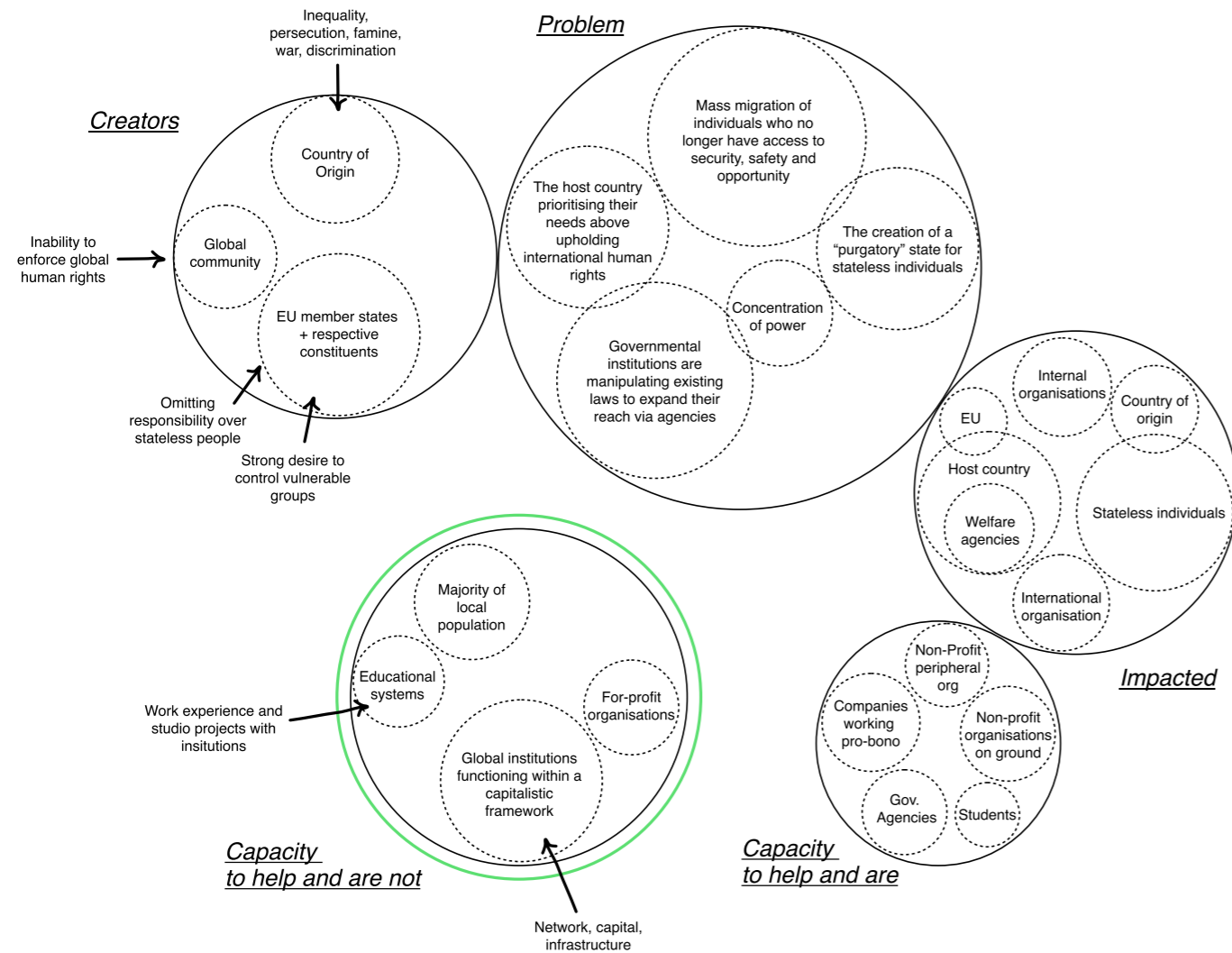


Figure 12

The above map provides a broad overview of the key factors that contribute to the plight of stateless individuals and lead them to their current circumstances. Taking a macro perspective allows for a more comprehensive understanding of the consequential nature of these factors and aids in identifying the true leverage point. Furthermore, the problems which stateless individuals face alone, are also experienced as a group. Adopting a root cause analysis approach is particularly advantageous at this stage of the research, as it sets the foundation for a more detailed examination from a micro viewpoint in as the research develops.

Based on the map, it becomes apparent that national and international institutions possess the necessary capacity and resources to address the issues surrounding statelessness. By being situated alongside or within EU policy regulations, they are in a prime position to act as catalysts for change. However, their current lack of action raises important questions regarding their motivations. This research assumes that their inaction stems from a perceived lack of benefits or returns on investment.

Operating within a capitalist structure, it is crucial to identify an avenue that allows these institutions to both provide assistance and derive benefits from their involvement. Given their position in this system, they become ideal candidates for activation and driving meaningful change.

Distribution of power (left)

With limited informal power, mainly derived from critical mass, the stateless find themselves in an unequal struggle against formalized power structures. Consequently, the leverage point within this system must lie outside of the stateless individuals themselves. To avoid perpetuating these structures, the research must design interventions from an internal standpoint and engage with the concentrated power held by institutions like the European Union. Meaningful change can only be achieved by working from within these power structures, addressing the core issues of oppression.

This approach acknowledges the need to address the underlying structures of oppression and recognizes that impactful transformation requires tackling the issue at its core.

Manifestation of Social power

Social power, on the other hand, emerges amidst the traumatic experience of seeking asylum and fosters strong bonds among communities united by shared physical spaces. This camaraderie becomes a powerful tool for defying the oppressive system. Storytelling, in particular, enables the creation of a rulebook on navigating the system discreetly, whether for securing asylum or relocating to another European country with more favorable conditions. In Berlin, for instance, the initial segregation of refugees to certain areas of the city has resulted in the emergence of vibrant cultural hubs like Neukölln, Kreuzberg, and Schöneberg. Over the years, these areas have thrived, experiencing increased demand, higher population density, and improved accessibility through transportation networks like the U-Bahn and S-Bahn. While this growth has led to rising living costs, many members of the original community continue to exist outside the systems that facilitate gentrification. It is within this expanded community that a significant amount of positive bias and support is nurtured.

Manifestation of Formal Power

Formal power manifests through the ability to shape and control governmental, institutional, and social structures by enacting legislation. While democratic practices suggest that this power should be vested in "the people," the European Union has demonstrated a remarkable proficiency in manipulating existing laws to advance its own agendas. An illustrative example is the evolution of FRONTEX, originally established to fulfill obligations outlined by the Dublin Conventions, but now transformed into a system of mass surveillance. This transformation highlights how change-makers can sidestep standard procedures and implement laws that may or may not align with the perspectives of their constituents. The EU's skill in framing and disseminating negative narratives through mass media outlets further reinforces their influence on migration-related issues and secures public support. Their ability to portray the migration increase in 2015/2016 as a crisis exemplifies their adeptness at wielding formal power across all societal levels.

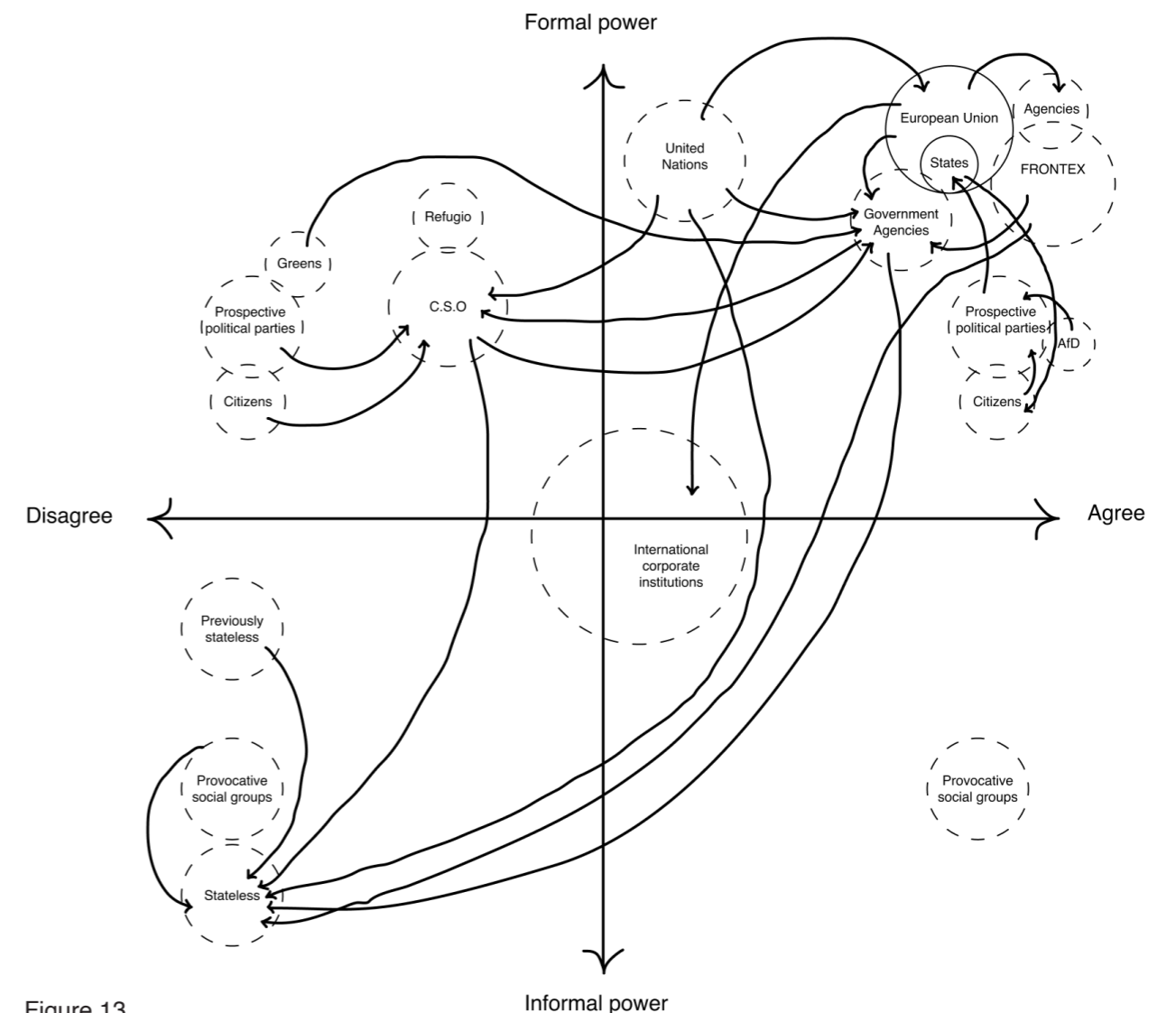


Figure 13

Who is benefiting from this system?

The current system lacks a true sense of “benefit” as both stateless individuals and host countries would prefer to avoid the circumstances that necessitate fleeing from war and assuming responsibility for asylum seekers, respectively. However, the established structures disproportionately concentrate formal power in the hands of institutions, while stateless individuals, in response, develop informal power.

This distribution of power within the existing scenario grants full control to government institutions, allowing them to modify laws without consultation. Consequently, these institutions can exploit their power to create complex processes that discourage and exclude stateless individuals. As a result, stateless individuals are left dependent on assistance from overwhelmed NGOs, local organizations, and community members who lack sufficient resources. In this confined space, other institutions have limited opportunities to contribute solutions, as the relevant power is concentrated at the top. The multitude of organizations and agencies involved, coupled with overcrowding and the specific needs of the stateless, leave little room for collaboration, ultimately impeding progress and perpetuating the oppressive systems. Consequently, resources are drained by addressing immediate problems rather than dismantling the systems of oppression.

Host countries, within this power distribution, benefit from having control over the procedures and processing of asylum seekers. Additionally, they can maintain control over the public perception of how they handle the situation, which can be seen as their primary “reward” within this oppressive system.

Sociological imagination to define the systemic leverage points within the stateless experience

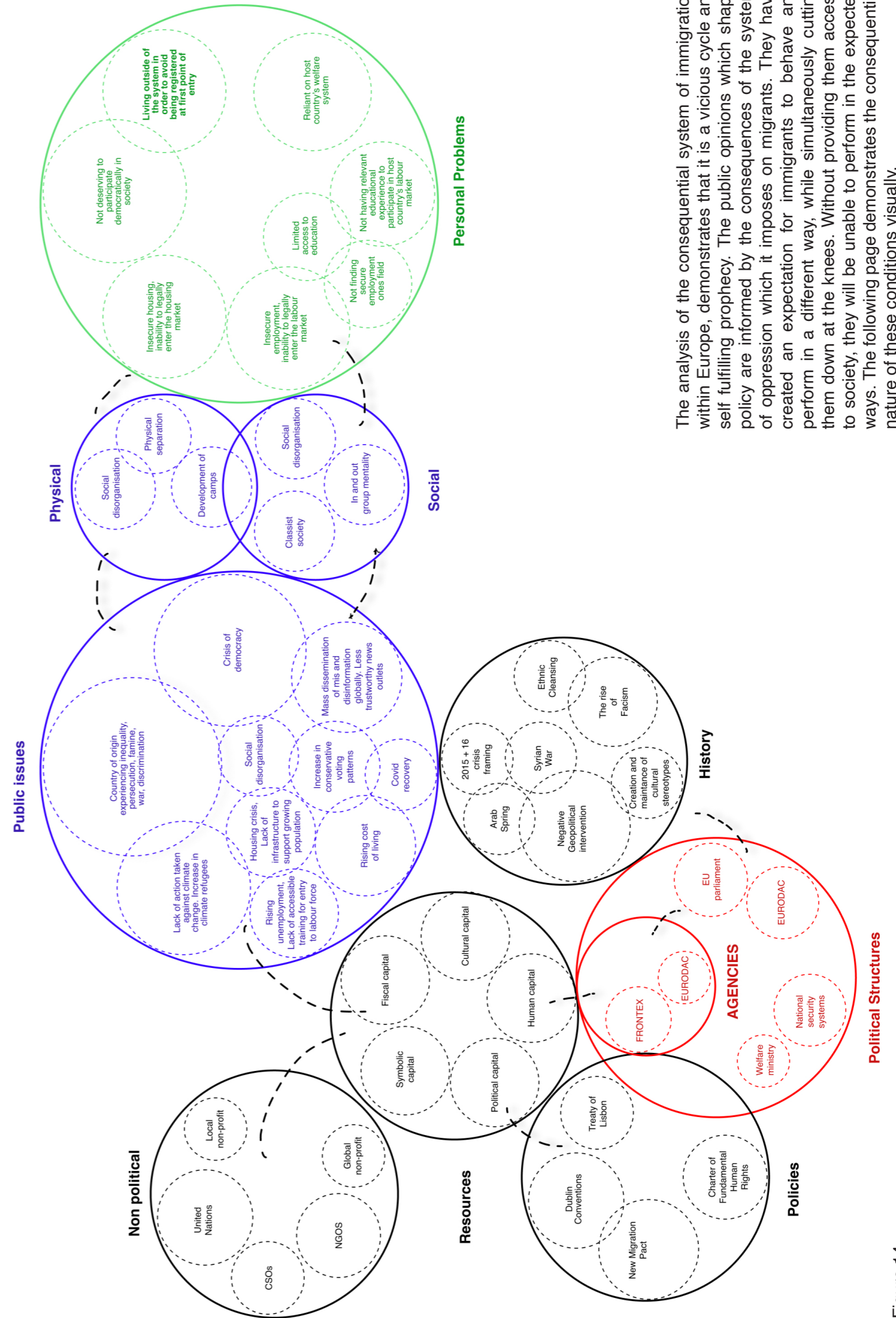
The refugee experience is deeply impacted by systemic issues that extend beyond their home country, shaping their journey and prospects for integration.

It is unfortunate that societies receiving stateless individuals often fail to grasp that their own actions and beliefs contribute to perpetuating negative expectations. While complaining that this group won’t contribute to society, they simultaneously withhold the legal capacity for them to do so. These public opinions directly influence the limited mobility options available to irregular migrants, often forcing them into underground channels that society disapproves of.

The challenges faced by irregular migrants are not merely personal; they stem from structural factors. One major problem is the lack of documentation (outlined in Figure 14), which renders stateless individuals invisible, neglected, and burdensome in their new host country. The requirement for identity verification poses significant barriers to accessing education, financial services, and housing. Moreover, limited employment opportunities compound their struggles due to restrictions on the right to work.

An analysis of the immigration system within Europe reveals a vicious cycle and a self-fulfilling prophecy. Public opinions shaped by the consequences of an oppressive system dictate policies that create expectations for immigrants to conform and perform, while simultaneously hindering their integration. Without providing them proper access to society, it becomes impossible for them to meet these expectations.

Applying the sociological imagination theory, it becomes evident that stateless individuals are unable to address their personal challenges since these problems are created and sustained by the systems they navigate. Therefore, changing their lives requires a reorganization of their opportunity structures. This underscores the critical importance of addressing the EURODAC system and associated policies that uphold it. Only by approaching the issue from the top-down can a solution be found for these individual problems, allowing stateless individuals to rebuild their lives and contribute meaningfully to society.



The analysis of the consequential system of immigration within Europe, demonstrates that it is a vicious cycle and self-fulfilling prophecy. The public opinions which shape policy are informed by the consequences of the system of oppression which it imposes on migrants. They have created an expectation for immigrants to behave and perform in a different way, while simultaneously cutting them down at the knees. Without providing them access to society, they will be unable to perform in the expected ways. The following page demonstrates the consequential nature of these conditions visually.

Using the sociological imagination theory, it becomes clear that stateless individuals are incapable of changing their personal problems, as they are created and maintained by the systems they exist within. This is an invaluable insight for the trajectory of the project, and the reason is two fold. Firstly, it confirms the perspective taken on stateless people. Rather than dealing with the group on an individual level, it is necessary to maintain a broader positioning from a macro level. This is due to the fact that personal problems outlined in this map pertain to all stateless individuals, therefore approaching it on a case by case basis would not illicit any actual impact needed to holistically approach this context. Furthermore, it demonstrates that the solution lies outside of the stateless group and within the systems governed by the European Union, as their policies enable oppression and stimulate the negative reception of stateless persons from their constituents. Ultimately, to change this situation, opportunity structures needs to be re-organised via broader policy and structural means. Therefore, it is paramount that the EURODAC system and associated policy which is upholds is approached. Only from the top down can a solution be found for these individual problems.

Figure 15

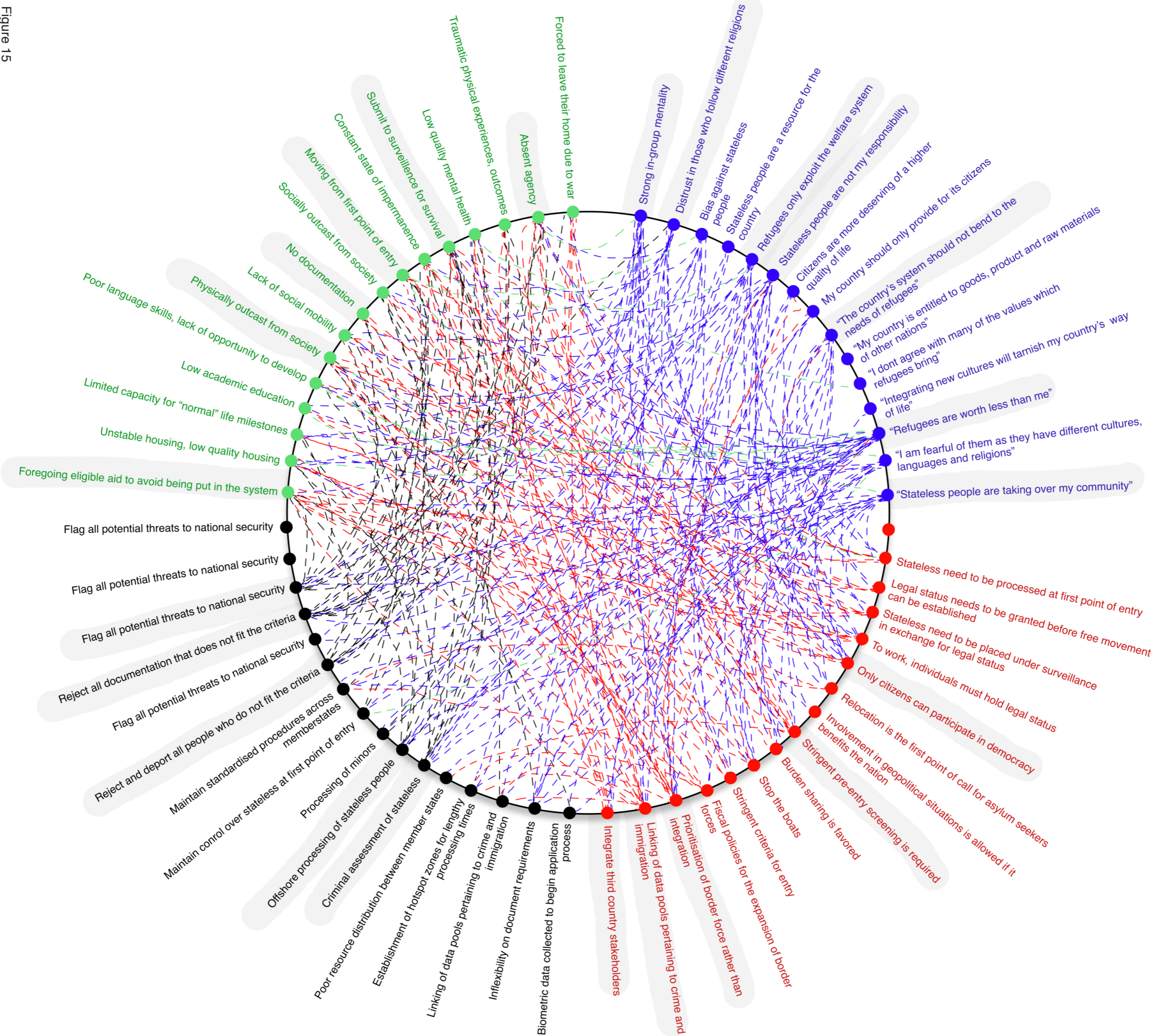




Figure 16

Conclusion

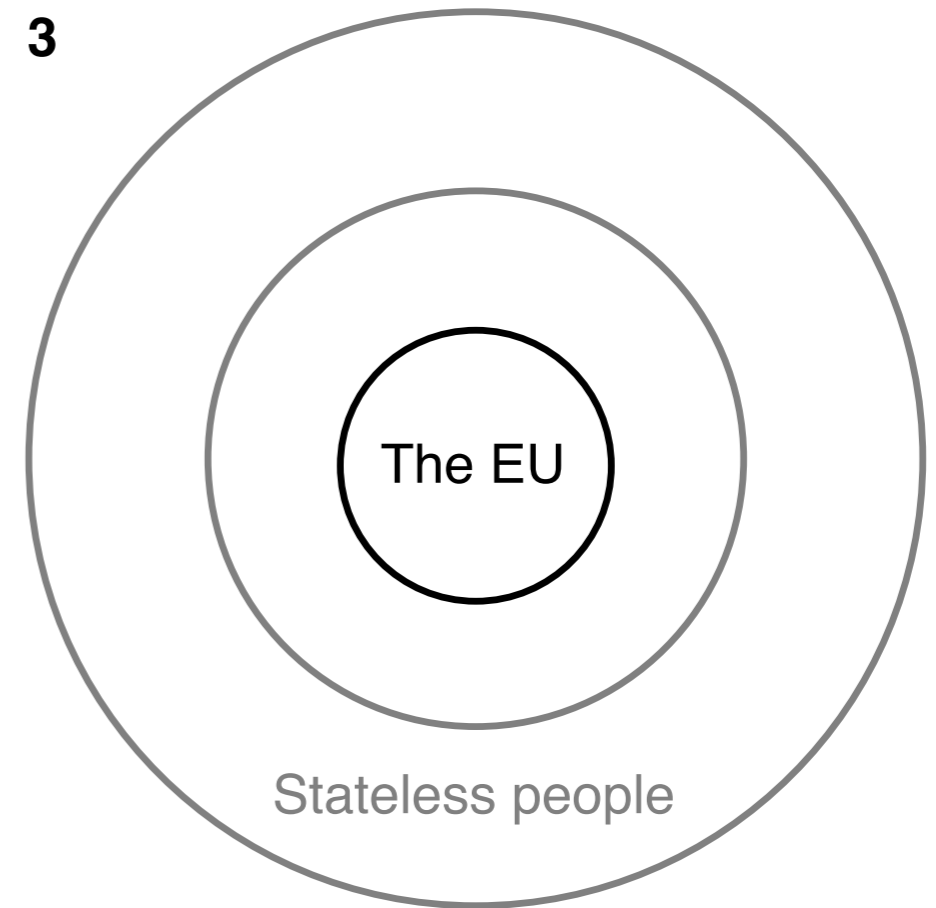
To achieve sustainable, far-reaching improvements in the stateless experience, it is essential to adopt an intervention approach from within the oppressive system itself, guided by the framework of social imagination theory.

Addressing the personal problems of stateless individuals individually would only provide temporary relief, without effecting long-term changes for future irregular migrants. The current intervention landscape for this approach is already crowded, necessitating a shift in focus towards the systems of oppression rather than solely the oppressed.

Stateless individuals lack the necessary formal and informal power to effectively challenge their circumstances. Even NGOs and CSOs involved in the situation struggle to enact lasting changes. Their efforts are primarily focused on immediate, everyday needs such as hygiene, family reunification, food, and shelter. Their capacity is stretched thin, and additional support cannot be expected. Therefore, our research must explore untapped resources, such as for-profit institutions and transnational companies operating within the EU regulatory framework.

Furthermore, the research must take a closer look at the mechanisms of oppression within EU's approach so that the ideal leverage point is identified. The following chapter will delve deep into the EURODAC system, which is the main system and procedure used to approach irregular migrants.

3



Stateless people

Cosmpolitanism
and Nationalism

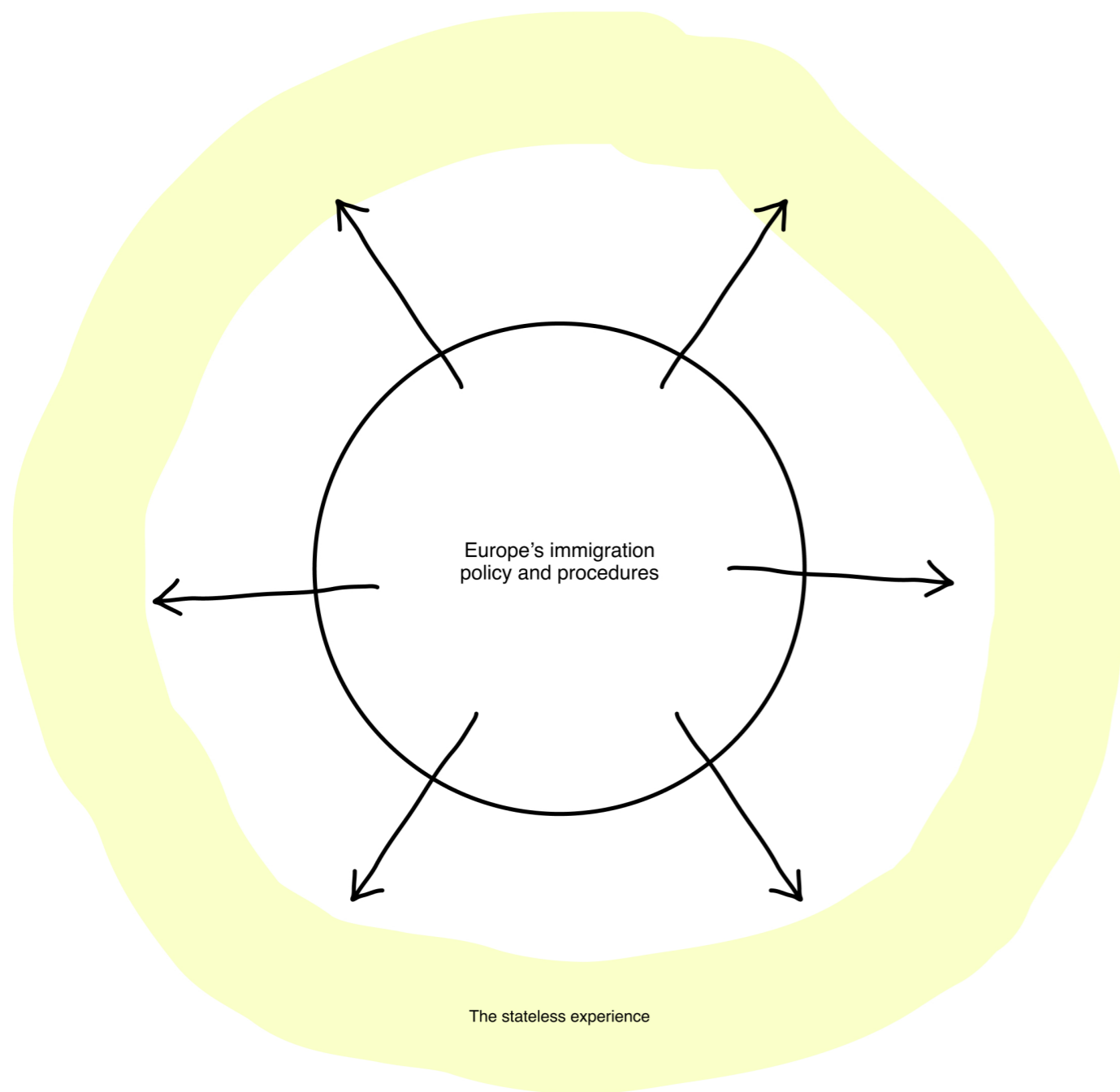


Figure 17

A closer look at the EU's systems

Following the analysis conducted in the previous chapter, it is necessary to take a closer look at the current structures implemented by the EU for approaching irregular migrants.

This necessity to understand the European approach to irregular migration is 3 fold:

Firstly, to sustainably achieve cosmopolitan outcomes for stateless people, the systems of oppression must be analysed, based on Pogge's social justice cosmopolitan framework. Therefore, the research must pay especially close attention to the structures which impose negative situations onto groups of people, while also perpetuating a cycle of inequality, that will be experienced for generations to come.

Secondly, based off the analysis of the social imagination maps, it is clear that the personal problems faced by stateless individuals, are experienced by the collective on the whole. They are all facing the same circumstances as a result of their lack of identification, therefore, approaching the issue on a once off basis, would merely be a drop in the ocean for this situation, which has only become increasingly worse over this period. Approaching statelessness needs a big wide sweeping action that has the potential to reach all and fundamentally change the paradigm surrounding documentation. Consequentially, via the social imagination mapping, it is clear that the systems of oppression perpetuate their own chaos internally. Their inability to grant access and rights to stateless people leave them piling up on their shores dead and alive. This is a significant problem for the EU as the conditions are breeding animosity between member states and also raising human rights advocates concerns on the public stage.

Thirdly, a majority of interventions designed for improving the stateless experience have been built from the perspective of the stateless. This means that interventions are focused around how this group can adapt, mould and conform to meet the standards and expectations of their new country. This area of intervention has the capacity to help a large portion of individuals who exist in these conditions, however they do not approach the actual system of oppression. In their inability to do so, they are ultimately feeding the vicious cycle of inequality. Therefore in order to not repeat the same steps taken by many designers and researchers before, this project will embed itself in the system of oppression, to identify areas that can be pushed, pulled and ultimately manipulated to arrive at a desirable outcome for all stakeholders involved.

Therefore, this section focuses specifically on the EURODAC system which is responsible for all of the EU's interactions with irregular migrants. It processes them, holds their data and is used to establish timelines for decision making pertaining to ones ability to stay.

This research focuses on how the system has evolved from a hit-to-hit system, to a full blown surveillance systems and takes a closer look at its procedures and system capacities using service design visualisation tools.

Additionally, the research will look at the underlying policies of EURODAC, as these are the mechanism of change that lead to system developments, new procedures and implementation. The policy which this section will focus on, is the New Migration Pact, proposed in 2022. This policy has been deemed extremely problematic by a global audience due to its increase surveillance capacity, and its intention to distribute decision making power to AI. Furthermore, it also extends EURODAC jurisdiction to minors aged 6 and above. These changes are a gross violation of human rights, and are indicative of what is to come from the EU's response.

Through the analysis of this 2022 proposal, a clear image of the needs and capacity of the EU can be identified. This information will guide the design development and act as a technological and policy criteria.

Concluding this section, is an open letter developed by a group of NGOs who aimed to publicly challenge the proposal, however to no avail. This inclusion demonstrates the restrictive nature of the migration pact, and communicates that it is not just the designer of this research that is pushing the idea that this is a dangerous situation.

While the previous section focused on identifying leverage points within the stateless experience, this section on the EU uncovers potential areas



Figure 18

EURODAC Overview

Policy	Year	Change	Implication
The Dublin Regulation	2000	The European Dactyloscopy (fingerprints) database1 (Eurodac), is one of the three large-scale IT systems under eu-LISA management. The system started operations in 2003, and eu-LISA has been responsible for the operational management of its Central System since June 2013.	The creation of digital border management.
The Dublin Regulation II	2007	The methodical change brought about by Dublin II is the possibility of filing a claim in only one European Union State (ECRE, 2007) to ensure fair examination of asylum seekers' claim, to keep off repeated applications and to have an efficient system	Create a binding plan on how the EU can process asylum seekers. For the most part this was an efficient system with appropriate systems. Not built for mass immigration.
European Union Reception Directive	2013	The member states have to provide common standards of support but there are huge disparities in the reception conditions provided by member states considering the accommodation, material benefits and health care.	Creates disproportionate burden on the border countries such as Italy and Greece. This breeds discontent between member states over funding and resource allocation.
The Dublin Regulation III	2015	To formulate "a mechanism that swiftly assigns responsibility for processing an individual asylum application to a single member state". It fails not only to avoid asylum applications in any country other than the one assigned, but also in the compliance with transfer requests among Member States	In 2015, the new EURODAC Regulation (603/2013) took effect, enabling national police forces and the EUROPOL to access the database for prevention, investigation and detection of criminal activity
The Dublin Regulation IV	2016	Designed to address the uncontrolled secondary movements of persons; and (ii) the unsustainable pressure placed on border states. The conception of a 'fairness mechanism' depends for its effectiveness on an environment of solidarity and mutual trust	The states along the external border will be responsible for checking for admissibility checks and transfers. This will most likely undermine the individual right of asylum, as human rights violations of refugees are probable if the existing criteria for 'first country of asylum' or 'safe third country' are practically disregarded
The Dublin Regulation IV	2016	The Commission adopted a recast proposal,4 essentially detaching Eurodac from its asylum framework and repackaging it as a tool to pursue 'wider immigration purposes' (Reference)	EURODAC will now store facial images and alphanumeric data of asylum seekers and irregular migrants in addition to fingerprints; in lowering the age for obtaining data from minors from 14 to 6 years old; in permitting Eurodac to enquire the database more efficiently; in registering persons falling under the Union or national resettlement schemes; and in giving partial access to the authorities of third countries on certain conditions
New Migration + Asylum Pact	2020	The framework of the New Pact on Migration and Asylum proposed further amendments to which transform the system from a digital sidekick of the Dublin system into a tool in support of EU policies on asylum, resettlement and irregular migration.	There would now be an obligation to store data on names, nationalities, place and date of birth, and travel document information; for asylum seekers, the obligation is to store the asylum application number and the Member State responsible under the Dublin Regulation.

Figure 19

Regulation 603 2013 Eurodac regulation

The Eurodac fingerprint database was created in 2000 in an attempt to deter migrants from making multiple asylum claims in different EU member states. Under current EU law, refugees are usually required to file an application for asylum in the first EU country they arrive in, a system that puts pressure on southern Europe.

The basic application is a combination of biometric identification technology and computerised data processing. The database contains information on three categories of persons who seek asylum, cross borders irregularly are found to stay "illegally" within EU territory.

Collectible data includes fingerprints of all persons from the age of 6, the dates of collection, sex, place and date of the application for asylum or of the apprehension, reference number, date of transmission to the Central Unit, and user ID of the person who transmitted the data. Data on asylum seekers is compared against data in the database and stored for 10 years.

Data on irregular border crossers is stored for 18 months. The fingerprints of the third category of individuals are checked against previous asylum applications but are not stored

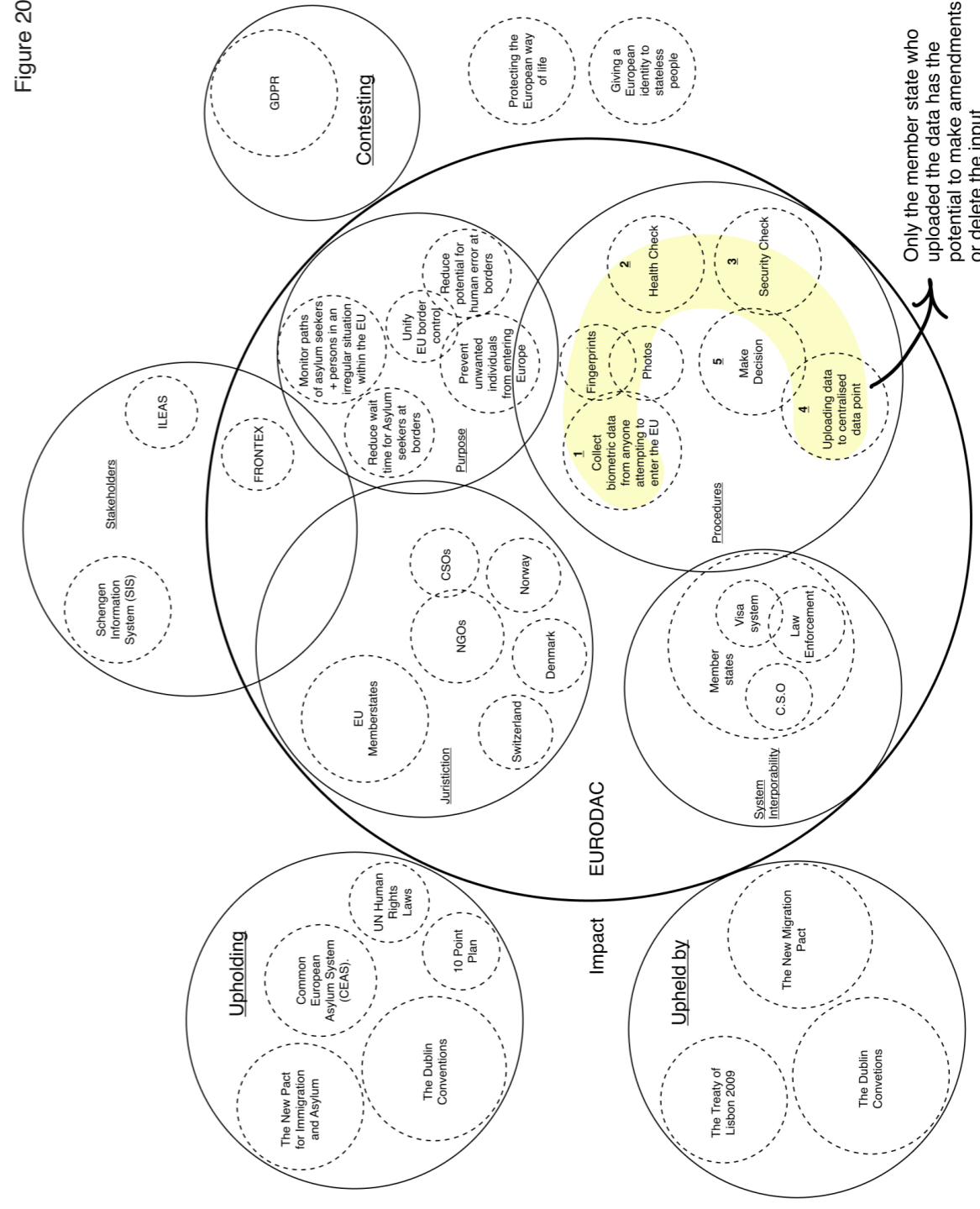
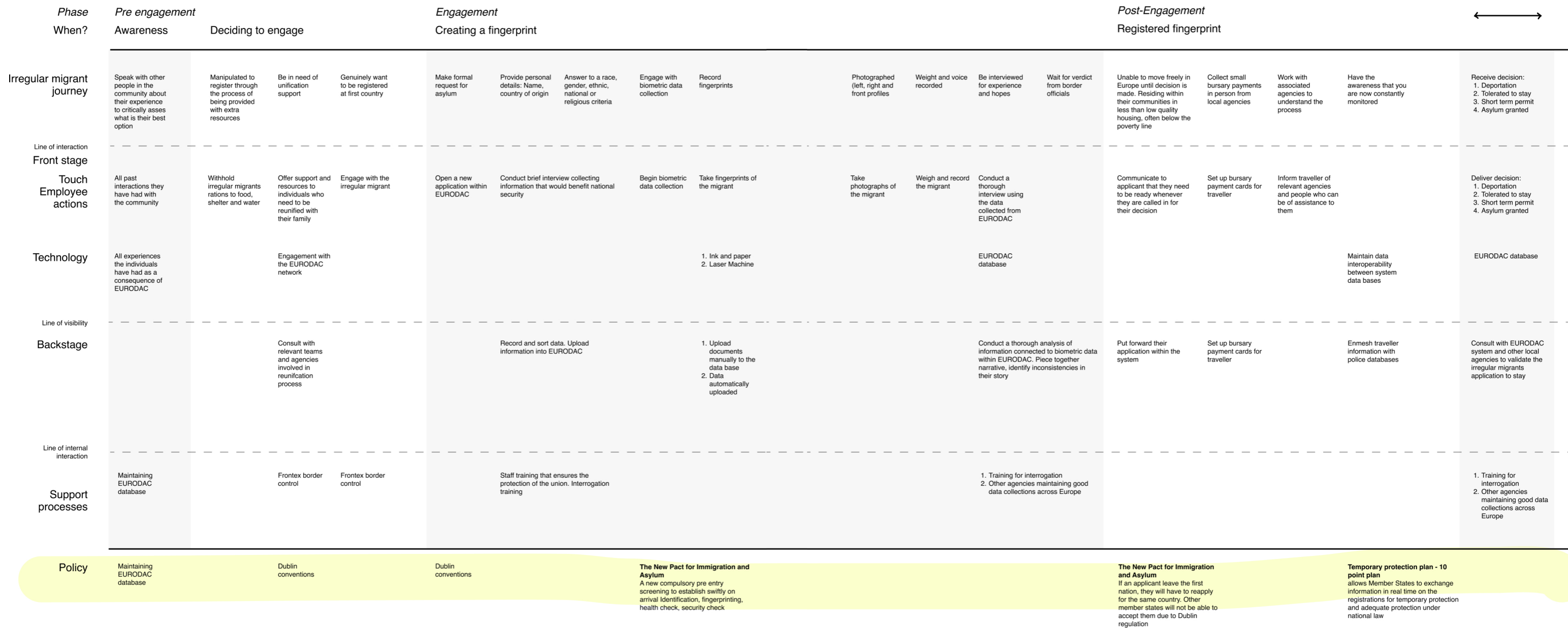


Figure 20

EURODAC - System Blue Print

Using Service Design visualisation tools, this research analyses the EURODAC system's procedures. It looks at the literal functioning takes place in regard to processing procedure and aligns each step with the policy which it upholds. The purpose of this map is to demonstrate which policies have the most impact on the organisation, and therefore, where to intervene. Furthermore, it demonstrates how its interaction with irregular migrants impose a state of purgatory as a result of the indefinite processing timeline.

Figure 21



Deciding to engage

The decision to engage in EURODAC from the perspective of an irregular migrant, is one not taken lightly. More often than not, individuals choose to forgo access to basic rights which they are entitled to avoid entering the system. As per Dublin Conventions, their first point of entry will become responsible for processing their case. As the coastal bordered nations are always the first point, there is an overload of individuals waiting to get processed. To avoid entering the indefinite timeline, many choose to either mutate their fingers, to engage in back channels to arrive at their country of choice.

Engagement

When the irregular migrant chooses to engage with the EURODAC processing system, they are required to participate in an interview where their story will be checked and verified digitally. Following the interview, individuals must comply with biometric data processing, which involves capturing fingerprints, facial images, height, weight and voice recordings. This process is used for any individual above the age of 6, and the data is stored for 10 years. This process imposes on individual human rights and directly challenges the GDPR, which ironically is developed by the EU. Their engagement with a separate set of conditions for

migrants demonstrates a racist undertone when engaging with irregular migrants. Once and individual divulges their personal biometric data, they have officially entered the system and must remain in their first point of entry until a decision has been made. Unfortunately, no time frame is provided to these individuals. However, in the mean time they are able to access a health care check, and begin to receive benefits pertaining to food, shelter and family reunification services. The decision to engage is one not taken lightly, and is infact, one of the roads travelled the least by irregular migrants, due its blatant unfairness.

Post engagement

Following the delivery of bio data, the individual must wait indefinitely for a decision to be made in regard to their approval status. Individuals who enter the system are often denied or flagged unnecessarily which leads to deportation. However, if they are granted a "tolerated to stay" status, they are required integrate via language and work, providing them with a better chance of achieving a visa. While seeking asylum is a human right, these individuals are treated as criminals. Furthermore, in this period of waiting, irregular migrants have no capacity to engage in any form of integration due to their lack of rights.

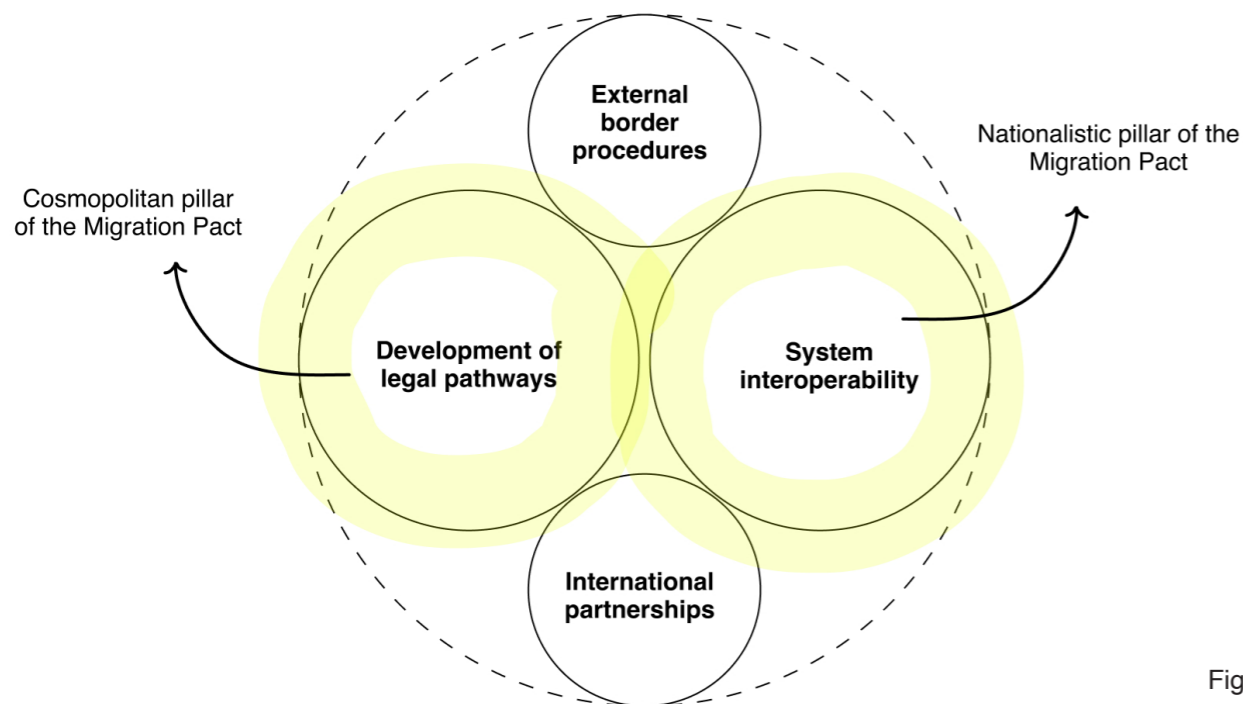


Figure 22

While the Dublin Conventions is the main policy which underpins the EURODAC system, the most recent proposals which are incidentally the most restrictive ones to the system have been imposed by The New Migration Pact of 2022.

Approaching the Dublin Conventions would be considered a non-sensical approach to this context, as it is the first foundational policy that was established in 2000 (see Figure 19). It is used to define the responsibility of irregular migrants between member states, and is the policy that established biometric data as a key way to approach processing this group. This research does not view the engagement of biometric data as something as imposes on human rights, however the way in which the data is stored, transferred and managed via system interoperability is dangerous. The New Migration Pact of 2022 defines these latest amendments in data collection and usage therefore, this research will center on this development.

While there are four policy pillars (visualised above), it is evident upon closer inspection of the policy that only two have been given immediately actionable agendas (External border procedure and System interoperability). This decision from the EU can be considered “manipulative” and demonstrates their commitment to maintaining a nationalistic approach to irregular immigration, under guise of presenting holistic improvements. The main changes which the NMP proposed are as follows:

- Requiring minors from age 6 to enter EURODAC
- Extend system interoperability to law enforcements

- Combine EURODAC with EU visa systems
- Store data for up to 10 years, even if approved entry
- Capacity to flag a person at screening, which has irreversible impacts on the individual

With the research’s focus on the New Migration Pact, it is imperative to understand how the pillars of this policy align with the research question which is asking “How Service Design can unlock Cosmopolitan outcomes from Nationalistic circumstances.” Therefore, this section aims to dissect the policy proposal and analyze the impact of each directive on a spectrum ranging from cosmopolitan outcomes to nationalistic circumstances. The analysis will not include the “external border force” pillar as it pertains to the Dublin Conventions. The objective is to identify the mechanisms/directives within the proposal that can be effectively engaged with to achieve its intention. By working within the predefined needs of the EU, there is an increase in the likelihood of an intervention being accepted. Furthermore the research has acknowledged that nationalistic outcomes should have a place, but the systems they create must remain adaptable and responsive to the conditions of a globalized world.

The definitions attached to cosmopolitan outcomes and nationalistic circumstances are those defined in chapter one and are as follows:

Cosmopolitan: The establishment of flexible systems that accommodate differences and do not contribute to inequality

Nationalistic: Circumstances that allow nations to act on their agendas for self protection and preservation, without imposing on the human rights of non citizens

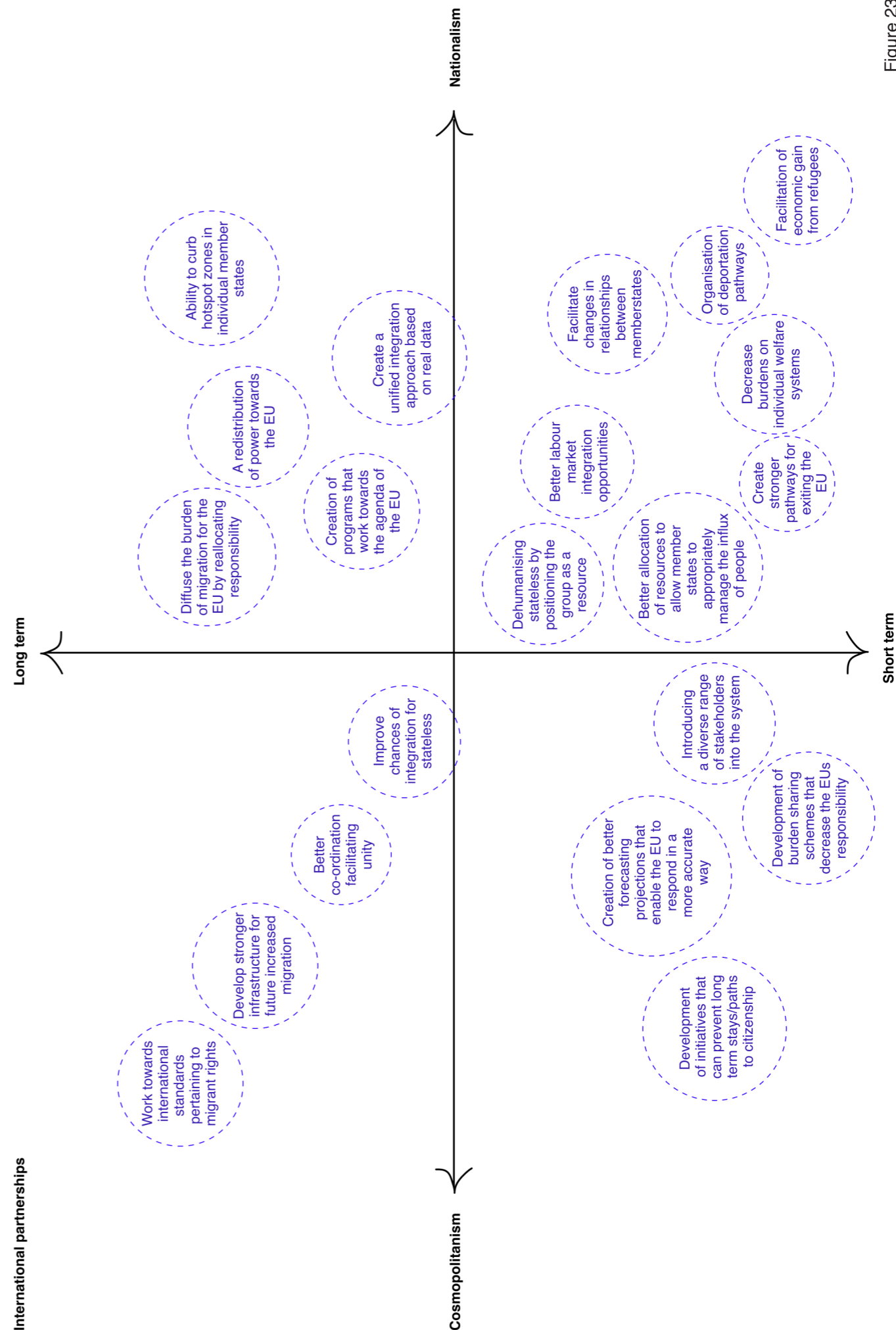


Figure 23

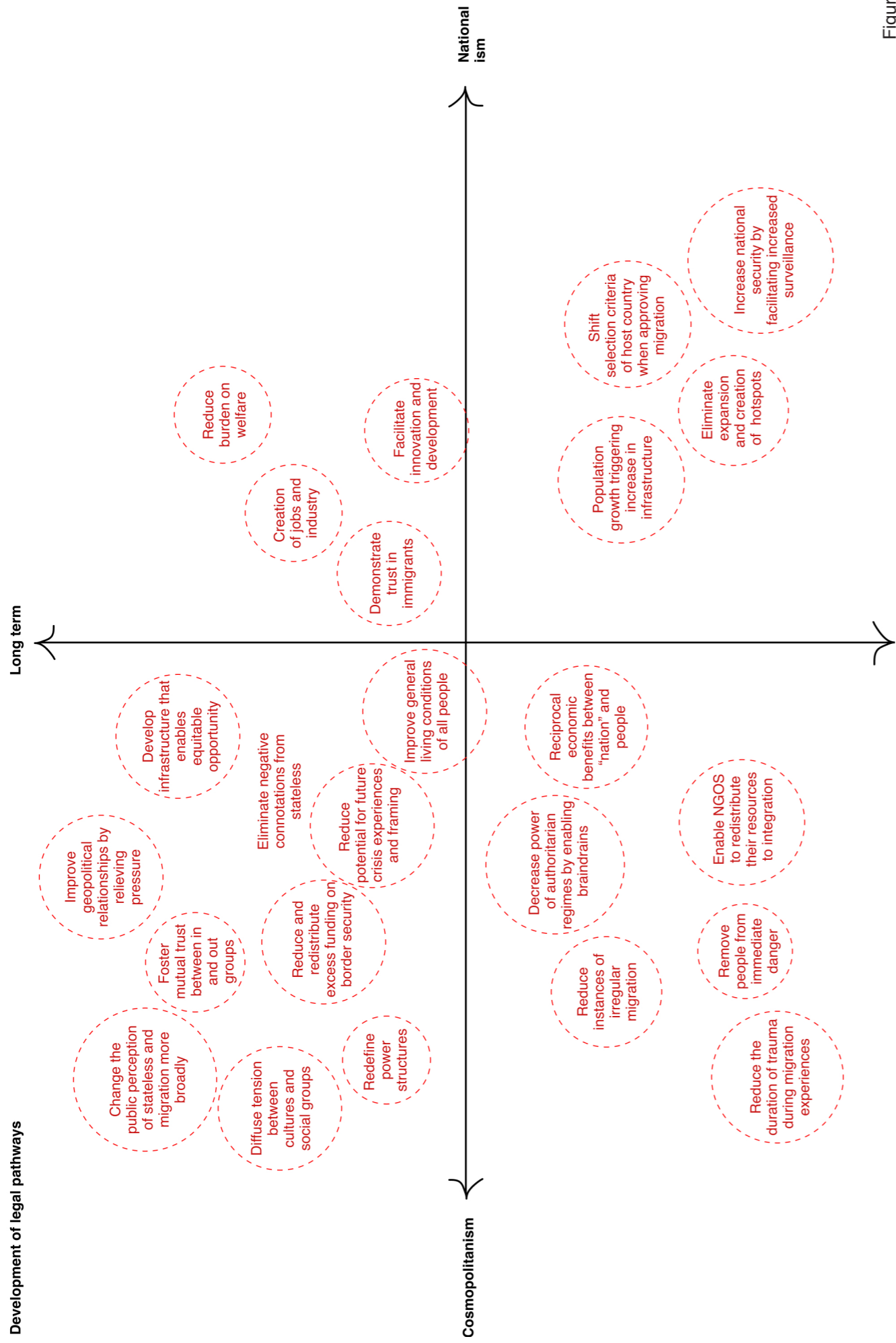


Figure 24

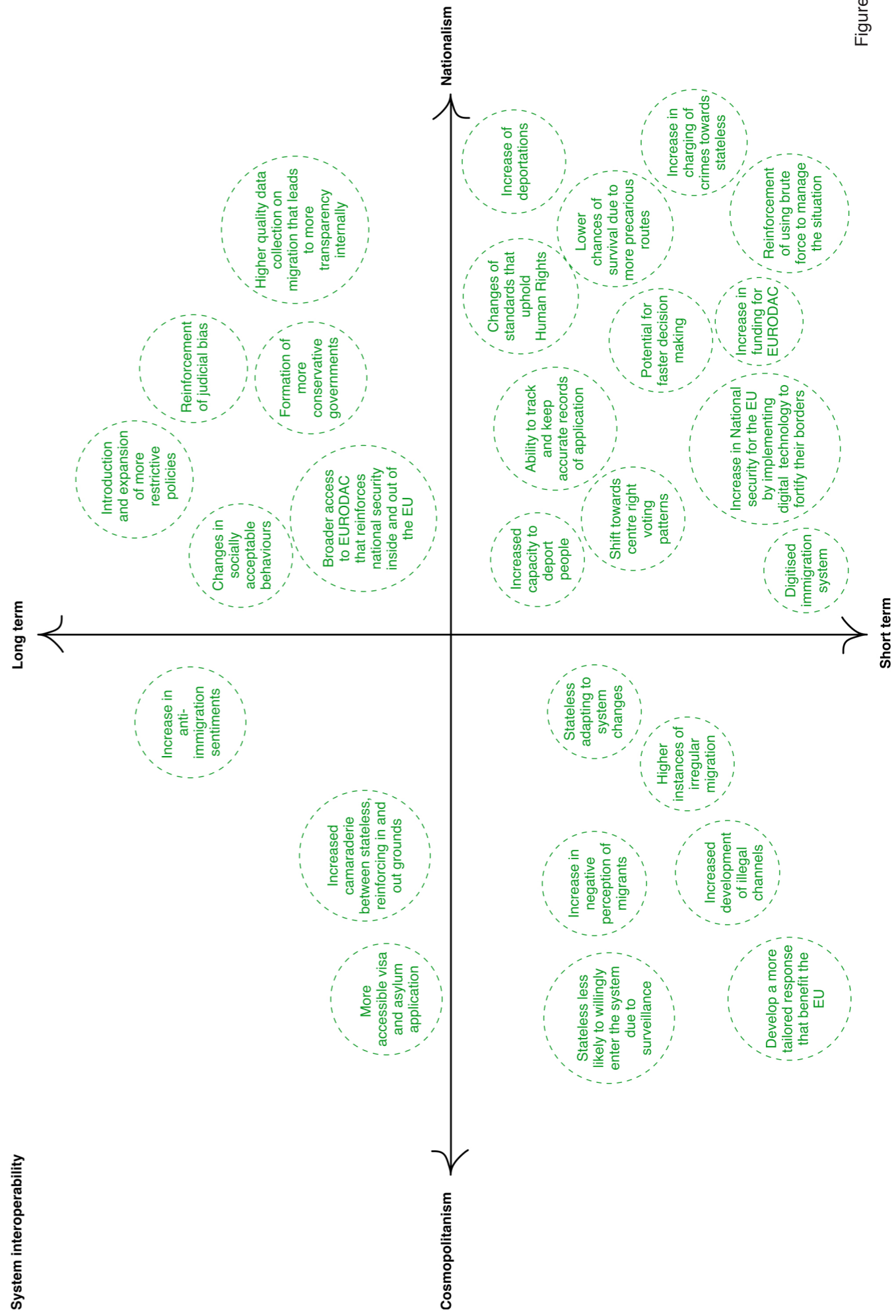


Figure 25

New Migration Pact Analysis

The inclusion of time span for this map was imperative to the agenda of the research, as with the increase of climate disasters in the future, there will be an increase in pressure placed on the EU's immigration system. Without acknowledging the future element, the EU will arrive in a similar position as to 2015 and 2016. Using the spectrum of nationalism and cosmopolitanism, it is clear that most of the directives revolves around achieving the nationalistic agenda focused on keeping irregular migrants outside of the EU. This map aims to objectively capture the impact which each directive will have on stateless individuals, allowing the research to identify the key directives that will support and justify the intervention's development.



Figure 26

Conclusion

Analysing EURODAC is crucial in addressing the research question of this thesis, as it serves as the foundation of the European Union's response to irregular migration. Understanding the mechanisms and levers at play within EURODAC is essential for achieving a comprehensive outcome within the structures of oppression. Through this analysis, it becomes clear that EURODAC is primarily shaped by two key policies: the Dublin Conventions and the New Migration Policy. While the Dublin Conventions remain unchanged and are considered untouchable, the focus of this research shifts to the more flexible and malleable structure of the New Migration Policy.

The New Migration Policy, being the most recent policy introduced, adopts a hyper-restrictive approach disguised as "fairness" through its emphasis on developing legal pathways. It is evident through this analysis that the restrictive approach which the EU is taking through this policy, is promoting the establishment of stronger back pathways by the stateless. They are not choosing to not arrive in Europe, but rather, new ways to avoid entering the system. This creating a much larger problem for the EU which will be realised in the years to come. This manipulation provides an opportunity to leverage this policy for the benefit of irregular migrants.

While only a few directives directly pertain to the development of legal pathways, their existence opens up space for interventions and actions within this realm. By considering a spectrum ranging from cosmopolitanism to nationalism, this research identifies the most suitable directives to work with. As a result, the proposed amendments to the policy in the following chapters will be underpinned by the directives outlined in The New Migration Pact.

In conclusion, this analysis of the EU's system and policy approach to irregular migration includes an open letter to the European Union regarding the policy proposal. The inclusion of this letter aims to highlight the global perception of the EU's hyper-restrictive approach and the contradictions in their actions concerning stateless individuals. This open letter serves to justify the chosen policy direction of this research.

Having identified the key leverage points for stateless individuals and the European Union, the thesis will now transition to the design context of the project and introduce the critical methodologies employed in the design development.

Subject: Fundamental rights concerns about the EURODAC reform

Dear Mr Buxadé,
Dear Shadow Rapporteurs,
Dear Members of the Committee on Civil Liberties, Justice and Home Affairs (LIBE),

We are writing to you to underline our concerns about the amended proposal to reform the EURODAC Regulation. In this letter, we first outline the aspects of the reform (including those inherited from the 2016 proposal as well as from the 2018 political agreement between the Council and the European Parliament) that are extremely worrying for the fundamental rights of asylum seekers, refugees and migrants. Far from being a mere technical dossier, we stress that the EURODAC dossier is of a highly political and strategic nature. It may undermine the EU's duty to respect international asylum and migration law and standards. Secondly, we highlight the multiple procedural shortcomings of this legislative process, which clash with the European Union's (EU) high aspirations for transparency and accountability.

Substantive and fundamental rights concerns

There are significant concerns with the proposed changes to EURODAC, in particular the risk of undermining the fundamental rights of migrants and persons on the move. EURODAC is becoming a 'powerful tool for mass surveillance.' The proposed re-purposing of the database, implying the processing of more data categories for a wider set of purposes, is in glaring contradiction with the purpose limitation principle, a key principle of the EU's data protection framework. For that reason, we oppose this evolution of EURODAC from a tool supporting the implementation of the Dublin Regulation to a weapon against migrants. Our specific concerns are the following:

The processing of facial images: The proposed use of facial recognition for biometric identification is intrusive, disproportionate, and privacy-invasive. The European Commission has failed to demonstrate that the capture of facial images meets the necessity and proportionality test, as it de facto leads to deeper surveillance of migrants and infringements upon data protection rights. The ability of this technology to increase the accuracy of matches, and thus the efficiency of the system, has not been proven and is therefore not a sufficient justification for such serious interference with people's fundamental rights. As the EU is reflecting on which uses of Artificial Intelligence (AI) are acceptable in a democratic society, the introduction of facial recognition into EU law enforcement and migration control instruments must be subject to the same level of scrutiny. People on the move deserve the same level of protection as anyone else and the EU should not take advantage of their vulnerable situation to subject them to mass surveillance and undignified treatment.

Taking the biometric data of children when child protection is not the purpose: According to the proposals, anyone above the age of six has to comply and allow their biometric data to be taken. To put this into perspective, children younger than 16 are not even able consent to have their personal data processed under the GDPR, again showing the different treatment to which migrant children are subjected. Taking and retaining the biometric data of children for non-protection related purposes is a seriously invasive and unjustified infringement on the rights of the child, their rights to privacy and data protection, and also undermines the principles of proportionality and necessity. It contradicts UN guidance that arguments based on migration control cannot override best interests considerations."

Coercion: In its previous position, the Council proposed the mandatory application of

administrative sanctions against people, including children, who refuse to have their biometric data captured, including the use of coercive means to extract data from migrants. This would constitute a grave infringement on fundamental rights to dignity, integrity, liberty and security and the protection of personal data. Although the current version of EURODAC does not foresee these sanctions, there have already been credible reports of coercion being used to extract biometric data from asylum seekers.” The EU Agency for Fundamental Rights (FRA) has stated that it is “difficult to imagine a situation where the use of physical or psychological force to obtain fingerprints for EURODAC would be justified”. “ Furthermore, as 23 civil society and UN organisations argued in 2018, all children, no matter their age, should be exempted from all forms of coercion in the EURODAC Regulation, in full compliance with the UN Convention on the Rights of the Child”

Widened scope and new categories: There proposal puts forward an exponential expansion in the database’s scope: new categories of data (identity information), new categories of persons, including “persons apprehended irregularly crossing the external border”, “irregular migrants”, persons disembarked from search and rescue operations, people eligible for resettlement inside the EU and people in third countries eligible for admission on humanitarian grounds. This largely diverts from the original purpose of EURODAC (and thus compromises the principle of purpose limitation). Furthermore, the data retention period would be significantly increased (for “irregular migrants” from 18 months to 5 years). If approved, these changes would contribute to the wholly unjustified mass surveillance of migrants.

Interlinking of records: The interlinking of EURODAC records would enable the production of statistics on asylum applications in the EU, complemented by statistics based on other EU migration databases. Given the underlying strategy of the Migration Pact to prevent arrivals, this statistical information on how individuals seek legal ways to access EU territory would certainly be misused by authorities. It would also inform measures that aim to hamper arrivals and prevent people from lodging an asylum claim, thus infringing on the fundamental right to seek asylum and on EU Member States’ obligations under International Refugee Law.

Permissive law enforcement access and arbitrary security flagging: Several conditions which currently restrict EURODAC access by law enforcement authorities would be removed under the proposed changes, reinforcing the idea that all migrants registered on EURODAC are security threats. Most worryingly, the addition of a “security flag” during the screening process would provide grounds to reject a claim for international protection, with long-lasting consequences for the person concerned. However, this security flag may not be based on accurate, verifiable data.

Political due process

The following concerns as to the lack of transparency and due process of the EURODAC reform have severely undermined the legitimacy of the process and hampered the ability of citizens and civil society to provide oversight.

Secrecy of political agreements: Crucial changes have been made in secret during the legislative process, drastically limiting the scope for democratic oversight of the process. In particular, the basis of the amended proposal is the political agreement of 2018 which was never made public and therefore is entirely inaccessible to civil society, citizens and other watchdogs for fundamental rights.

Failure to conduct an impact assessment: No impact assessment has been conducted or published to delineate the fundamental or child rights implications of the significant changes proposed. Not only does this undermine due process and the Commission’s Principles for Better Regulation, it has engendered a scenario in which potentially vast infringements of the fundamental rights of hundred thousands of adults and children, and the threat of mass surveillance, goes unscrutinised, and thus is highly incompatible with genuinely democratic

legislative processes.

Lack of cohesion with other policy files: EURODAC has been unduly ‘fast-tracked’ separately from the other legislative files contained in the Migration Pact. The ongoing horizontal impact assessment of the remaining four files (the Screening Regulation, the Asylum Procedures Regulation, the Regulation for a Crisis Instrument and the Asylum and Migration Management Regulation) did not cover EURODAC. As a result, interactions between EURODAC and the four other legislative proposals were not accounted for and, therefore, the possible implications will not feed into the legislative considerations.

With these concerns in mind, we, the undersigned, call on Members of the European Parliament to:

1. Implement a temporary delay to the legislative process to give due time for significant consideration of the fundamental rights implications of the proposed EURODAC reform;
2. Ensure the completion and publication of an impact assessment on the EURODAC reform by the European Commission, in compliance with the Better Regulation Principles. The LIBE Committee should require an impact assessment of the EURODAC proposal, analysing the intersections with the Migration Pact files and other related policy instruments. The Regulation should be developed in relation to the other instruments and afforded the same level of scrutiny by the Committee;
3. Ensure meaningful consultation with civil society working on the fundamental rights of migrants, children, data protection and digital rights with respect to the proposed changes to the EURODAC database;
4. Reconsider the proposals outlined above by both co-legislators insofar as they do not meet the principles of necessity and proportionality, unduly extend the purpose of the EURODAC database, fundamentally and unjustifiably restrict the fundamental rights of migrants, and contribute to a harmful escalation of mass surveillance practices.

Access Now, International
Amnesty International, International
Aspiration, USA
AsyLex, Switzerland
Border Violence Monitoring Network, International
Digitalcourage, Germany
Dréavlian D, Slovenia
Child Rights International Network (CRIN), International
Electronic Information Privacy Center (EPIC), USA
epicenter.works - for digital rights, Austria
European Center for Not-For-Profit Law Stichting, International
European Council on Refugees and Exiles (ECRE), International
European Digital Rights (EDRI), International
European Network Against Racism (ENAR), International
European Network on Statelessness, International
Greek Forum of Migrants, Greece
Hellenic League for Human Rights, Greece
Hermes Center, Italy
Homo Digitalis, Greece
IT-Pol Denmark, Denmark
JustPeace Labs, International
Ligue des droits humains, Belgium
Maisha e.V.-African Women, Germany
Missing Children Europe, International

Research context

Embedding the research in a Member State

The previous research has primarily focused on macro-level analysis, discussing policy frameworks and abstract concepts related to the situation. However, as the thesis progresses towards the development of an intervention, it becomes crucial to ground the project in a physical context within the European Union.

For this purpose, Berlin, Germany has been chosen as the context due to its unique relationship with irregular migrants, particularly during the influx of 2015 and 2016. Germany's response during that time demonstrated a commitment to upholding international human rights standards, but faced challenges in effectively integrating the new population into society. This approach showcased their willingness to pursue cosmopolitan outcomes under immense pressure, while grappling with reconciling their actions within the framework of their nationalistic structure and diverse population. More recently, Germany has shifted towards an inclusion approach, aligning with several aspects of Pogge's social justice cosmopolitan framework. When designing interventions for complex social issues, it is essential to work in spaces that are already striving towards similar goals. This is why Germany was selected as the context for this research.

Furthermore, Germany has received a substantial number of stateless individuals since 2015, highlighting the pressing need for interventions aimed at improving their integration outcomes.

This following brief chapter will outline the reasons for selecting Germany as the member state and include an essay discussing the nation's attempts to achieve cosmopolitan outcomes within nationalistic circumstances, through their Willkommen Policy of 2015.



Figure 28



Figure 29

Embedding the research in Berlin

All research activities have been diligently carried out within the distinctive context of Berlin, Germany, which makes the intervention specifically tailored for this setting. Beyond its practicality, Germany offers a truly unique backdrop for exploring the intricate dynamics between cosmopolitanism and nationalism from the perspective of stateless individuals. The nation's remarkable influence in unilaterally shaping the European approach to the influx of irregular migrants has engendered a plethora of complex issues, both on a macro scale within the EU and on a micro scale at the local level. This underscores Germany's capacity to foster transformative changes that ripple across all member states.

Germany's historical struggle with intolerance, coupled with its sincere efforts to make humanitarian amends through the Willkommenspolitik enacted in 2015, has engendered a diverse range of sentiments towards stateless individuals, manifested at various levels, from institutional structures to grassroots communities. With Germany having hosted an astounding 669,500 refugees by the close of 2016 and having registered an additional 772,400 asylum claims, there exists fertile ground and an urgent need to explore innovative avenues for the integration of this burgeoning population.

From a fiscal standpoint, Germany possesses the necessary prerequisites to drive a paradigm shift in service accessibility for stateless individuals. The following conditions underpin this potential:

- 1 Germany has lagged behind other European nations in embracing the digitalization of government services, warranting a compelling impetus to propel the transition towards online provision of basic services.
- 2 The German government's administrative apparatus is often labyrinthine, characterized by rigidity and an inherent requirement for German language proficiency. This poses tremendous challenges for stateless individuals seeking to access the rights and entitlements they are owed.
- 3 While access to a BasicKonto is mandated by law, research has revealed the disheartening prevalence of rejections faced by refugees and stateless individuals when attempting to open accounts within the traditional banking system. These rejections stem from apprehensions stemming from their lack of documentation and financial records.
- 4 In comparison to all other EU member states, Germany upholds the most stringent Know Your Customer legislation. Consequently, the success of the intervention in Germany would pave the way for its replication and application across the entirety of Europe.

The forthcoming section will delve more expansively into how Germany has endeavored to reconcile the intricacies of cosmopolitanism and nationalism within its multifaceted social and economic frameworks.

'Willkommenspolitik'

Germany's chancellor Angela Merkel declared at the end of August 2015 that there are no limits to the number of refugees Germany can accept creating her most famous phrase "we can handle this" (BBC, 2016b; Der Spiegel, 2015; Delcker, 2016) and "invited" migrants and refugees to travel "now or never" without consultations among the EU-28, thus encouraging a new wave migration to Europe (Ireneusz Pawel Karolewski, January, 2018). Welcome Politics' ('Willkommenspolitik')

For about one month Germany opened its border to refugees who had struggled to get to Germany, and permitted them to apply for refugee status, overriding the EU Dublin III Agreement requiring refugees to apply for asylum from within the first EU country they entered (Regulation (EU) No 604/2013 of the European Parliament and of the Council 2013). The policy includes state provision of minimum conditions – housing, medical care, and minimum living expenses (about 390 Euros or necessary consumer goods) roughly the equivalent of German welfare. It includes job training and language courses paid by the state, to provide social and labor market integration – an 'Integration Policy'. Language courses include not only teaching German, including job-relevant language, but also legal and social norms, including those regarding gender (Funk, 14 Dec 2016).

The ramifications of this policy are still felt today across the macro (global level), meso (The EU) and micro (Social fabric of Germany) and will be analysed through the lens of the common good and linked to omnipresent struggle between nationalism and cosmopolitanism.

Firstly, on a macro level, this German refugee policy is admirable in its efforts to fulfill its moral duties to refugees (Funk, 14 Dec 2016). It adheres to international recommendations determined by the UN regarding human rights by granting both temporary asylums, and conditionally providing provisions to national welfare capital. Furthermore, when combined with policy determined after-the-fact, those granted asylum that have reached a level of integration in terms of language and employment, have the capacity to remain legally in Germany and participate economically. While laws regarding the attainment of citizenship still gate-keep democratic participation from this group, Germany responded in a humane way, identifying its country with the refugees who were fleeing persecution. From this macro perspective, it is evident that Willkommenspolitik was developed to serve the common good from of all people from a cosmopolitan perspective, seeing all people as equal and deserving of assistance regardless of their nationality, religion and origin country.

However, from the viewing platform of the meso perspective, the intention of Willkommenspolitik is not so clearly embedded in cosmopolitanism, nor the holistic interpretation of the common good. For instance, Germany's decision to override the previously agreed

upon policy established as the "Dublin Conventions" was/is seen as highly controversial from the perspective of rule of law. Not only did it challenge the core of the EU's approach to the "crisis" but it did so by forcing the participation of other member states, who had previously decided that it was not their problem. Consequentially, the very policy underpinning the EU (free travel/schengen area) was suspended immediately, pushing members states even further inwards, away from collaboration and any interest in "sharing the load". Members states viewed this moved as a calculated political choice serving German economic interests, given that Germany had been suffering from serious labour force shortages but enjoying the lowest unemployment rate since 1991 (6.4% in 2015), historically low interest rates (in the Q2 of 2016 it was 0.08 %) and rising tax revenues (Ireneusz Pawel Karolewski, January, 2018). This policy was seen as a mechanism to leverage economic advantages for the German society domestically. As result, Willkommenspolitik appears to serve nationalistic interests, where interests of other member states were jeopardised to serve the interests of Germany's constituents. Furthermore, it no longer aligns with cosmopolitan values, as through this lens, the refugees were mobilised to be exploited for only economic participation, to the benefit of the nation.

Alternatively, at the micro level, nuances between nationalism and cosmopolitanism are found in the analysis of the policy's performance on ground. Following Willkommenspolitik, Germany hosted 669,500 refugees by the end of 2016, and registered 772,400 new claims for asylum (Hynie, 2018), demonstrating their commitment to elevating the crisis. However, the country was not prepared for such amount, as they did not have the social and bureaucratic infrastructure in place to accommodate the new arrivals. This unpreparedness behaved like a catalyst for discontent from both refugees and the pre-existing population, as refugees were left homeless on arrival and at the mercy of volunteer workers, creating chaos in the country. In this period it became apparent that, support for the "Willkommenspolitik" policy was not reflected in the views of a majority of a sample of German citizens who infact rather disapproved refugees (Jürgen Meyerhoff, August 1, 2018). This policy triggered anti-government sentiments and increased hostility towards to the migrant communities, contributing to Islamophobia and the rise of right-wing populism. Rather than employing the difference principle to understand how to cope with the situation, the majority determined that this group were coming to steal what was "rightfully" theirs, triggering racially motivated attacks on the minority. Merkel's attempt to respond to the crisis from a cosmopolitan perspective, was met with nationalist outrage from her constituents, rendering the policy a failure in their eyes. In this instance, we must question who was Merkel responsible for? The refugees who desperately needed assistance, or the individuals who voted for her? This situation reflects the broader question which society faces today: How can one maintain

a nationalistic approach to human rights while existing in a globalised market which supports and guarantees the success of their nation?

The Willkommenspolitik policy was a first and decisive step in approaching this question. While Merkel faced raging pressure from internal and external critics for taking such a decisive step, she acted within the boundaries of a trustee representative, and therefore upheld democratic practices within domestic Germany.

While the intent to balance cosmopolitan and nationalistic outcomes was there, its execution triggered social unrest within the country, which has had irreversible consequences, especially in terms of the mobilisation of radical right groups akin to the AfD. These groups were able to leverage this policy to promote the decay of democracy due to misunderstandings pertaining to representation, signifying a potential educational gap. The response from the general population has pushed Germany to invest over 1 billion dollars into initiatives that prevent their population from being radicalised, hopefully safeguarding their nation for future migration events. Its focus is on teaching critical thinking, democratic practices and empathy for all those that live in co-existence. This micro level highlights the impact of the social fabric of a country on a policy, and thus the importance of education and upholding fundamental values of human rights across all layers of society.

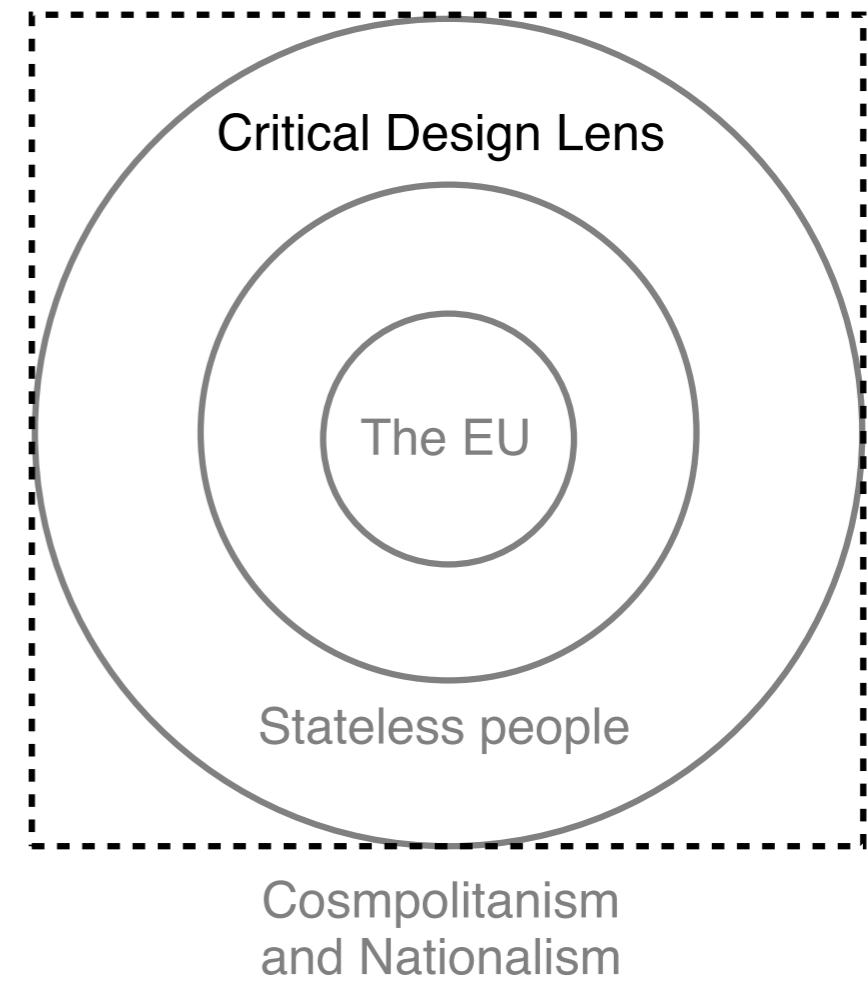
The situation that led to the development of the Willkommenspolitik policy is not unique, nor constrained to its specific time and place. Rather, it was one in a series of mass migration events that have and will take place. The way in which it performed across macro, meso and micro levels is important to note due as there is a wide spectrum of reception and understanding, contrasting within each level. The policy itself was not perfect, but it did the best with what it could in that moment for the common good of humanity, regarding the safety of over a thousand vulnerable individuals and families attempting to flee their country of origin.

Conclusion

From a transformational design perspective, it is imperative to work within spaces which have already demonstrated commitment to the cause.

Germany's attempt to reconcile cosmopolitan outcomes with nationalistic structures and circumstances, reinforces the decision to embed the project within this member-state.

4



Design Development

Introduction

To achieve transformative outcomes that consider not only the present but also the future possibilities, this thesis adopts a critical design approach. It is essential to examine the issue of migration from a fresh perspective, as current approaches have not been successful. The consequences of “not getting it right” are not just the loss of thousands of lives, but also the perpetuation of generational inequality. In an increasingly hyper-globalized world with complex challenges, a new approach is imperative.

Critical design offers a pathway forward by enabling society to imagine alternative scenarios. It prompts individuals to look at the world from different perspectives and question the norms, rules, and cultures that shape their daily lives. Recent events, such as a mission to locate millionaires in a submarine while ignoring a boat capsizing with 700 people on Greece’s shore, highlight the need for society to reflect on its values and priorities.

This section marks the beginning of the design development phase, which embraces critical tools. To avoid designing solely for the present reality, the thesis adopts a more creative approach. It uses collage as a method of critically analyzing existing conditions. These visual representations help establish a current scenario that captures the experiences of stateless individuals in an emotive and empathetic manner, employing symbolism and metaphors. Moving towards envisioning a future scenario, a similar process is followed. However, instead of the designer solely shaping the final scenario based on the initial collage, a co-design workshop is conducted in Berlin to engage in a public debate about what the future could look like. This collaborative approach is crucial when addressing such a complex and public issue. The workshop utilizes various design objects to stimulate participants to question their values regarding security, migration, and trust. The outcomes of the workshop serve as the foundation for constructing a collective final scenario that guides the design project. Scenario building is a key method employed in the design development process, serving as a guiding principle.

The next section is introduced with a matrix summarizing the research conducted thus far, which informs the creation of the present-day scenario. Following the analysis of the current situation, the chapter delves into exploring potential futures. Subsequently, the co-design sessions are outlined along with their outcomes. Finally, the chapter concludes with the presentation of the final scenario that will serve as the focus for the design project.

Known Knowns

- EU response to displaced people
- The EU policy is much more restrictive than it was when immigration first became a contentious topic. Reinforcing the external borders of Europe is the main agenda.
 - Immigration is a paradox for the EU. The member states unite over “stopping the boats” however, they will protect national interests over those of the union. This has been a steady trend.
 - The EU is steadily moving towards systems of mass surveillance of irregular migrants, also extending to legal migrants. There are current protests from many NGOs using the GDPR as their claim.
 - The EUs response to immigration is going largely unchecked.
 - EU is willing to violate international human rights to “protect” their state
 - EU will continue to outsource support to maintain hot spot zones and border control
 - The EU maintains a positive response to migrants who can enter the labour market

The displaced experience

- This group is reliant on experiences had within their community to move through this space. “Back” channels are the front channels for them. Their main goal is to maintain a small fingerprint, ie: avoid being put in the system
- Displaced people make the decision to forego care which they are entitled to as asylum seekers to exist outside of the system. Famine, hunger and extremely poor living conditions are determined as the “safer choice”
- There has been a steady flow of irregular migrants, and there will continue to be so. Currently there are over 500,000 documented undocumented people circulating Europe. This number is definitely much higher.

World:

- There will be future world disasters that will encourage irregular migration
- Societies are becoming more restrictive as a result of mixed feelings towards immigration. Xenophobia and racism is growing.

Unknown knowns - untapped knowledge

- Anti-European sentiment in regards to their position on displaced people. The researcher is biased and has a complete lack of faith within the Union to deal with this issue from a humanitarian-cum-cosmopolitan. This bias lays the foundation for the perspective taken.
- The lived experience of worsening effect of climate change. How are current communities currently dealing with the effects of climate change?
- The result of current geopolitical tensions on irregular immigration
 - The result of Russia and Ukraine War
 - Impact of tension between China and Taiwan (and the rest of the world)
- The avenues available to refugees on ground to move through the EU
- The kind of pressure that institutions are under currently to support social movements that contribute to the common good. (Identifying this characteristic will provide an “in”)
- The rise of xenophobia towards irregular migrants. How does this translate in policy? What is the relationship between public opinion and policy?
- Why people are denied entry to Europe?
- The asymmetric responsibility on coastal member states

Trends

Speculation:

- The EU will engage with third party companies to deal with the stateless
- Institutions will engage in effective altruism
- Global institutions will be backing large NGOs and on-ground support for natural disasters and war

Restrictive policies

- EU outsourcing responsibilities either to third party companies or bordered countries
- Climate change’s impact will be unavoidable
- The rise of AI tech such as deepfakes will remain unchecked

Known unknowns

The EU:

- Integration of biometric data to identify people

EU response to displaced people

- The amount of resources available to Europe to service displaced people
- The amount of displaced people circulating Europe currently
- The effectiveness of their proposed plans to “stop the boats”
- The impact of AI introduction at the borders, not only in terms of their effectiveness to determine the fate of an individual, but also if they are reprimanded for violating human rights
- How labour market trends will influence future immigration policy
- How they can action their responsibility to displaced people
- Generational social change is inevitable, therefore, how Europe’s tolerance will change is an unknown

The displaced experience:

- New ways to travel within the system will be experimented with, however it is unknown what they will be and how effective these methods are..
- How well they can integrate within future societies that may be more tolerant than present day

World:

- The impact of natural disasters within already vulnerable societies
- The impact of climate change within already vulnerable societies
- How current geopolitical relationships will develop over time, and what the consequences of present alliances will result in

Unknown-unknowns

Scenario Building

Scenario analysis is a tool used for crisis analysis. For this reason we have chosen to adopt it as an investigative and educative method. Furthermore, in order to create something new, the current situation needs to be assessed.

Process: Collage:

Visualising the scenario outlined in Figure 32, is necessary for transmuting the researchers' understanding of the insights. While text-based scenarios are often used to communicate other worlds, the researcher believed that employing that style of communication could lead to merely regurgitating existing perspectives which is not effective for building one's own perspective or generating ideas.

This is due to the lack of creative analysis involved. Unfortunately many service design methods are too restrictive in their format and thus avoid the human element of situations. Use case scenarios, journey maps and personas for example have adopted a business-like approach through their pro-forma visualisation. While the quantification which occurs here offers benefits, often the categories are too arbitrary in capturing the nuances of reality.

Therefore, the introduction of collage seemed necessary due to the emotional, intense and powerful nature of the stateless experience. This collage served as an opportunity to re-articulate evidence in a visual way to capture the heart of the project.

(Right)
 Purgatory Mood board (Figure 31)
 Religious, Regal, Royal
 A challenge, penance, punishment, torture
 Not heaven, not hell
 Heaven place behind a gate
 A journey

This mood board reflects the perspective taken when capturing the current scenario of the stateless experience. This religious take on the situation is necessary to view its irony, unfairness and ridiculousness. Religious symbolism is multifaceted and can hold several meanings at once, making them a powerful language to employ.



Figure 31



Figure 32

Purgatory: (Top to bottom)

- 1: Wrestling ring: The border between in and out, 2: Women Fighting: Border security working against the refugees, 3: City skyline: The developed/conflict free world,
- 4: Spectators: The world watching from inside (passive), 5: Jet ski: Frontex only patrolling close to the border, 6: Fishing boat: Rescue ships, 7: Baby: Children that have died on their journey to Europe, 8: Road: The paths a stateless person can take, all leading to no where, 9: The Water: The beginning of the journey

Creating the collage

To create this collage, the researcher wanted rely on the most relevant material pertaining to current events and perceptions of the world around. Therefore, the collage used materials from the following:

- National Geographic
- Local Berlin newspaper (neutral)
- German Newspaper (aligned to the political left)
- German Newspaper (aligned to the political right)
- Current events local magazine (Neukölln)

It was necessary to engage with such material, as it allowed the voice of today to be extracted and communicated. As the topic of migration is relatively provocative in Europe and especially Germany, it was interesting to understand how the situation was currently being presented in the media, especially with the awareness of the media's role in determining how general populations react to the new populations.

In this sense, the designer was able to use the words coming from the EU directly to make a case for necessary change. However it is important to distinguish the role of interpretation in this instance, especially as the creator holds very biased views on the topic and definitely had an agenda in regards to the narrative that was communicated.

Leverage Point Symbolism

Heaven and Hell The back bone of religious frameworks is that there is a heaven and hell. The first being "paradise," the place whose gates all hope to arrive at. The latter is a formation of our collective fears. Designing these spaces, and holding the keys, gave the church unprecedented control over countries and generations.

Temporality Purgatory is traditionally understood as a limitless space where one must repent for their sins. The people who land here are on their way to heaven, but they have been pulled into the loading bay until they have suffered enough. How do they know they have suffered enough? They don't. That is the sweetness of purgatory - inability to contextualise the present experience with retrospect. Adding to this point is the fact that they are looking up to a god, to a deity, to something bigger than them to say finally: "Yes, you have lived through enough" as they wipe away terror from their path. It is this hope, this potentiality, no matter how small, that makes purgatory insufferable but ultimately sufferable in the end.

Agency Roundabouts function as key intersections that will strongly affect the direction of your journey. They represent options, and reflect ones ability to make an informed decision either by gut-or direction. At roundabouts one's agency is paramount.

Border The physical border acts as a separator between the developed world and the reality of the irregular migrants. It spans across the city serving as a key marker between the in and out group. The physical border, literally represents the physical border that stateless people encounter on arrival. They cannot move past it without granted access.

Representation

In the original works, heaven and hell is shown above and below ground with purgatory lying in between. This aspect of the physical location determining ones fate is translated to the notions of the east and west of our world, resulting in the visual moving from left to right. This has been included to draw attention to ramifications of belonging or "coming from" a physical space overcome with terror - a living hell or being fortunate to be born into a situation where one has access to food and water, employment, and a generally tolerant environment. The imagery and colour used in these sections mirrors that employed in original religious artworks to directly inform the scenario of the "good and bad" places.

Purgatory is the space in between, existing within its own time and space as a consequence of its infinite potential. The center of the scenario is where purgatory begins. We see in original works the struggle of this place depicted by stairs, challenges, or the devils hands gripping tight, and here it is no different. The clippings off rough waters and capsizing dinghies are representative of the volatile, unsafe and desperation of the situation. However, it is unfortunate that the experience along these waters become the least of irregular travelers worries once hitting land. It is there where the battle begins. As the scenario moves towards the sunlight, hope may begin to develop, only until eyes are met with the fortified FRONTEX system. While one might think that such precarious travel conditions would pay for ones sins a thousand times over, Purgatory has extended to the land. It is generally understood that the refugee experience is one that begins and ends in purgatory.

The round-about's feature is to demonstrate how it can appear like refugees have paths forward out of purgatory, and the inclusion of the blocked off exits is to depict the forced endless cycle around the round about. The governing bodies have blocked the exits that need to be taken under the guise of "improving the roads" if they can be bothered, and if they cant, because they simply do not want to let them in. The round about is representative of the in-built features of national infrastructure that reinforce unequal access.

The border has purposely been placed well within the boundaries of the continent for two reasons. Firstly, its to show the internal protection that border countries erect for the sake of "national security." How its easier to make borders around themselves, rather than the opposing groups. From the safety of their nest, those within the boundaries of the nation's protection watch those on the outside, so close yet so far removed from the reality out there. The border in this instance is indicative of who belongs to the in-group.

On a broader level, the placement is indicating that even if an irregular traveller makes it to the gates of heaven, or in this case, receives permission to stay, they may never actually be able to fully participate within European society, as though there is a tier of living that can never be attained.



This co-design workshop was developed using critical design techniques in order to generate a new scenario for the project.

Why Critical design?

Critical design has an amazing capacity to trigger people. It's tongue-in-cheek driven agenda allows designers and spectators to take the space to view "something" from an entirely new perspective, challenging communication norms and the general virtues and values of society at the same time. It is incredibly powerful. More specifically though, its playful nature is attention grabbing. As the co-design workshop is centered around public opinion, the type of engagement needs to be inviting, bouncy and ultimately, attention seeking. It is necessary to quickly get people interested in the research task, therefore, the main challenge surrounds creating an object that peaks curiosity

Why a co-design?

When dealing with speculative futures, best practice works towards the development of pluralistic spaces, using the "design process" as a catchment for the collective imagination rather than a funnel for one's own. While it would be possible and acceptable for "me" the researcher to focus on one subjective truth and design outwards, it is necessary to opt for the alternative. In addition to the aforementioned methodological reasons, this decision was also inspired by an interview with a stateless person which was encountered during the literature review. The young man explains how it's always people, like him, on the outside that have both the capacity and also the necessity to imagine new realities. A combination which often moves a shared idea to an action? Why should it be the voice of one designer which is heard? Especially one which is biased and far removed from the living situation which is being targeted.

This stream of thought opened up an opportunity to develop a co-design research activity which can test:

How to trigger the awareness of possible futures within broader society

How to use boundary objects in a generative way

How to feed results back into the design process

This research activity is behaving as an experiment on three separate levels pertaining to the capacity of the methodology selected, how to use critical objects for designing, and how to incorporate a feedback loop of qualitative data into the project.

Furthermore, the processes used to extract boundary objects from the ethnographic and literature research drew heavily from critical design practices.

This section documents the creation of the design objects and how they reflect the leverage points identified in the previous sections. Furthermore, it walks the reader through the design activities, outlining the interview question and results from the workshop. Finally, it concludes with a consolidation of the key insights, arriving at the next steps.

Object: Short story

The decision to develop a short story was largely inspired by the short book “Experiments in imagining the otherwise.” In this literature, a short story was presented as tool to absorb the reader into an alternative world built by their imagination. As it was engaged with for guidance, rather than joy, the true capacity of a short story became apparent. The author had carefully selected words which were specific enough to set the scene and the boundaries of the imagination, yet also broad enough for each reader to create their own world. As developing the alternative scenario for this project was based around a very specific topic, where the results needed to be easily compared, this was the balance which was needed in order to draw out collective intelligence via the workshop.

As I am walking to the station, sweat is dripping down the back of my neck, styling my thin baby hairs. I am on my way to meet Hien. She is a long time friend who recently moved back here after country hopping through work as a connector - she’s a cosmopolitan through and through. I love and hate her for it.

“Hey!” she exclaims, standing broadly at the door of the bar. She takes me in, one swift squish, her scent exploding in my nose like confettied sea salt. Sweet without the edges. I let familiarity wrap me up in the moment before we scan in and find a table. The bar is buzzing at that perfect vibration...she always knows how to pick a spot.

Hien immediately scans for our drinks and turns to me wide eyed, exclaiming that I “just had to catch her up”, and that I definitely didn’t need to worry about her getting the first round. I stretch my few and far between experiences into a highlight reel. I know she asked me first and with such urgency out of politeness. While thankful for the consideration, it might have been easier to skim over completely. After all she was the one with the adventures and I was the one still without my key. Putting on my “its fine” face, I briefly explain the stagnant situation with the ex and how they still have it. Hien quickly asks the obvious, and on the back of a long sigh I admit that “having a spare key like mine...which is a full access replica...is illegal, meaning that I cant get it deactivated without them asking questions” Until we sort this out I am perpetually bound to the underground.

She responds with her eyes. I blink. I know its my fault.

While adjusting her blouse, she turns to me coyly and vocalises the same thought that had been haunting me since it happened. “Maybe my mum wasn’t crazy after all”. Her mum Yueng, and basically my second mother, is an old Vietnamese woman who was forced to Berlin during the in-between years. The unfortunate inevitability of migration at the time shaped her to be very particular about the way she managed the change. When everyone else was making quick copies a-plenty and then continuing as usual, she began moisturising religiously and swapping her plain wedding band for a pair of gloves. Even now in the stretched out summers, those fingers stay covered. She never trusted copies. And now, despite experiencing gruelling life, her hands still resemble those of Prince Akeem Joffer, before going to Old America... We always made smart ass comments saying “get with the times” But its clear now that she was the only one who did. She was trying to teach us the lesson of our generation: only maintain what is real.

I sit in discomfort for a second and then say “Anyway,” eager to push the conversation away from both my stupidity and clear embarrassment. I didn’t know it was possible to witness your own ignorance in third person. As I reach for my drink, I finish the sentence, “So tell me about where you’ve bloody been”

Hien pulls her hands through her hair as she turns to me. I catch a glimpse of the shy awkward 8 year old in her movement. Just for a split second. She grabs herself mid-nervous-tic and immediately restores her composed ass-kicking-warrior persona. Its weirdly good to see my old friend is still there. “Well, its been a whirl wind” she says dryly while scanning for the next round. “We began in old-Bangladesh, you wouldn’t believe what it looks like now,” Hien adopts her work voice and quietly describes what she witnessed. She spares no detail - knowing that I have never seen my home be transformed in such ways. After Old-Bangladesh she went to Old-New Mexico, then Vietnam and back to Old-Bangladesh. Then finally back to the New Territory. She explains that she never knew that a connecting job would be like this, she thought it would be a bit of human-stuff with a lot of perks. Taking a deep breath in, she straightens her back and recites her appreciation for the institutional job, as if to remind herself of “reality.” She admits how lucky she is to be taken care of - and in every-way, mind you. From healthcare, to housing, to banking and even supermarkets. Oh, and how could she forget, obviously to be able to travel and see the places that are now only understood through memories. She pauses, and takes a very long sip.

I fill the space and ask her what it was like to see the world. The world outside of the cultural quarters of the NT. She responds with her eyes. I blink. Even after everything, things can still be known without being said. I have missed her.




 <p>Visual Current scenario</p>	<p>Paradigm</p> <ul style="list-style-type: none"> • Borders • Identity • System • Eurodac • Biometric data 	<p>Leverage point</p>	<p>What purpose is it serving?</p> <ul style="list-style-type: none"> • Capture a current view of the present situation • Offer a comparison between the now and the alternative • Showcase the manifestation of these current leverage points interacting with each other • Demonstrating how there is no path forward for statelessness 	<p>Why?</p> <ul style="list-style-type: none"> • Critically analyse what currently exists • Define the societal problems which influence the personal problems of stateless individuals • Showcase the journey of stateless people through the use of visual cues to inform empathy and contextualisation within the viewer • Enable the researcher to externalise their perspective on the topic
 <p>Conversation Alternative scenario</p>	<p>Paradigm</p> <ul style="list-style-type: none"> • Rules and expectations 	<p>Leverage point</p>	<p>What purpose is it serving?</p> <ul style="list-style-type: none"> • Provide the variables of the alternative scenario through the communication within the conversation • Trigger the participants imagination towards the alternative scenario through the space left in between descriptions and dialogue • Acts as an accessible medium that can be engaged with by almost all people 	<p>Why?</p> <ul style="list-style-type: none"> • Text-based descriptions of the scenario enable the participant to build their idea of this world through visualisation techniques. This is an imperative research objective as the development of the scenario relies on the collective’s impression of the world which this technology exists within • Using a short conversation to prompt the visualisation is most effective for the research activity due the situational constraints. Firstly, as the research is recruiting bystanders, we only have a short amount of time to engage with them. The conversation technique can be quickly read and understood. Furthermore, its format gives space to both direct data and environmental descriptions simultaneously, balancing direct stimulus with the participants imagination. This format allows the researcher to define the variables of the space created while giving room for unique expression to exist.
 <p>Spare set of keys</p>	<p>Systems</p> <ul style="list-style-type: none"> • Security • Access • Norms + values • Identity • Access 	<p>Leverage point</p>	<p>What purpose is it serving?</p> <ul style="list-style-type: none"> • Externalise the role of our biometric data • Depicting the “history” to prompt the “biography” • Communicate the structural problem surrounding access in regard to both present and alternative scenarios 	<p>Why?</p> <ul style="list-style-type: none"> • The externalisation of the fingerprint assists the story telling associated with both scenarios • It presents the fingerprint/bio data as the leverage point being tampered with, enabling the research to move fluidly between both scenarios • Prompt empathy within the design participants to enable social imagination • Keys are an item everyone is familiar with - its affordances are universal • Universal understanding of fingers and fingerprints - its affordances in this scenario are developed only for vulnerable people

Figure 34

Object: Spare Key

This design object is directly associated with the key leverage points of “identity” and “fingerprint.” Its purpose was to detach its affordances from EURODAC, allowing participants to critically analyze their own fingerprints and the personal significance they held. Additionally, incorporating the object into a key ring introduced the concept of “unlocking” something. During the workshop, it

was left to the participants to define what exactly would be unlocked, providing valuable insights into their values. The set of questions included in the activity plan helped reveal the true value of this design object, which most participants did not immediately associate with immigration. This indicated that the object effectively served its purpose during the generative phase of the workshop.



Figure 34



During the creation of the design object, several challenging questions arose. For instance, choosing the color of the object posed a dilemma: should it represent a migrant’s hand, or should color be avoided altogether by using a contrasting hot pink hand? Would opting for a non-realistic color undermine the intended realistic approach of the research? As there was no definitive answer to these

questions, it was ultimately decided to reflect the hand of the creator. From a prototyping standpoint, crafting the key ring itself was not particularly difficult. However, achieving a realistic finger took several attempts, as there was a learning curve in working with pouring silicone.

Figure 35

Figure 36



Activity	Props	Investigating	Action
Introduction	None	<p>Introduce yourself and the purpose of this research:</p> <ul style="list-style-type: none"> • "Hello, my name is Bria and I am conducting field research for my thesis in product service system design. I have 3 questions to ask you and it will take about 10 minutes. Are you willing to participate? and are you okay with being recorded?" 	
Introduce design object	Finger	<p><i>Metaphor</i> - Building alternative scenario</p> <ul style="list-style-type: none"> • How they imagine the reality of the alternate scenario • Their impression of how biometric data could be mobilised • The value that is attached to keys - personal protection, privacy, security 	<ul style="list-style-type: none"> • *We have now entered an alternate reality* • You have just been given your spare set of keys. • Describe / draw your surroundings • What is the function of these spare keys? • What is accessible to you through them? • How valuable are these keys to you? • What would you do to protect them?
Investigating key ownership GDPR	Paper Pen Finger	<p><i>Metaphor</i> - Building empathy for current situation</p> <ul style="list-style-type: none"> • How individuals would choose to protect their keys. • Its integral to form an understanding of how a legal person, who is not and could never be in this same situation, would feel if they had to succumb to the reality that is euodac • These questions are to initially prompt the individual to empathise with the situation of the displaced person, priming them for a discussion about the system 	<ul style="list-style-type: none"> • Who would you have look after them? What is their safe space? • Would you be okay with the government having your master set? • Would you be okay with government letting the European union take a copy? • Would you be okay with the European union letting any other country make a set? • What if after all that Europe then decides - actually im going keep these keys and make sure that the master set is useless, meaning you couldn't use them to unlock anything
Contextualise the situation in reality		<p><i>Reality</i> - Contextualising object in present scenario</p> <ul style="list-style-type: none"> • Contextualise the topics of discussion in present day problems • Understand if they were aware of the implications of EUODAC • Understand their perception of the situation today - influencing the development of the scenario • Promote discussion around the present reality that is needs to be addressed • Engage the participant with the design object 	<ul style="list-style-type: none"> • Are you aware of EUODAC? • Do you know if Europe is doing this today? • Do you think that its okay for Europe to maintain and expand this current system • What is your understanding of the power dynamics? • Do you think its fair that displaced people are victims to this situation? • If you could determine the treatment of these people, what would you do?
Reflection		<ul style="list-style-type: none"> • Gain insight to develop a shared future scenario for biometric data to better understand the role of biodata in the future, along with hopes around nationalism 	<ul style="list-style-type: none"> • Tell me how you would change that? • Why did you decide that?
Wrap up		<p>This research activity is designed to codesign the alternate reality, using collective intelligence. Here, we engage with the public using a design object that is indicative of both the present and the future, as it is the leverage point which unifies the present and the alternative. The aim of this research is to collect data that can inform the environment and associated narrative for biometric data. We need to understand these factors because</p>	

Figure 37

- Investigating:
- How effective the boundary object of the spare key is at generating articulate imaginary scenarios from a random selection of people with no pre-requisite abilities
 - The public's opinion on biometric data
 - How people are currently speculating about the future/ alternative possibilities
 - What are the key themes swirling around the heads of the public
- Generating
- Visual scenarios triggered by the spare key
 - Conversation about critical design
- Hypothesis
- The general public will generate creative, clever and relevant assumptions about the alternative scenario
 - The boundary objects will trigger a wide spectrum of responses from the public
 - Engaging with the public within this setting will yield strong insights
 - There will be low levels of awareness of the EURODAC system
- Activities
1. Facilitate the creation of a scenario
- Method
- This activity will be conducted online with my personal network. I will reach out to them personally and send them the document. There is a 5 day time limit.
 - There is a degree of bias within this activity as my network are aware of the the research topic
- Materials
- Spare set of keys
- Externalise the role of our biometric data
 - Depicting the "history" to prompt the "biography"
 - Communicate the structural problem surrounding access in regard to both present and alternative scenarios

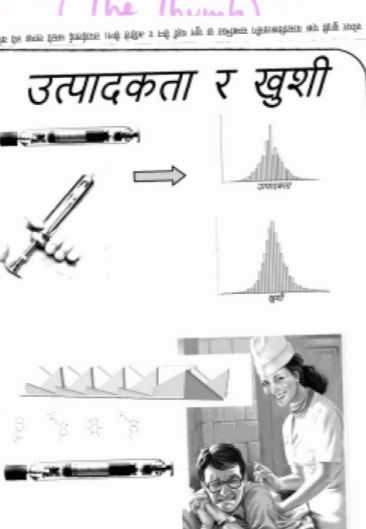
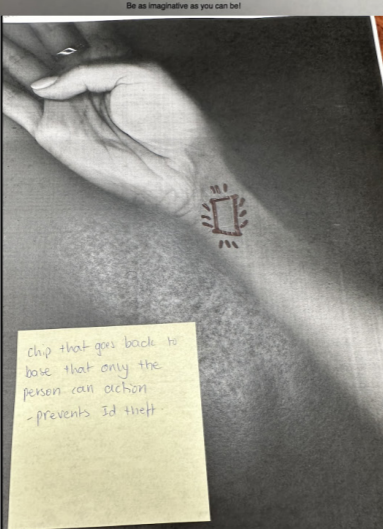
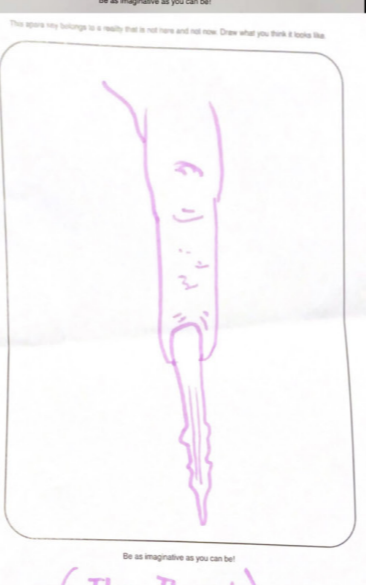
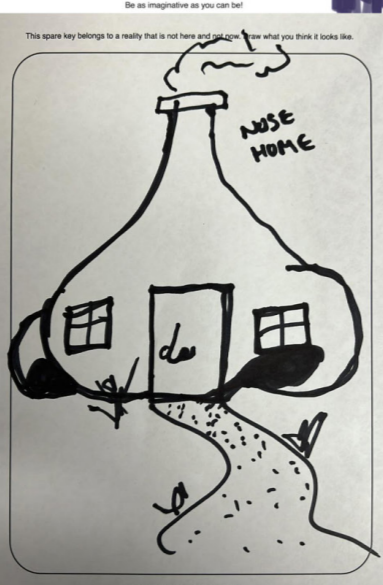
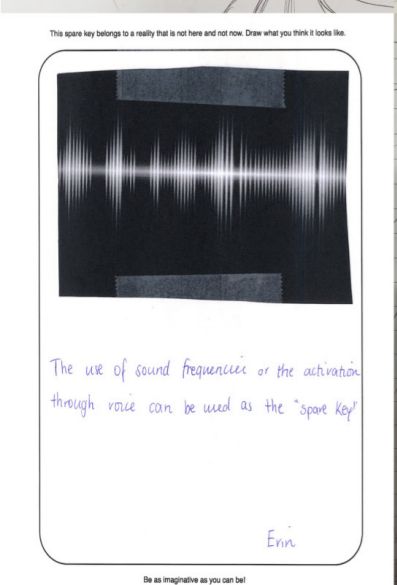
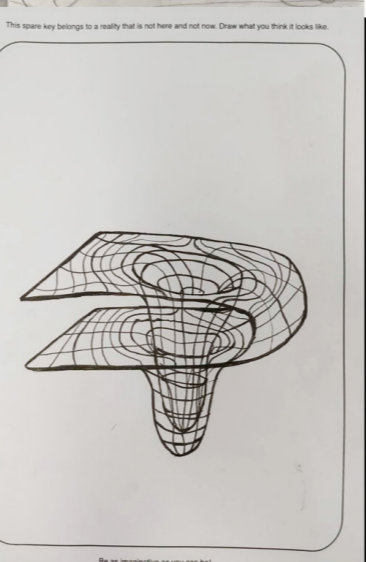
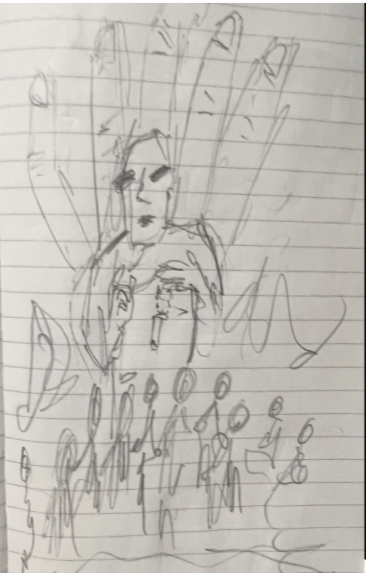
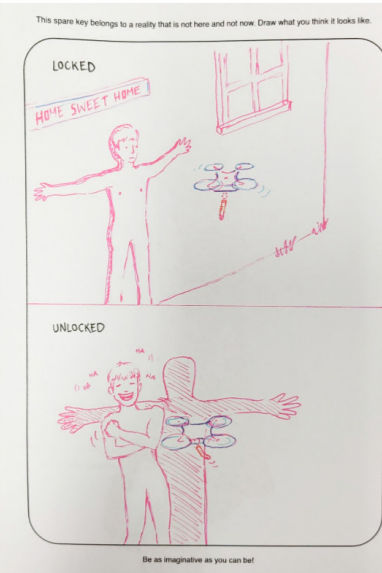


№1: Spare Key



№1: Spare Key

Figure 38



Results

This research activity behaved very differently to the researchers expectations, with very few results rendering anything to do with identity and immigration. Additionally, many participants responded to the question by drawing the finger-in-use, rather than the physical world it exists in. There is clear miscommunication leading to misunderstanding here, the imagination's barriers are placed too wide apart. Ironically, the boundary objects initially considered for this activity were removed due to their specificity and fears of them restricting the generative results.



Actionable changes:

Create stronger barriers for the imagination so that the spectrum of result is more directed. This can be done with the inclusion of the "conversation with an old friend" boundary object

The language used to introduce the activity needs to be less ambiguous and more directed towards the topic of the environment.

Potential to draw out a street so that the drawings can be situated in a similar context and drawn from a similar perspective

Figure 39 (left)

Investigating:	<ul style="list-style-type: none"> • Trends in “alternate” thinking within society • The current level of understanding
Generating	<ul style="list-style-type: none"> • Visual scenarios triggered by the spare key and • Conversation about critical design • Conversation and awareness about EURODAC
Hypothesis	<ul style="list-style-type: none"> • The general public will generate creative, clever and relevant assumptions about the alternative scenario • The boundary objects will trigger a wide spectrum of responses from the public • Engaging with the public within this setting will yield strong insights. This is due to the fact that a broad audience can be targeted, and the fact that they are in a “social” setting. • There will be low levels of awareness of the EURODAC system
Activities	<ol style="list-style-type: none"> 1. Facilitate the creation of a scenario 2. Interview on EURODAC
Method	<ul style="list-style-type: none"> • This activity will be conducted online with my personal network. I will reach out to them personally and send them the document. There is a 5 day time limit. • There is a degree of bias within this activity as my network are aware of the the research topic
Materials	
 Conversation Alternative scenario	<ul style="list-style-type: none"> • Provide the variables of the alternative scenario through the communication within the conversation • Trigger the participants imagination towards the alternative scenario through the space left in between descriptions and dialogue • Acts as an accessible medium that can be engaged with by almost all people
 Spare set of keys	<ul style="list-style-type: none"> • Externalise the role of our biometric data • Depicting the “history” to prompt the “biography” • Communicate the structural problem surrounding access in regard to both present and alternative scenarios

Organisation	
Facilitators	<ul style="list-style-type: none"> • 2 designers (1 “expert” on the topic) • 2 non-designers
Where	<ul style="list-style-type: none"> • Bar hopping
Introduction	<ul style="list-style-type: none"> • “This aim of this research is to use objects to stimulate public discussions about possible realities. We are testing critical design methods to gauge what is best practice and what are the most effective ways to have these kinds of conversations. And then, using the results we can develop a shared idea of what is possible. use design to work towards that.
Activity 1	<p>Present the design objects</p> <ul style="list-style-type: none"> • “Please read conversation with old friends” • “This is the spare key that was briefly described in the boundary object”
Activity 1	<p>Introduce design task</p> <ul style="list-style-type: none"> • “Using these two objects, we ask you to draw the world which they exist within. Imagine your on your way to the same bar. Looking outside of a train window - what do you see?, You’re walking now to the bar - What do the street looks like? What kind of shops are there? Who do you pass? • Be as imaginative as you can be, but make sure you build within the context of the objects you have just engaged with” • Time participants - 7 minutes • Collect paper and make sure the participant has signed • Ask them to put it in Utopia or Dystopia
Activity 2	<p>Post activity interview</p> <ul style="list-style-type: none"> • This your spare key now, how much value does it hold? • What does it open? • If you had to have someone look after them, who would you give it to? • How would you feel if they made copies and gave it to everyone that held a grudge against you? • Do you know that EURODAC - which is border force turn full blown immigration system/surveillance scheme - does this exact thing to anyone trying to seek refuge • How do you feel about it?
Conclusion	<ul style="list-style-type: none"> • “Thanks for you participation, you can keep the spare key”

Results

Organsiation

Whilst a plan was prepared for the activity, the facilitation took on a very “flexible” form and adapted to the setting in which it was performed. It took place at X, an anarchist bar located on a corner in Neukölln. Its multipurpose space caters to socialising, drinking, eating and working. It attracts all kinds of folk and its owner is a known member of the community. It served as the perfect place.

On the day, one researcher pulled out of the activity, leaving us one facilitator short. Whilst initially inconvenient, it proved to be beneficial, as it became understood that the main researcher should conduct most of the “longer interviews” rather than having one team take care of one participant beginning to end. During the activity it was clear that the facilitators did not have adequate knowledge on EURODAC and the position the thesis is taking. This is a big pain point in the organisation of the task, as it lead to low quality conversations around it and many participants not understanding the metaphor.

Participation

The activity had a very high participation rate, with only 2 people in the bar declining our invitation to participate (within a 1.5 hour window). At one point a table did approach us, asking to participate. The participants were the kind of folk expected at a corner bar in Neukölln that has free wifi, coffee, snacks and alcohol. Educated, youthful and relatively creative and critical in their thinking. Some participants identified as film makers, philosophers and artists.

While this group could easily be assumed to sit on the left end of the political spectrum, there was a wide variety of political identities which offered refreshing conversations and thus insights.

The group were highly engaged and 33% of participants opted in to receiving a final copy of the project.

“Its a really cool way to engage the people. I really appreciate it”

“What an innovative way to engage with this topic, I really enjoyed it”

Ability to engage with the boundary objects

There was a mixed result in the participants ability to understand the metaphor and the objects links to immigration and biometric data. Some could only understand it in its literal form i.e.: a silicon finger - they struggled to “imagine.” While others immediately linked them to key themes. The text proved to be invaluable for laying the foundations of the “other world” and in some cases, more engaging than the spare key. One participant explained their appreciation for the quality of writing. This behaviour from the participants did not meet the expectations of the research, as it was anticipated that the spare key would be the most engaging. While it did prove to be a bit confusing, participants did voice excitement in being able to keep it, with some immediately putting it on their key chains. Overall, the decision to include the text was the right decision and moving forward there needs to be a tighter explanation of the spare key.

“Its really interesting because I didn’t get anything of this really brilliant story. When you explain it to me now, Its a really good story, but I didn’t get it through the text”

*“Dystopian, fires, angular shapes and spherical shapes”
I drew what I imagined in the story when I read the things*

Ability to engage with the activities

All participants were able to engage with the activities and activate their imagination. We received plenty of feedback on how much they (the participants) enjoyed the tasks. They also complimented the interventions ability to approach “important” issues in a way that challenged their assumptions and perspectives. Receiving this feedback was a huge win for the research, as the methodology selected was validated by the results and the experience of the participants. Moving forward this project will rely on critical communication techniques and continue to conduct the activities in public spaces. Using these activities, conversations on the design’s capacity in the political space can begin to permeate.

“I love your approach to it and how you started to do it. One of the things is, not everyone speaks English. I could see that the whole story was literature English, you wrote it in books, not like what I write in my work. The whole thing is not in my English, so I had many difficulties to understand”

Trends in “alternate” thinking within society

Again, the participants did not meet the researchers expectations. It was anticipated that the participants would head towards a cyber-punk alternate reality, however, they all came out quite random and rendered in their own way. This uniqueness makes it difficult draw out superficial trends in future thinking. However, themes on participants approach and behaviours can be extracted, which is highly relevant for investigating the efficacy of the selected methodology. Throughout the exercise there were participants whose imagination began really small, only replicating what was directly spoken of in the text. This reflects that there were general difficulties in accessing their imagination, demonstrating how the public are quite stuck in their thinking. Obviously, there is a flip side to this, with some participants really thinking broadly and widely. Common themes pertained to traumatic events, segregated places, surveillance capitalism.

“So the world I imagine is one where you are constantly monitored, your access to everything is based around your biometric identities. Someone who is being constantly surveilled and observed and to have someone else’s finger is a very dangerous thing to have”

“I drew an inundated world. I was thinking about old Bangladesh, this is the place underwater. The majority of society lives in the slums on the sea, like Brunei there is a floating village. Its beautiful and incredibly colourful, all makeshift houses with little hearts made of doors and driftwood and this is how i imagined the majority. Those who are lucky enough to live in the monumental like Kowloon skyscrapers look out through billboards of advertising and every aspect of life is quantified and trying to hold onto the essence of what it means to be a human being”

Current awareness levels of EURODAC

Despite most participants aligning themselves with pro-refugee and stateless rights, very few recognised the name EURODAC. While ultimately this is not good, this result supports the hypothesis, which predicts that critical design activities can help embed the practice within the political sphere, particularly at a grass roots/engagement kind of way.

Beliefs around data

All participants had a very strong opinion around data privacy. None of them wanted their data to be collected and distributed by government bodies, yet were aware of how their data was currently being mined by companies for profit. The irony of this was not lost on the participants, nor the researcher. Ultimately, it points to broader levels of mistrust which constituents feel towards their government officials.

Value of key

Upon first inspection many participants did not view the finger as anything which needed to be “protected.” However, once they were prompted the question which asked them to attach it something they wanted to protect, their tune changed, and it was suddenly a very valuable object. This demonstrates how blissfully unaware the general population is in regards to the EURODAC system. None of them ever questioned the importance of their finger print. Furthermore, the value of the key became clear once they had to define who they would give it to, to look after if they couldn’t hold onto it. Most participants chose someone they trusted above all else, while a select few believed they would give it someone they knew was readily accessible, like a housemate.

Ownership

Whilst a plan was prepared for the activity, the facilitation took on a very “flexible” form and adapted to the setting in which it was performed. It took place at X, an anarchist bar located on a corner in Neukölln. Its multipurpose space caters to socialising, drinking, eating and working. It attracts all kinds of folk and its owner is a known member of the community. It served as the perfect place.

“I never thought about finger prints, its such a trivial experience. You just go in a plug it in”

“I never heard of this, and people mutilating their fingers. This is insane”

“Bugh, absolutely would not give it to the government”

“I would be angry about it I feel. I would very feel betrayed and endangered” (if someone made copies of their key)

“My finger already opens my phone, my master password manager. Everything I access in my life is already opened by my finger”

“Id like it to open an archive of my memories, of all my happy memories. Id like it to open my memories for other people,

“Pretty important I guess. It depends on what it opens though”

“My finger opens my heart and my identity”

“I would give it to my best-friend because I trust her and I know I could easily come and find her, she already has the spare key to my apartment”

“I would give it of course to my mother”

“I would give it to someone who is worth my trust as they could do everything that I could do with it”

“I would give it to my flat mate because shes always home. I would be able to find her when I need it. She is reliable in her location”



Figure 40 (right)



Figure 41

Building on the workshop results

As the workshop yielded varied results, extracting key themes to build a scenario directly from collective intelligence proved to be difficult. Key themes relating to how the future was imagined related to surveillance capitalism, climate change, war, over population and over populated land. Not a single participant present a blue sky theory. While these themes were quite relatable to the overall context of the project (or the conditions which would push for the project to be implemented) no one touched on migration. Therefore, it became necessary to understand how to incorporate the results in a way which gave voice to all participants, but still remained relevant to the overall agenda of the process.

To achieve this end, insights from the post activity interview were combined with key themes communicated in the participants drawings. The mood board located on the right is an amalgamation of these insights.

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Scenario Building

(Right)
Future scenario Mood board (Figure 42)
Roads
Disaster Capitalism
Future City
Climate Change
Poverty
War

This mood board anticipates the future conditions of the world. Taking the results collected from both co-design activities, we take on a realistic perspective that takes into consideration the current situation of the world and the lack of action which has been taken to control power imbalances, inequity and climate change.

Therefore the collage aims to capture an over populated, over polluted, and unlivable space . This future scenario neither takes on a blue skies scenario, not a dystopian one. Relying on the literature and the current state of the world, we hope to capture a realistic version of what can happen if we don't act now.

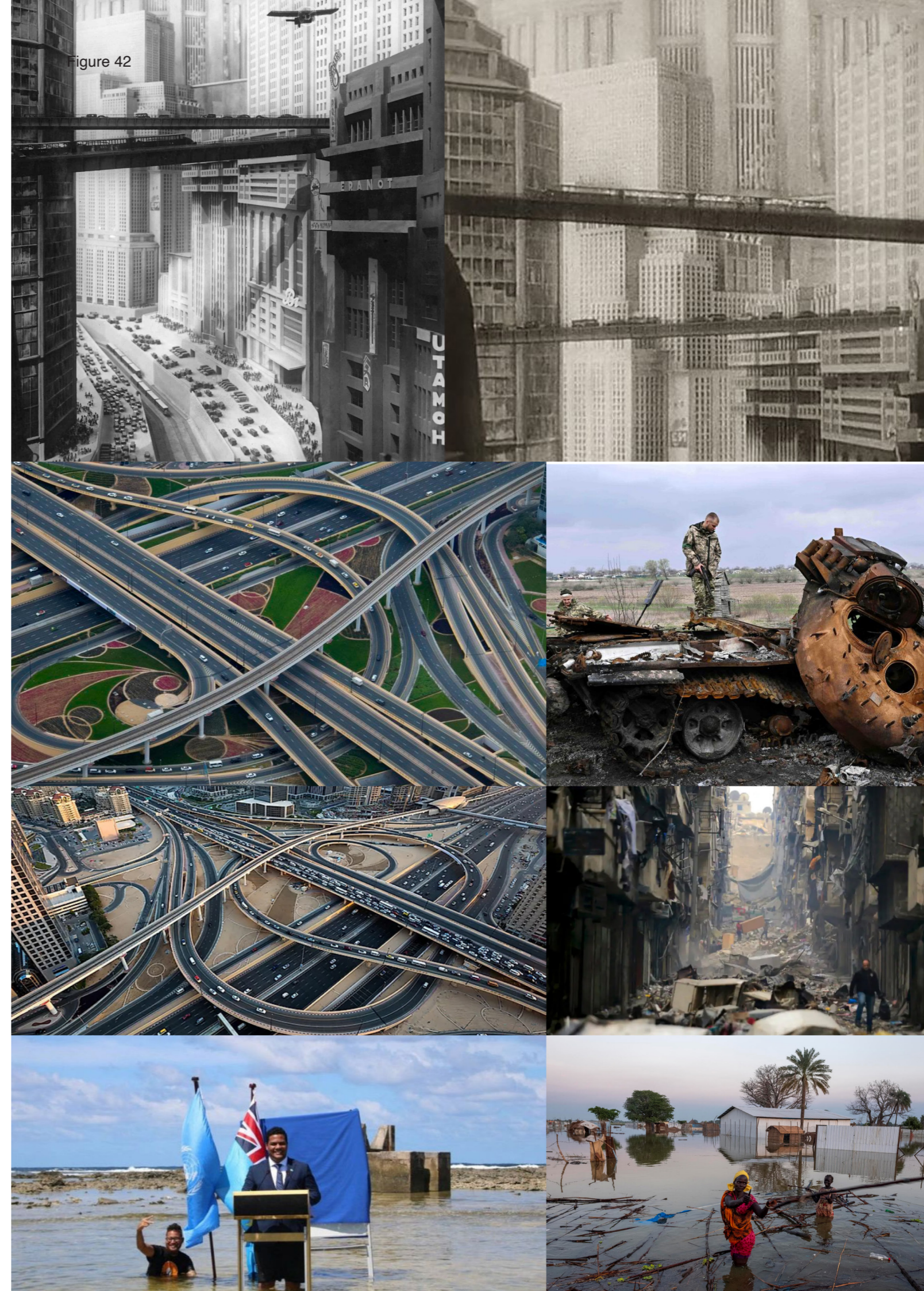




Figure 43



Figure 44

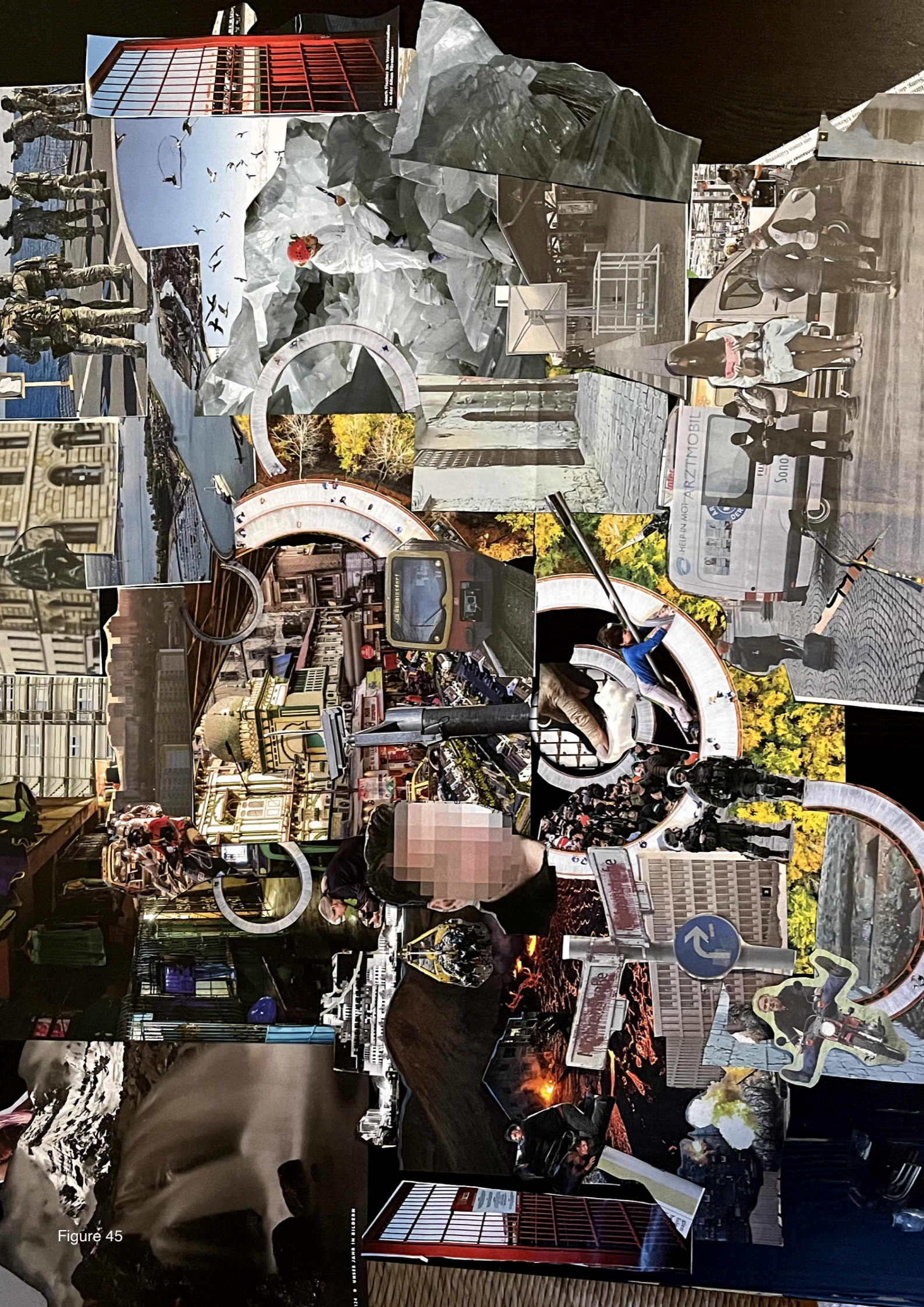


Figure 45

Alternative Scenario: (Top to bottom)

1: Army men: Authoritarian governments, 2: Gated Community: Extreme border control designed to keep people out, 3: Blending of Cultures: Forced migration impacting the make up of the new world 4: Roads leading towards the one hospitable place, also indicative of selective access, 5: Pixelated face: Anonymity of travel 6: Fingerprint: The ticket to boarding the train or accessing the journey only available via legal routes, 7: Ice, Fire: The climate disasters individuals are fleeing from,

Creating the collage

To create this collage, the researcher wanted rely on the most relevant material pertaining to current events and perceptions of the world around. Therefore, the collage used materials from the following:

- National Geographic
- Local Berlin newspaper (neutral)
- German Newspaper (aligned to the political left)
- German Newspaper (aligned to the political right)
- Current events local magazine (Neukölln)

It was necessary to engage with such material, as it allowed the voice of today to be extracted and communicated. As the topic of migration is relatively provocative in Europe and especially Germany, it was interesting to understand how the situation was currently being presented in the media, especially with the awareness of the media's role in determining how general populations react to the new populations.

In this sense, the designer was able to use the words coming from the EU directly to make a case for necessary change. However it is important to distinguish the role of interpretation in this instance, especially as the creator holds very biased views on the topic and definitely had an agenda in regards to the narrative that was communicated.

Scenario Building

Our Future:

Army men

Representative of the authoritarian governments which are slowly taking over the world and causing intense instability in regions. They are speaking towards governments which exist in Turkey, North Korea, America, Syria, The Middle East and China. These are the spaces which people will be fleeing from.

Gated community

The gates included are symbolic of the extreme border force policies which developed nations are putting in place in order to protect their current way of life. They are also a metaphor for the reinforcing of national cultures creating firm boundaries between in and out cultures.

Blending of cultures

The amalgamation of cultures is featured to represent how cosmopolitan cities will look in the future. While strong attempts will be made to keep "others" out, there will be a steady flow of inevitable immigration as a result of the climate crisis and pre-existing instability in regions. As a result, different cultures and ways of living will come together in a single territory.

Roads leading to one space

As a result of the growing climate crisis, there will be less livable space available on our planet. Therefore, the territories least susceptible to the crisis, will become the home for all.



Figure 46

Feature Symbolism

Roads The roads are symbolic of the journey most populations will need to take to arrive at safety. They are representative of the safe channels which are made available due to the general destruction of the world as a result of man-induced climate change

Flooding The flooding represents one of the major climate disasters which will make a large percentage of the uninhabitable. This will occur as a result of the sea levels rising more than 6cm in the next 25 years, and also as a result of typhoons, hurricanes and flash flooding

Totalitarian governments Totalitarian governments are representative of the other imminent threat which society faces today. Currently, the people in power are placing their personal interests pertaining to power retention, above the needs of their constituents. While this is already causing irreparable damage to geopolitical and internal situation, it will only get worse.

Fire Catastrophic fires will increase by 50% over the next 50 years, making a majority of territory uninhabitable. As it currently stands, wild fires emit 1.76 billion tonnes of carbon, which will fuel a vicious cycle of destruction.

Flags The flags are symbolic of the transformation of government services and the nation's relationship to territory. Due to a high % of the world being uninhabitable, nationalities and corporations have taken up defined space on land in the form of a physical community, or "zone". The flags act as a way to differentiate service providers and nationalities.

Fire With a large portion of the world co-existing in an island of sorts, populations will be living on top of each other in hyper sustainable complexes. There will be limited green spaces, as these empty spaces will be replaced by housing to alleviate housing shortages. Technological advancements will replace the functions of trees, and there will be few protected natural spaces

Abandoned space The abandoned space is symbolic of the territories that have been destroyed by war. Redeveloping these spaces is not a priority for the new government services, as they are deemed as "no mans land." There will be no technological capacity in these spaces, and the cost to redevelop is too high.

Representation

The safe journey that is now allowed in this alternate scenario is represented by the use of roads. They have created space above and within existing infrastructure to grant safe travel for all people all over the world - truly cosmopolitan. These roads are managed by respective government services who track the journeys of their members, functioning like highways which exist today. Rather than pay a singular tariff, travelers are granted journey via their allegiance to their new service provider.

The nations which decided to stay outside of globalised cosmopolitan reality due to dictatorships and authoritarian regimes are depicted in the top left corner. The inclusion of military personnel along the borders of these spaces, demonstrates the maintenance of traditional nationalistic ideology within these spaces. Furthermore, their blocking of the road communicates how there will still be a % of the global population who will not be able to reach the new land.

The totalitarian governments included are: Turkey, India, North Korea, and China. They are located in the top left corner and are representative of the repressive governments that exist today, which are a direct threat to the integrity of democracy. Furthermore, their inclusion is to communicate the other type of threat which is affecting the health of geopolitics and their constituents.

The land which will be inhabitable due to wildfires as a result of rising temperatures and poorly managed land is depicted in the far right top corner. To build this section of the scenario, images from Australia's most recent bush fire events were included, again to demonstrate the likelihood of this reality. Furthermore, the eternal burning communicates lack of will and ability to control the endless burning.

This new style of government servicing is represented via the flags propped up within the high density scenario. As flags are the most traditional way of identifying groups, particularly in war, they have been maintained as a means to identify the collective. The addition of corporate flags amongst national flags demonstrates the heightened capacity and responsibility which of capitalistic institutions. In recent history, they have been referred to as a form of religion, however in this new world, they are a symbol of care giving.

The high density living situation is depicted via the mash up clashing visuals, symbolic of the mixed cultural reality of the new world. As territory has been removed as a key factor of nationality, when new populations arrive, they recreate what their "home" once looked like. This creates a colourful and varied space, filled with juxtapositions.

To depict the abandoned spaces, the scenario relies on real images of what war torn nations look like today. This section relied on imagery from the Turkish earthquakes and media coverage from Syria, Libya and Palestine.

Leverage Point Current Scenario

Identity Identity is intrinsically linked to nationality. Present day examples have not transcended the shackles of lineage since its inception during the plague. While most of western society has fully edged towards a more individualistic approach to life, the age old dynamic between citizen and nation, mother and child still stands strong, maybe even taller. The nation cements this bond via documents, that read “Yes we will protect and take care of you because you are one of us.”

In return the child participates fully, supporting the family in anyway it can. Without this piece of paper though, you cannot have this bond, for you have no mother, no guaranteed protection. What happens when your mother dies? What happens when there is no one to take care of you? How can you get in?

Finger Print As an irregular migrant, finger tips are the part of your body you wish you could get rid of. They are thing between your current situation and your imagined future. The EU has developed policy that requires FRONTEX to collect biometric data to determine entry. The digital data collected makes databases such as EURODAC, a person traceable based on the biometrics of the body, significantly altering the conditions for the control of a person’s migration history. It cannot be compared to the passport burning practice, but rather one that affords fingertip mutilation

EURODAC EURODAC functions like a piece of clay. With a push, pull or pinch, on demand, it morphs into a new thing, no shape too daring. This malleability is reflected in the version history of the system as today it is unrecognisable from its state at inception. From a basic hit to hit system that protected the privacy of those who had been captured, it is now anticipated to become a single immigration and border control system for all member states with the capacity to store, interpret and share 10 million entries for at least 10 years.

The system has never been redesigned. Rather, they’ve used heat to melt away the facade until the core of it, the original intent, is glaring back at the world.

If your home country is your mother, EURODAC is your big brother.

Alternative Scenario

In this alternative scenario, identity is given to you because you exist and is reliant on your biometric data. As a result nation issued documents have become much less relevant, enabling all kinds of societies to become enmeshed into a wonderful hybrid quilt.

Your finger print is the most valuable thing to you. It is your key to global participation. Using this piece of biometric data alone, you can be identified and determined to be “you.” Access is no longer dependent on a piece of paper handed down to you from your family or your country. While these modes of identification still exist, this new modality has become the prevalent method of identification.

EURODAC gives you the ability to register your biometric data within the EU’s immigration system, if data has not previously been recorded. It enables a profile to be created that can be used to interact with institutional services like banks, rental agencies and employers if one is without documentation.

In this new scenario, EURODAC can be seen as the place where you buy your ticket to the train, or validate your pre-purchased ticket. It leaves it up to the individual if they want to stay and file for paperwork to become a permanent resident at their first point of entry,

Why

We cannot change the need for identity, however we can change how we verify and define it. Currently there is a caste system globally based on quality of identity i.e.: quality of your country of origin, which is unethical and detrimental to several culture around the world who cannot travel freely. For those who have no choice but to travel, they are kept outside, on the border of life, due to the fact that they “cannot” or “choose” not to be identified.

With the rise of decentralized systems (block chain) identity relying on a “match.” As technology develops and provides the affordance for our world to transition more online, more systems will need to adopt this approach.

Current practices remove any agency and individual could have over their own biometric data and instantly delivers it to the state. With EURODAC’s current fingerprinting procedure, people are systemically oppressed and placed in purgatory. Agency is removed immediately after contributing data.

EURODAC is currently exercising unregulated power over already vulnerable individuals. Its policies and procedures demonstrate its willingness to exploit at risk groups out of a skewed understanding of national interests. It systems works to identify someone as “other” and in that process they ultimately provide them with a European identity.

<p><i>Social</i></p> <p>Institutions offer welfare options for their employees or other customers in the form of: housing, loans, healthcare</p> <p>One child policy globally</p> <p>More people living off grid in remote areas</p> <p>More immigrants than natives in every major city</p> <p>Co-living is the standard of housing. Choice of mixed or same age groups - stronger emphasis on shared care and life</p> <p>Hyper - multicultural society.</p>	<p><i>Economic</i></p> <p>Surveillance capitalism being the driving force behind the market post tech boom</p> <p>Post- Industrial revolution capitalist boom</p> <p>The space between states and insitutions has reduced, with both mirroring each others function and responsibilities in the new world</p> <p>Institutions maintain the flow of data for financial gain.</p>
<p><i>Environmental</i></p> <p>Mass conservation efforts, however not too little too late</p> <p>100% renewable energies used</p> <p>Ties between state and territory have been cut</p> <p>30% of the world is inhabitable as a result of toxic waste distribution, and frequency of hard natural disasters like fires, floods and tornados</p> <p>Recordings of the pre-change environments are used to restore past landscapes</p> <p>3% of biodiversity and animal and insect species are from the "before time"</p> <p>Reintroduction of GM species back into the environment</p>	<p><i>Political</i></p> <p>Citizenship is now services based rather than land locked</p> <p>Ties between state and territory have been cut</p> <p>Global politicians uniting to govern over liveable territory holistically</p> <p>Simultaneous decolonisation and claiming of physical spaces</p> <p>Development and adhering to one code of conduct</p> <p>Post-democracy world. Vote is replaced by membership</p> <p>Tensions between the "states" are at an all time low as they are all reliant on each other for survival - everlasting piece since Xi Xi ping was murdered</p>

Figure 47

Conclusion

The application of the critical design approach during the initial generative phase of the design development proved to be invaluable. By approaching the issue of irregular migration through scenario perspectives, it allowed for a necessary distance to be created from overwhelming negativity and hopelessness. This approach triggered creativity and provided a fresh and innovative lens through which to view the issue. The use of visual scenarios created through collage effectively captured the prevailing tone of present-day media while also facilitating the extraction of ideas. The critical analysis of existing conditions was a vital process in the design development.

The co-design process, involving engagement with the public on this prominent issue, was essential for the research and exceeded expectations. Conversations with the public served as a valuable gauge to ensure that the project was aligned with its intended direction and successfully introduced cosmopolitan outcomes into everyday scenarios. The creation of the co-design session itself proved instrumental in distilling the project's key agendas and defining its stance.

Firstly, the design objects created in the co-design process provided a means to externalize, analyze, and understand key themes in a novel context. This facilitated the identification of new affordances for both the designer and the participants, particularly around biometric data which traditionally has been weaponsied as a tool for control rather than access. Secondly, the interaction with the public offered valuable guidance for the subsequent stages of development. Lastly, the collaborative construction of a shared scenario played a significant role in shaping the ultimate outcome.

However, it is important to acknowledge that this section was not firmly grounded in reality. The entire process revolved around hypotheticals and the exploration of possibilities, rendering the outcomes unusable in the real world. Nonetheless, it significantly guided the process towards a new approach applicable in real-world contexts.

The outputs of this section informed the creation of the policy proposal, which will be outlined in the following section.

Engaging with critical design was imperative to achieving a novel result, even if the outcomes were not deemed immediately "usable" in conventional terms.



Figure 48

Policy Outcome

Introduction

This section presents the policy proposal that emerges from the research conducted in the preceding chapters. It has taken into consideration the key leverage points of the stateless experience, being: the need for a usable identity to gain access to basic services and the role biometric data currently plays in achieving this end. Through the critical design approach, it was uncovered that the same tool used to imprison stateless individuals, could be turned into the key for access. From the perspective of the EU, their non-negotiables were defined via the system and policy analysis of EURODAC and the New Migration Pact. From this deep dive, it's apparent that the EURODAC system must stay in place to protect borders and national security.

This policy proposal leverages the agendas outlined via two of the four pillars of the New Migration Pact, and works within the boundaries of the Dublin Conventions. It centers its approach on fulfilling the agenda of developing new international partnerships, and new legal pathways and leverages the proposed system interoperability changes to achieve this end.

While satisfying the needs of the EU, it simultaneously proposes a pathway for integrating mechanisms that serve basic needs of the stateless individuals while doing so.

The design process thus far embarked on a very abstract route, however this policy proposal is rooted in reality, and built from real circumstances, policies and structures that are in operation today.

This section begins by presenting the policy brief following standard practices. Using service design mapping visualization, it documents the changes in the existing system and concludes by outlining the anticipated impact of the policy. To demonstrate how this policy can lead to a paradigm shift, it revisits the power mapping visualisation tools introduced in the earlier chapters.

Executive Summary

The European Union's current approach to tackling the continual influx of irregular migrants, is neglectful of their obligation to international human rights, their own GDPR policies and equitable burden sharing across member states. With the EURODAC system being the cornerstone of their approach, this policy brief makes amends to the existing system and additional propositions offered via the New Migration Pact of 2022. The process of seeking asylum relies on the capturing of biometric data (fingerprints, weight, height, voice recording, profile images) and entering the data in the system to achieve a verdict on one's ability to be granted asylum. From the perspective of irregular migrants seeking asylum, they are forced to exist in a state of purgatory, despite legally having claims to asylum. Their lack of identity documents, either by de jure or de facto conditions, renders them highly vulnerable once arriving in Europe. Without a usable identity, stateless individuals have no access to services needed for achieving a basic standard of living. In their pursuit to achieve their documents, they are stranded at their first point of entry indefinitely or pushed to engage in back channels. Ultimately, EU's militarisation of their asylum seeker processing systems and procedures, demonstrates a crisis of human rights, and an approach which satisfies neither side of the coin. The policy amendments propose to extend EURODAC's system interoperability towards global financial institutions, so that irregular migrants can have access to basic financial services that previously they were excluded from. It grants third party corporations that abide by EU regulatory fiscal policies access to biometric data collected via EURODAC, to verify new customers via the Know Your Customer legislation. Meaning, stateless people who have entered their biometric data in EURODAC, can use it as a form of identity. Economic participation is integral to integration schemes for irregular migration, however, without the designed access, there is no opportunity. Furthermore, economic participation via a bank account, can lead to finding secure legal employment and housing. These are key factors for stateless person's application to move from a tolerated to stay status, to one of more certainty. This change does not tamper with existing protocol defined by Dublin conventions, and it upholds the third policy pillar of the New Migration Pact, which is defined as articulating new legal pathways for irregular migrants.

The Problem

As it stands, the EURODAC system strips irregular migrants of their agency and dignity via the adopted criminalisation processing methods, which enable wide scale surveillance in and outside of the EU for up to 10 years. While the system was initially reliant on only fingerprints and a hit-to-hit mechanism, it has increasingly imposed on the rights of persons via their expansion of criteria. EURODAC has moved away from a system used to define responsibility, to now having an inbuilt design to keep people out. The increasing security measures which the EU has applied to fortify their borders, has only pushed further development of back channels from the stateless, where higher instances of body mutation, advancement of illegal channels of movement and the rise of smugglers have occurred. This directly challenges the overall agenda of the EURODAC system, demonstrating how over-exertion of power over already vulnerable individuals creates the opposite of the desired effect. Furthermore, the system's current organisation fosters resentment between member states from those situated along the coastline, as they face asymmetric pressures because of the long-drawn-out processing procedures defined by the Dublin Conventions. For the stateless individuals, this procedural failure leaves bound to their first point of arrival, living in less than humane conditions in makeshift camps. Their lack of documentation leads to a purgatory state, compounding the existing vulnerabilities faced when leaving their country of origin. This is because they are unable to secure housing, bank accounts or work. In this state, they are reliant on already under resourced NGO groups, who have difficulty coordinating with FRONTEX staff to reach amicable conclusions for the vulnerable people in question. The EU's militant approach to irregular migrants leaves no space to introduce new actors that can share the responsibility of this new population, which is to their detriment. Their failures at appropriately managing new populations contradicts their self-imposed charter of fundamental human rights, and blatantly ignores international standards of human rights. With the EU being a guiding force in geopolitical events and dynamics, its imperative they set a higher standard of the treatment of stateless people.

Current Policy

The EURODAC system is upheld by two major immigration policies: The New Migration Pact 2022 and the Dublin Conventions. The Dublin Convention defines the state of the irregular migrants point of entry, responsibility for processing their claim to asylum. This policy was first introduced in 1997, and therefore, will remain untouched by this policy proposal. This brief focuses on changes proposed to the EURODAC system which are approached via the New Migration Pact of 2022. This policy has four pillars: "Development of legal pathways, Increased System interoperability, International Partnerships and External Border Procedures." The proposed changes of the Pact include:

Inclusion of photos of the applicants, processing the applications of minors attempting to enter the EU (starting for 6 years old), Combining the EURODAC data base with general law enforcement data bases automatically "criminalises" all individuals within the system, data retention moving from 18 months to 10 years. This places the individual under surveillance for 5 years, even after legalisation and the capacity to "flag" a person at point of screening, which has irreversible consequences for the person in question.

Despite having broadly reaching pillars, the specifics of the policy changes are centered on the expansion of security and actioning a less tolerant approach to immigration. The proposal reflects the EU's desire to mend the issue of migration through an even more restrictive approach, that directly imposes on the human rights of adults and minors, which can set nasty precedence for future actions taken towards this vulnerable group.

Policy Proposal

This policy proposal is two pronged. The first relates directly to the New Migration Pact, while the second pertains to the Know Your Customer fiscal policy implemented by the EU and internationally.

This proposal works within the defined pillars of "System Interoperability," "Development of legal pathways" and "International Partnerships" by suggesting that EURODAC's system interoperability should be extended towards EU financial institutions for the purpose of identity verification. Meaning, the biometric data collected via EURODAC's procedures, would be made available in a hit-to-hit style verification method, for the purpose of identify non-EU citizens who attempt to open a bank account. This involves expanding EURODAC's system interoperability beyond law enforcement, C.S.Os and member state data bases, towards financial institutions like NEO-Challenger banks, that already abide by the EU fiscal regulations.

For the Know Your Customer policy, it would involve granting the EURODAC system a "third party verification server" status, so that the biometric data is regarded as trustworthy, legal and safe to engage with.

This policy change would directly impact EU member states, transnational financial institutions and stateless individuals travelling in Europe. As the change resides in the systems interoperability capabilities, it would involve very low costs while yielding far reaching results.

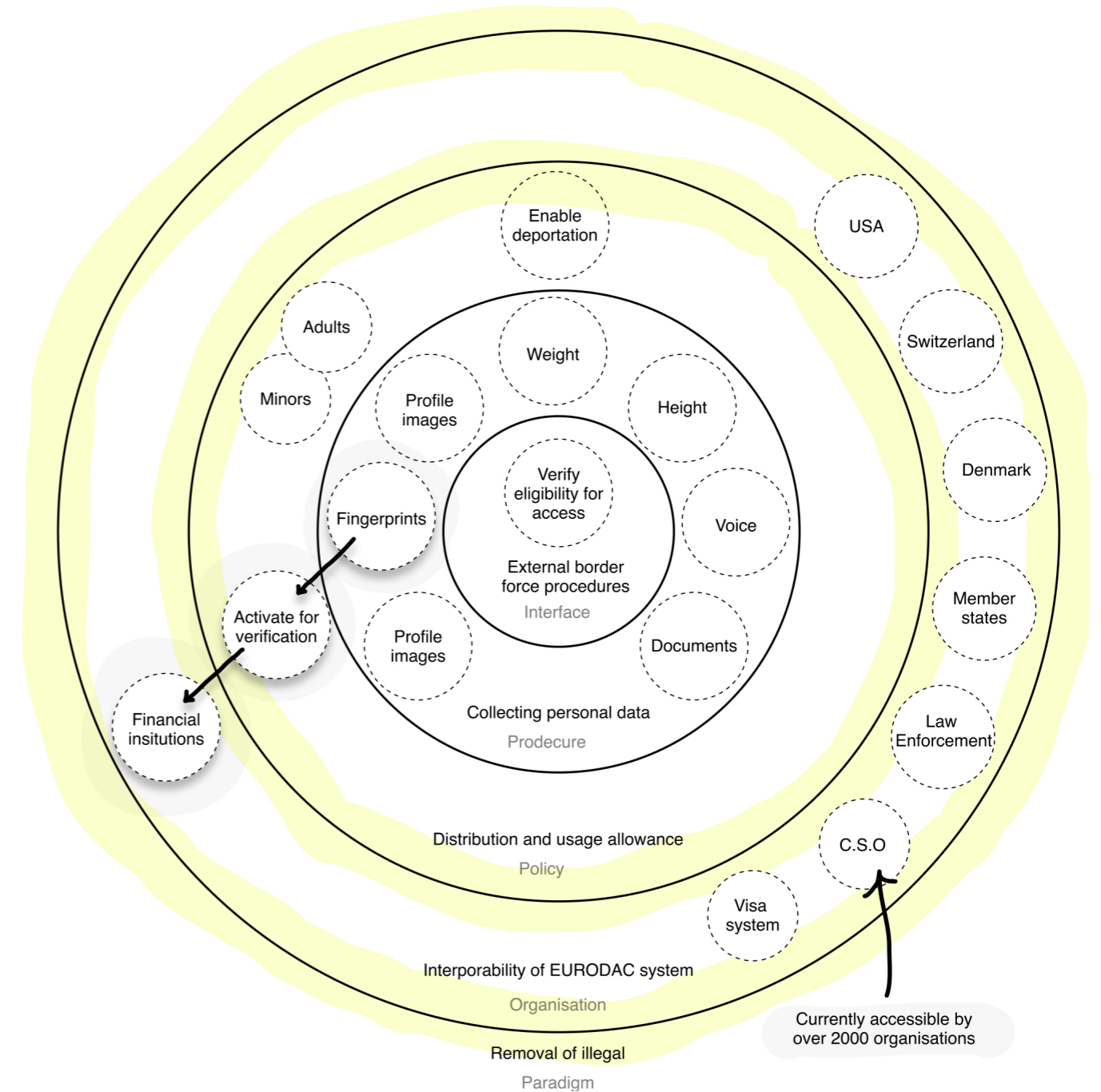
Policy Implications

Approaching integration from the perspective of the host country is paramount to achieving long standing, strong and sustainable results. This policy proposal seeks to expand on this method's success by working within the systems and their associated policy to identify the root cause of current manifestations. Moving towards change from this lens, ensures that the existing needs of the EU are still being met, regarding their non-negotiables pertaining to border reinforcement, processing procedures and division of responsibility amongst member states.

By integrating financial institutions within the European response to irregular migrations, resources and responsibilities can be shared in a new way which alleviates pressure on the already overwhelmed system. The granting of provisional access to EURODAC for financial institutions, will allow irregular migrants access to basic economic services that can assist in building financial literacy, credit scores and capacity to exist autonomously outside of the EU welfare system. From a financial perspective, a new customer base can be accessed, expanding their business offering, and profit margins.

For the stateless, this policy outlines a return of agency regarding everyday life practices, while allowing them to take the first step towards European integration. It can alleviate the mounting pressures which are associated with lack of control. Ultimately though, becoming a customer of a bank can provide this group access to develop financial literacy necessary to achieving independence in their new land. It can lead to the attainment of jobs, building of credit scores that can be leveraged for finding secure accommodation and can allow the transference of financial capital back to their family in their home country.

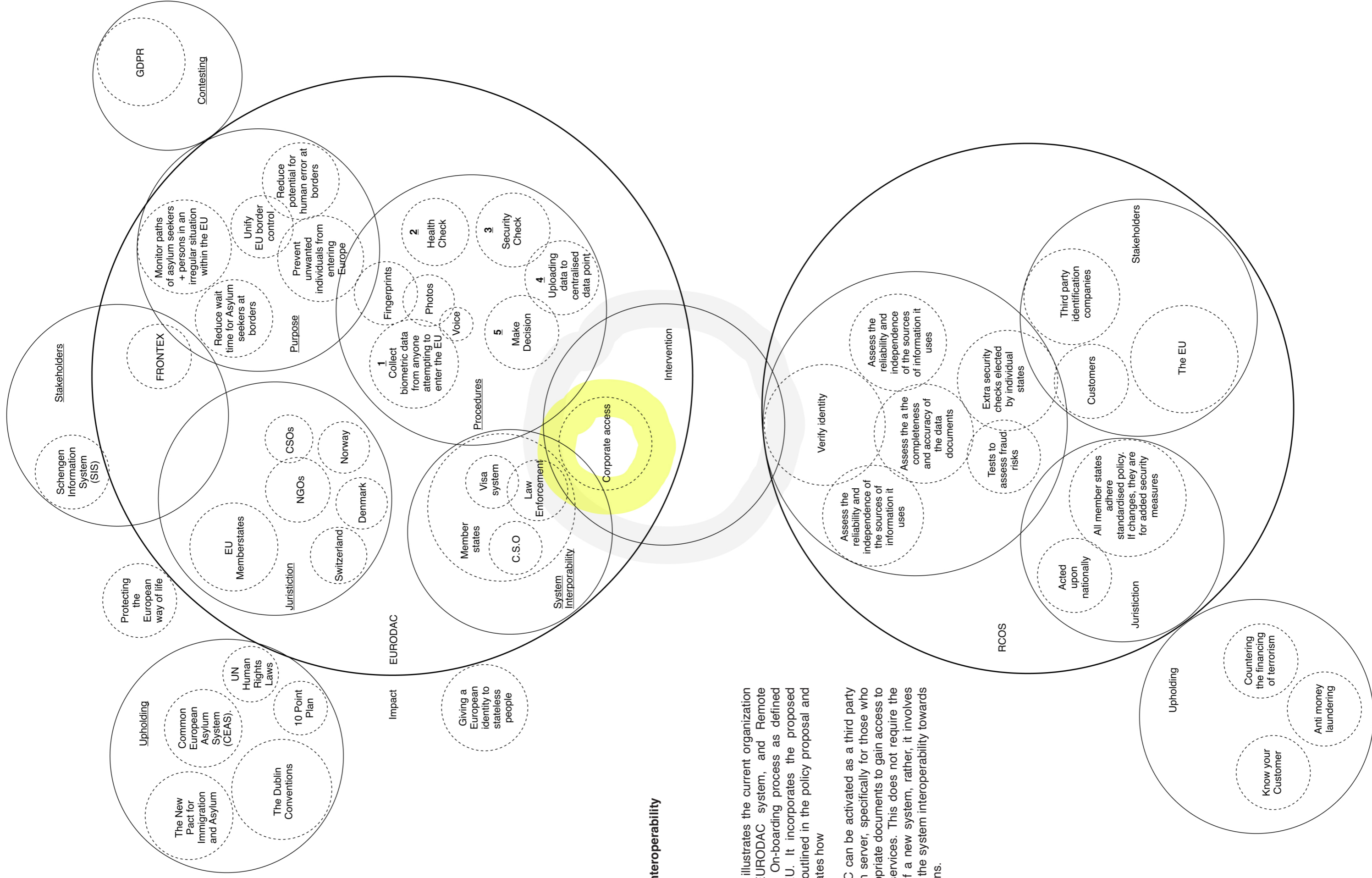
This policy proposal acts as a mechanism for the redistribution of power amongst key stakeholders involved in Europe's immigration approach, while simultaneously maintaining the necessary structures



This map illustrates the current organization of the EURODAC system, incorporating the proposed additions outlined in the policy proposal on the left side.

The purpose of this visualization is to convey that the policy proposal operates independently from the existing EURODAC policies, without disrupting or challenging the established practices and procedures. It does not

seek to undermine the nationalistic agendas embodied by the system or detract from their objectives. Moreover, the proposal is designed to work within the capabilities of the existing system, requiring minimal cost and effort to implement. Additionally, it utilizes the pre-existing EURODAC capacities, specifically the hit-to-hit verification method, thereby ensuring the protection of the private data collected by the system.

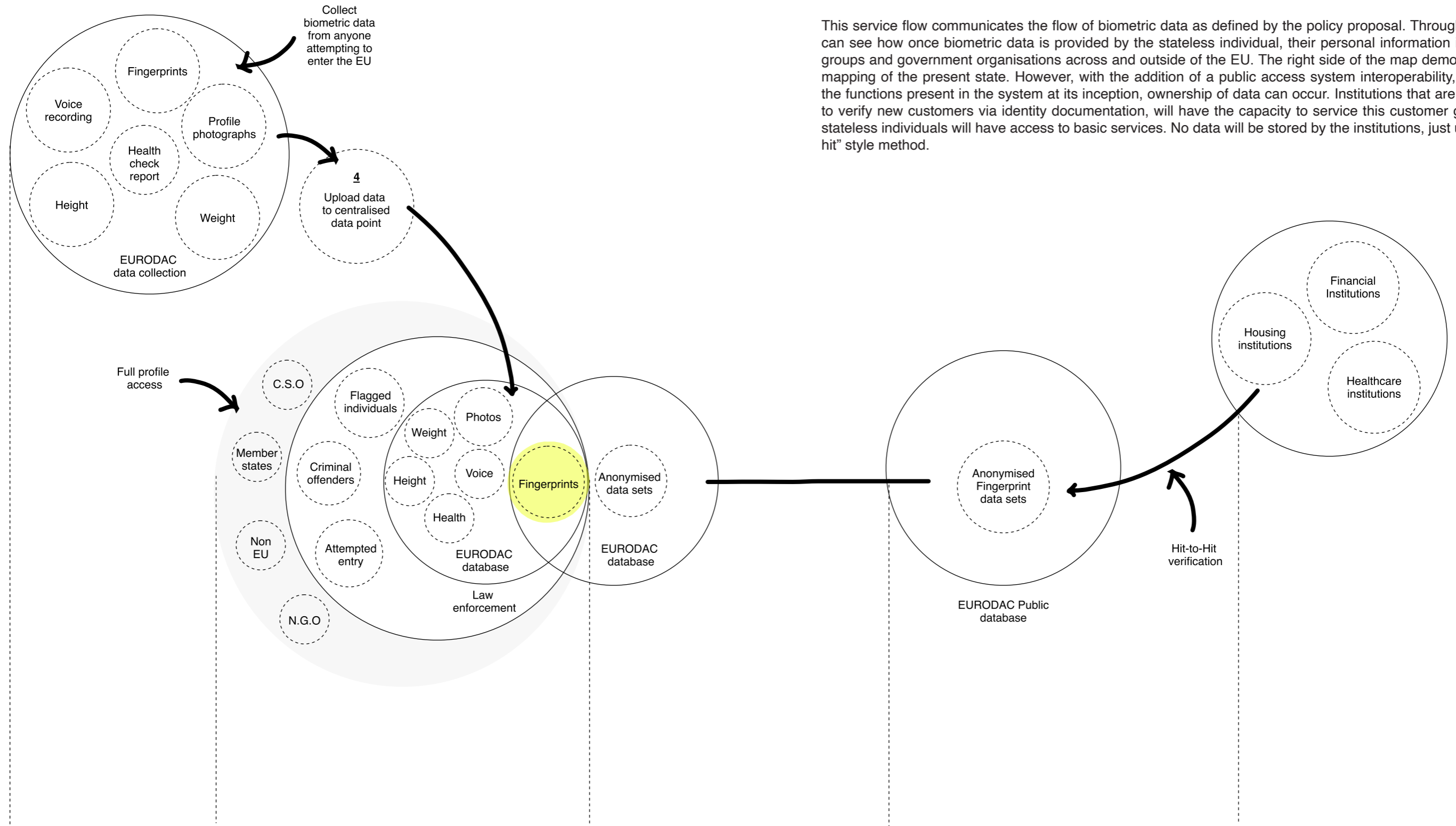


System interoperability

This map illustrates the current organization of the EURODAC system, and Remote Customer On-boarding process as defined by the EU. It incorporates the proposed additions outlined in the policy proposal and demonstrates how

EURODAC can be activated as a third party verification server, specifically for those who lack appropriate documents to gain access to financial services. This does not require the creation of a new system, rather, it involves extending the system interoperability towards corporations.

Figure 50



This service flow communicates the flow of biometric data as defined by the policy proposal. Through this visual, we can see how once biometric data is provided by the stateless individual, their personal information is accessible by groups and government organisations across and outside of the EU. The right side of the map demonstrates this via mapping of the present state. However, with the addition of a public access system interoperability, which relies on the functions present in the system at its inception, ownership of data can occur. Institutions that are required by law to verify new customers via identity documentation, will have the capacity to service this customer group, meaning, stateless individuals will have access to basic services. No data will be stored by the institutions, just used in a “hit-to-hit” style method.

Dublin Conventions:
Processing and collection of biometric data of irregular migrants at the first point of entry within Europe.

The New Migration Pact
Extend requirement towards minors 6 and above

The New Migration Pact
Expand system interoperability to include law enforcement of member states, expand C.S.O access, combine data sets with existing criminal lists

Policy Proposal
Prepare data for public access as per NMP

Policy Proposal
Expand system interoperability to include corporate institutions who require identity verification for access to services. Reliant on original EURODAC capacity of hit-to-hit verification

GDPR, KYC, AMLD
The requirement that new customers must meet the requirements for 100 points ID

Figure 51

Power distribution outcome

Via this policy proposal there is one significant change made to the original power distribution dynamic within the context of irregular migration. As visualised, corporate companies have been activated as change makers within this system which has a series of positive ramifications for both the EU and stateless individuals. Firstly, activating corporate institutions that operate under EU regulations redistributes burden sharing amongst trusted and controlled stakeholders. This enables the EU to allocate the same resources (pertaining to system management, FROTEX staff and general government agency management) amongst fewer sectors. This reduces the pressure on the existing system, allowing for fast processing and outcome achievement. Secondly, as the power has been distributed to companies that work within the boundaries of EU regulation, the union is still able to maintain the same amount of control over their management system. Thirdly, the activation of this policy within the financial system will assist stateless individuals to become more financially independent, reducing the strain on national welfare systems. This will have an undeniable positive effect on the EU as the responsibility and burden of irregular migration will be distributed amongst trusted and controllable stakeholders. From the perspective of financial institutions, this access to power and influence will also be

of positive benefit. Via the activation of EURODAC as a third party verification server, they will be able to serve an entire sector of the population which has always been out of reach. From a business perspective, this will only yield stronger profits and influence within the industry. Also, as they are already working within the fiscal framework of the EU, they are accustomed to following and meeting protocol, and with this policy, verifying new customers will be even easier. Furthermore, their capacity to serve this mostly underrepresented community, they will be able to effectively participate in corporate citizenship, and truly impact the lives of their customers. Through this change, they will engage in a transference of power between themselves and stateless individuals. It demonstrates their capacity and interest in trusting members of this community, which will lead to their financial empowerment. Furthermore, as more individuals gain financial independence, the overall economy will benefit via the increase of individuals in the labour market and also acquisitions of secure housing. Through this policy change power is redistributed in a way which maintains current control dynamics appeasing the interests of the EU, yet allows for the introduction of new stakeholders within the system which offers opportunity for empowerment for stateless individuals. Overall, this slight change serves the interests of all parties involved.

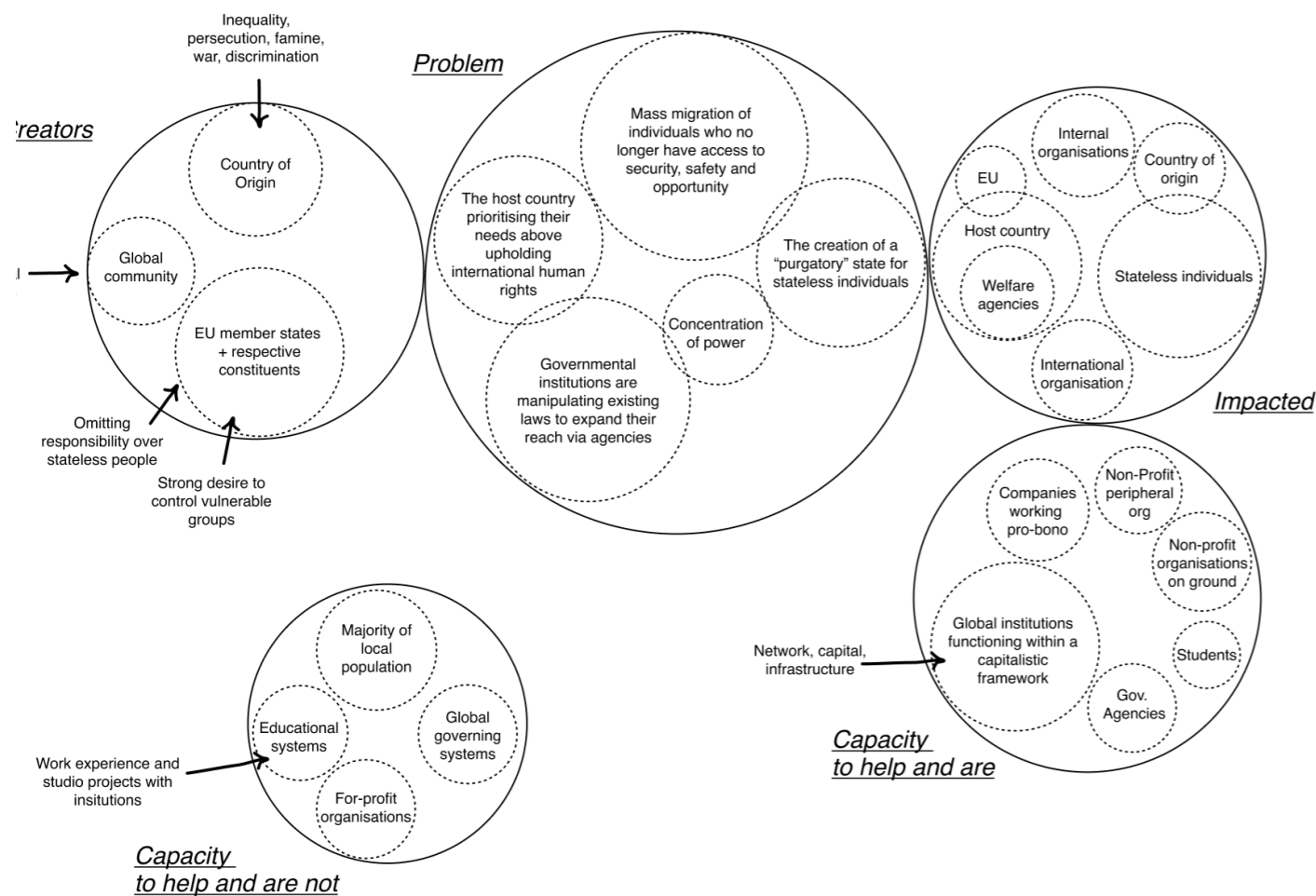


Figure 52

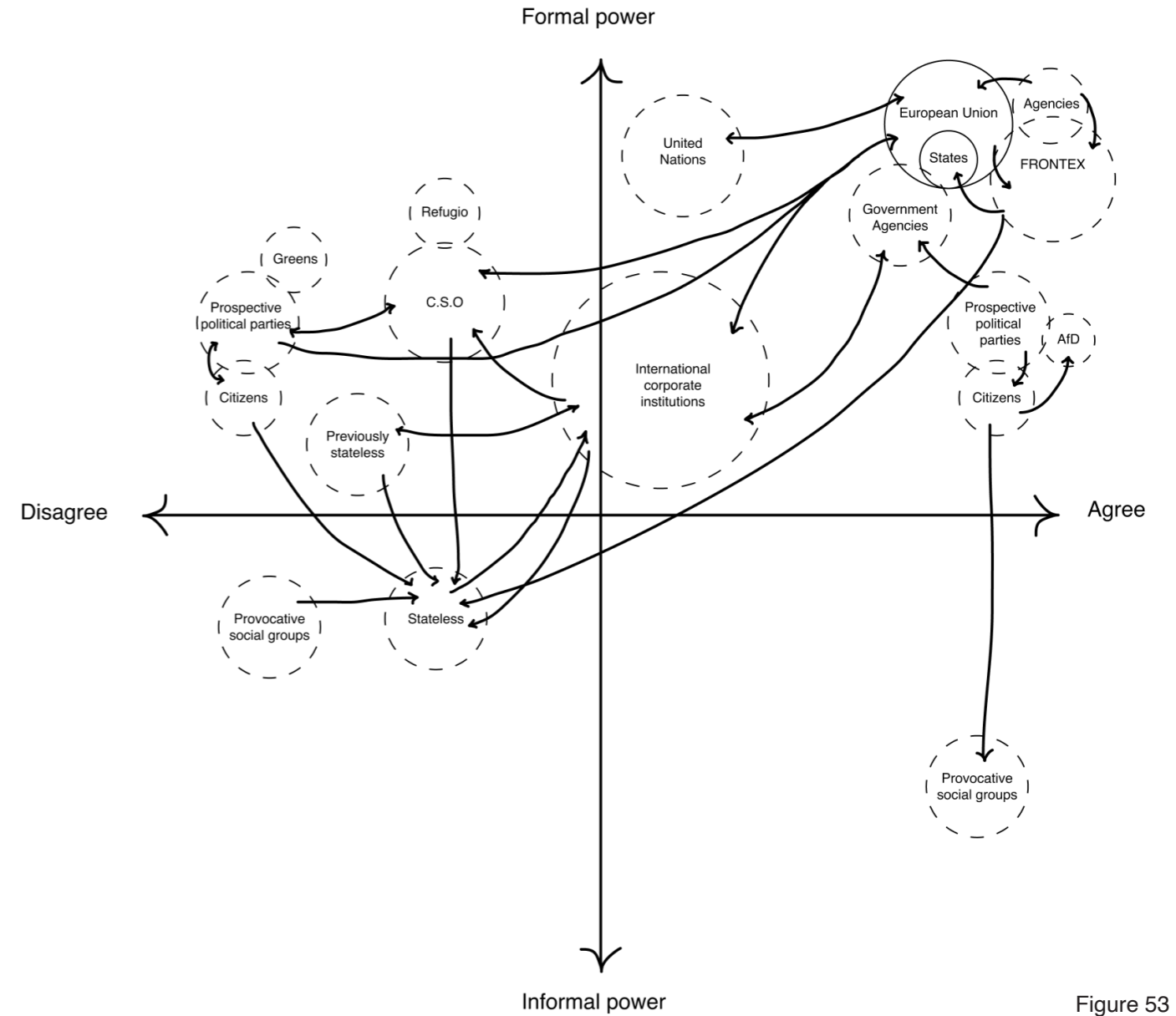


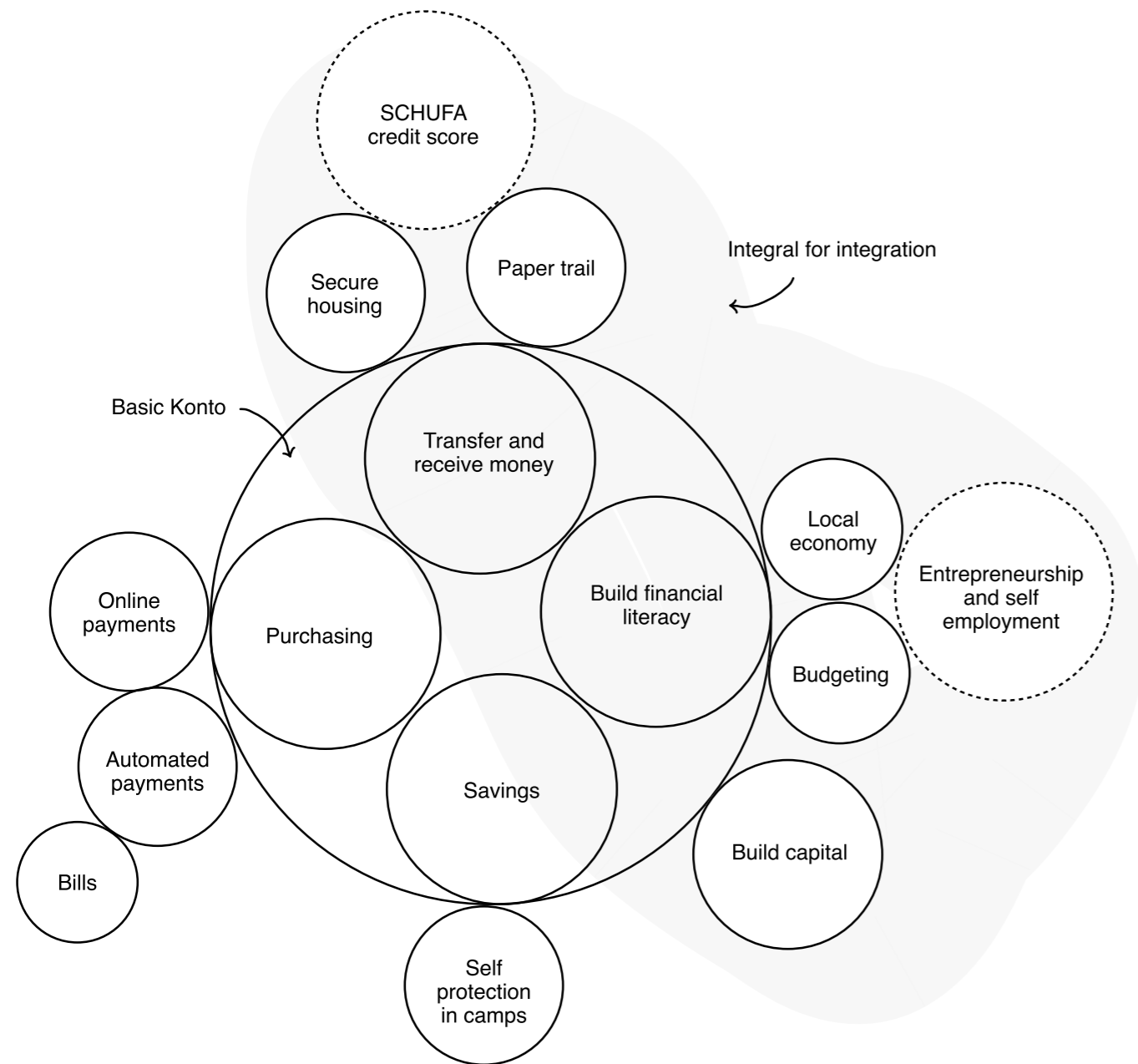
Figure 53

Whilst the policy proposes a change to system interoperability, its impact reaches far beyond system and technological changes. As visualised in the map below, the proposed changes influence the acquisition of formal power for both institutions and stateless persons. Prior to activating EURODAC as a third party verifier, the stateless' power was restricted to completely informal means. This left them relatively weak when engaging with formalised institutions, as they had no capacity to engage with them from a documentation perspective. Furthermore, their lack of citizenship left them vulnerable as no stakeholder in the global setting had defined who is responsible to protecting this group. From the perspective of institutions, they were (and remain to be) restricted by the regulations established by European financial regulators via Know your Customer and Anti-Money Laundering directives. However, through

the activation of EURODAC as a third party verifier, they are able to now service customers who previously didn't meet the pre-defined criteria.

Via this system flexibility, stateless individuals are able to be empowered via the institution's changed policy and procedure. With identity verification being the primary barrier to basic services, removing this blockage has the capacity to lead to greater financial and social independence for this group. Ultimately, stateless individuals will maintain their informal power amongst their community, yet also have formal power activated. This balances out the power distribution slightly within the system, which can be considered the a turning point in the stateless' journey towards accruing agency in their new home.

Power transference leading to empowerment for stateless



The policy proposed in this section is considered the main output of this design project. Via system, policy and power dynamic analysis, this research arrived at the conclusion that policy is the main leverage point within the EU system's pertaining to their response to irregular migration. From the perspective of the stateless experience, it also offered the broadest capacity for positive impact on their experience.

To arrive at this outcome, broad literature reviews and analysis on the current state of events was conducted. This process has been distinguished to demonstrate that this work is rooted concretely in reality. To achieve a novel approach to an age old debate, critical design methods were leveraged to establish new affordances for existing structures and system capacities.

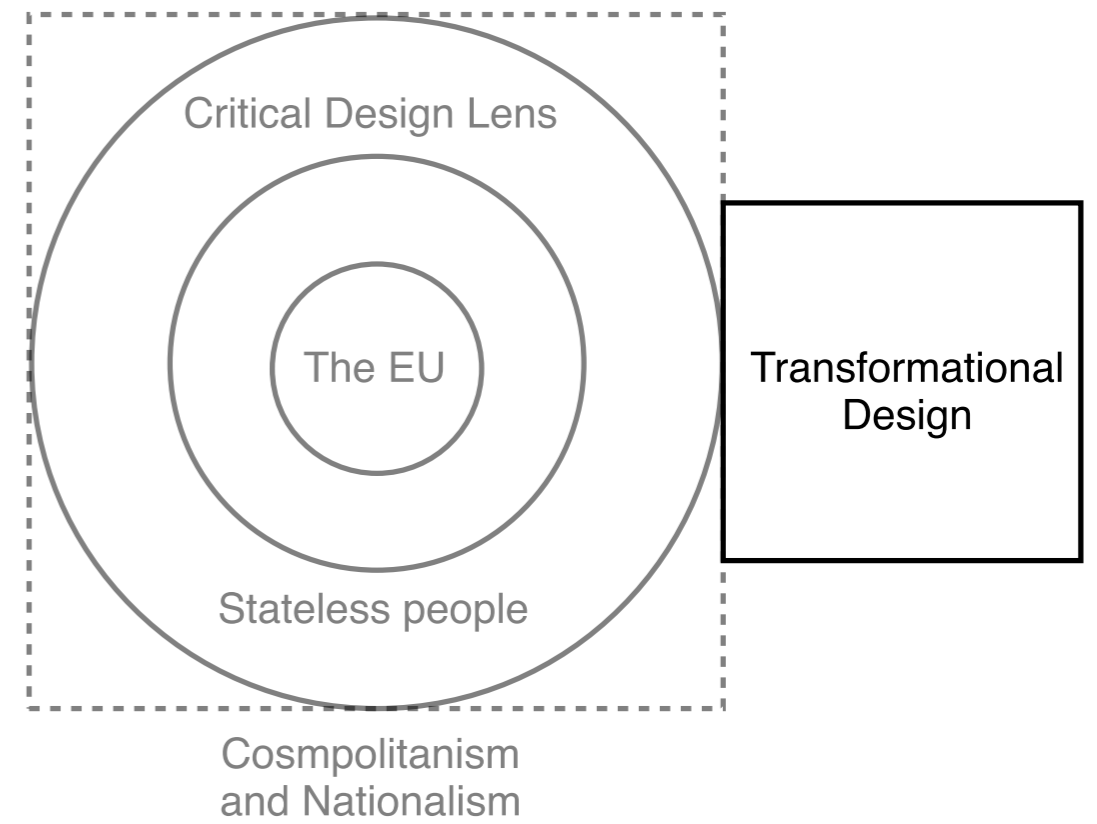
More broadly, this project relied service design tools for approaching the research towards defining non-negotiables and relied upon power distribution mapping to understand the impact of proposed changes.

Ultimately, evident by this policy proposal, Service design was able to unlock cosmopolitan outcomes without compromising on the nationalistic agendas gaining traction today. Therefore, successfully achieving the research's agenda. This serves as a key example of how future complex problems can be approached, as tensions are only now just building.

As mentioned in the beginning of this research, this project serves as a form of design activism and pragmatic protest. It demonstrates how change can be actuated within the systems and that there actually is another way. This policy outcome also draws attention to the breadth of manipulation which the EU is imposing on its constituents through crisis framing, which perpetuates notions of emergency and there being no other way to approach the issue. Additionally, it demonstrates how the EU can maintain control over the situation through compromise.

The following section will build on this policy proposal and through transformational design, showcase a real world example of how this policy can influence the creation of new services that can lead to a more equitable society.

5



Introduction

This section delves into the financial landscape of Europe, seeking to understand how the proposed policy can bring about meaningful changes for stateless individuals. Financial literacy plays a crucial role in their financial inclusion, encompassing formal savings, entrepreneurship, remittances, and access to various financial services. By empowering migrants to utilize such products, the goal is to foster investment, productivity, and economic growth in both their host and home countries.

In this section, the selection of the financial system as the area of intervention is justified, considering its significance from both a design and integration standpoint for stateless people. The EU's financial regulatory system is then introduced, leading to a focused examination of banking systems. Among various case studies, N26 bank emerges as the chosen platform to host this intervention. A comprehensive case study, including organizational analysis, interviews with unsuccessful customers and staff members, provides rationale for this decision.

Concluding this section, the specific area of intervention is defined, paving the way for the final project development. At the core of this research lies the belief that successful integration of stateless individuals necessitates a supportive social context that fosters inclusion and active participation. Challenging conventional perspectives that emphasize adaptation for stateless in their host country, this approach continues the inside-out perspective inspired by Pogge's social justice cosmopolitan framework which has been applied throughout this thesis. For the successful application of this lens, a transformational design perspective was necessary. It involves dissecting the organisational structures of the selected financial system, rather than focusing on the interface.

The work in this section focuses on examining existing institutions to identify where in the financial system underlying inequalities can be alleviated to reduce pressures and disparities.

Why a Banking Service?

Integration for immigrants, stateless or not, is divided into two sections: Social and Economic. Whilst both are consequential on each other, particularly around the accrual of capital pertaining to health, social and human, often only one is selected as a starting point to focus an intervention.

In regard to the stateless experience, economic and social interventions are desperately needed for this group to establish basic living standards via legal or illegal means. This research adopted an economic approach and the reason is two fold.

Firstly, social services are incredibly complex and involve a significant number of stakeholders who exist in a free flow environment. Social innovation particularly related to complex human issues often exist in a more organic way, revolving around education and testing. In the specific context of stateless people, the be able to achieve a quality intervention that is not naïve or surface level, would require co-living with the stateless on ground and absorbing myself into their living situation. It is not something that should be approached from a superficial level.

Adding to the complexity of this situation, is ill definedness of the systems, which makes it difficult to pin point exactly which leverage point would yield the highest capacity for impact. As the stateless experience is largely undocumented from a bottom up and top down perspective, the amount of research on the specifics of their living situation is lacking. Therefore, again, this gap in data needed to achieve a holistic intervention made it an impossible task.

Furthermore, if the social path was selected, a significant amount of time would be needed to track the changes and impact of the intervention. For instance, the results of most real social impact projects are realised through generations, not necessarily in a year long research project.

Within the scope of the project and regarding the ideological background, this kind of work is not suitable.

Where the social sector lacks in this context, the economic succeeds. The EU's economic system and framework is incredibly well defined, regulated and detailed. Their approach to maintaining and modernising their infrastructure, is well documented online, allowing leverage points to be easily identified. The detailing of their system allows for immediate analysis of system leverage points, and a clear cause and effect approach for testing. When approaching the issue of integration from a transformational service design perspective, these characteristics of the system, allow for clearer analysis and KPIs to be defined.

Approaching the topic of irregular immigration from an fiscal perspective is novel, therefore, there is merit in this

approach for both financial services and stateless persons. Additionally, coming from the perspective Host country integration services and public services for refugees, which may play an important role in determining economic participation as well as opportunities for entrepreneurship.

As economic and social outcomes are consequential and both lead to improved quality of life, it makes sense for this scope of the project to approach the context from an economic perspective.

The financial inclusion of stateless supporting the EU

Financial inclusion of stateless:

Integration for stateless persons revolves around social and economic interventions. While both are interrelated, consequential and reliant on each other for holistic integration outcomes, this research focuses on the latter. The main agenda for refugee economic participation is to return independence and agency to their lives. Currently, there is a threat of financial benefits trapping refugees in dependency which is a complex policy issue that brings the cultural complexities of resettling refugees. Accordingly, an understanding of how to articulate the correct balance between support and agency is necessary for working within this context. Since refugees are not primarily moving for economic or business reasons, the forced nature of their mobility can play a significant role in shaping their economic activity. However, often, this group is faced with severe insecurity surrounding financial, social and economic capital upon arrival. Therefore, activating their economic participation in a culturally appropriate way is essential for acquiring standard living situations and for counteracting the potential negative beliefs held by their host country. According to the Overseas Development Institute, Britons' general attitude towards refugee assistance is the most negative in Europe, while they have a considerably positive attitude towards economic migrants. Hence, it's imperative that stateless persons have access to economic participation, as it will significantly impact how they are perceived socially within their new home.

As the stateless waves evolve, refugee entrepreneurial activities progressively serve as an essential component of the integration initiatives (Qin, 2023). Many refugees also originate from countries with high self-employment rates and research suggests that high numbers of refugees are interested in self-employment when they arrive in new countries (Refai, 2021). Most stateless persons are pushed into necessity entrepreneurship, which is defined as self-employment as standard employment cannot be attained (Zreik & Tomeh, 2021).

Because the stateless lack the cultural and linguistic understanding of their new home, setting up their own business is considered a rational way to escape these difficulties, reach economic stability and settle in the new society. Therefore, understanding how to foster the pre-existing entrepreneurial skill set is imperative for success within their new country. By setting sights on self employment, stateless individuals can avoid being exploited by precarious and exploitative informal work situations. Unfortunately though, refugees usually come upon several obstacles during their attempts to enter the labour market of the hosting country. Among many identified obstacles, legal restrictions, personal and structural discrimination, and unauthorised documentations are commonly faced by refugees (Zreik & Tomeh, 2021). From a literacy perspective, a significant challenge for most immigrants is the limited familiarity with the host country's

administrative regulations and legal requirements, where language and liability of newness are the main factors that hinder the immigrant entrepreneur in this context (Zreik & Tomeh, 2021). They face hard times knowing where to go to get information, comply with governmental regulations and handle the overly bureaucratic paperwork. Compounding these conditions, is a fundamental barrier often experienced at the very first stage of their journey: is the absence of credit history and recognition of financial institutions that enables them to access funds (Zreik & Tomeh, 2021). And, without relationships with potential stakeholders (e.g., creditors, employees, suppliers and customers) they are unable to conduct business activities efficiently (Zreik & Tomeh, 2021).

The lack of flexible and tolerant policy the EU has enforced towards stateless economic pursuits, is a gross missed opportunity for them, as when compared with economic migrants, refugees are less likely to return to their homeland, meaning they can be a great long term investment. Therefore, supporting refugee entrepreneurship through tailored institutional intervention should be an imperative policy agenda for the host regime. Across Europe and the UK, analysis by the Center for Entrepreneurs (CFE 2018) suggests that making business support available for all 20,000 Syrians resettled through VPRS has the potential, at a cost of just £4.8m, to move in this direction (Refai, 2021). This would arguably save UK taxpayers £170m over a five-year period, which represents a 35x return on investment. There would be other added economic benefits, including increased tax revenues (Refai, 2021). Furthermore, migrants created approximately 50% of newly founded companies in Berlin during 2014 (IHK Berlin, 2015). The mixed embeddedness and the migration process provide stateless persons with unique knowledge, experiences and information, which have proven to act as a transferable skill set, which brings benefits to local economy.

Therefore, focusing on economic participation can provide tangible positive outcomes for stateless persons and their local economy. For this reason, the research is focusing on the initial stages of entrepreneurship, which involve setting up a bank account. While a very basic intervention, it can allow the stateless to connect with the correct institutions who can offer them culturally appropriate advice, while simultaneously helping them accrue positive credit scores necessary for business loans.

eKYC Success in Streamlining Identity Verification

India:

This case study delves into India's groundbreaking success in implementing electronic Know Your Customer (eKYC) practices, revolutionizing the process of identity verification. Through the adoption of online biometric identification and the establishment of a robust regulatory framework, India has transformed customer on-boarding, streamlined financial services, and set a global benchmark for efficient and secure identity verification. This case study explores the key factors driving India's eKYC success, its impact on various sectors, and the valuable lessons it offers to other countries.

Regulatory Environment and Aadhaar

At the core of India's eKYC success is the regulatory environment established by the Unique Identification Authority of India (UIDAI) and the Aadhaar system. Aadhaar, India's national biometric identification program, assigns a unique 12-digit identity number to each resident. This centralized identity repository enables seamless access to biometric and demographic data for verification purposes by financial institutions and service providers.

Convenience and Speed

India's eKYC system offers unparalleled convenience and speed for both customers and service providers. Leveraging the Aadhaar platform, individuals can remotely verify their identity and complete on-boarding processes without the need for extensive paperwork or physical visits. This has led to significant time savings, reduced administrative burden, and improved customer experiences.

Financial Inclusion

The eKYC system has been instrumental in advancing financial inclusion in India. Previously, a significant portion of the population, particularly those in rural areas, faced barriers in accessing formal financial services due to documentation requirements and lengthy verification processes. With eKYC, individuals can now easily open bank accounts, access loans, and participate in the formal economy, fostering greater financial empowerment and inclusion.

Expansion of Digital Services

India's eKYC success extends beyond the financial sector, with other industries embracing streamlined identity verification processes. Telecom operators can rapidly on-board new subscribers, healthcare providers can verify patient identities, and government agencies can efficiently deliver services and subsidies by leveraging Aadhaar-linked eKYC. This digital transformation has significantly improved service delivery and accessibility across sectors.

Security and Privacy Focus

India's eKYC system places a strong emphasis on security and privacy, addressing concerns associated with the collection and storage of biometric data. Robust regulations and protocols govern access, storage, and usage of Aadhaar data, ensuring the protection of privacy rights. Advanced authentication mechanisms, including biometric matching and one-time passwords, further enhance the security of the eKYC process.

Scalability and Technological Innovation

India's massive population of over 1.3 billion presented a unique scalability challenge for the eKYC system. However, the adoption of scalable technologies, such as biometric authentication devices and secure network infrastructure, has enabled the system to handle the enormous volume of verifications efficiently. Continuous technological innovation, including the integration of artificial intelligence and machine learning, has further enhanced the accuracy and speed of the eKYC process.

Lessons for Other Countries

India's eKYC success offers valuable lessons for other countries seeking to streamline their identity verification processes. These lessons include establishing a robust legal and regulatory framework, investing in scalable and secure technological infrastructure, fostering public-private partnerships, and prioritizing data security and privacy. Embracing digital identity solutions and promoting interoperability across sectors can unlock significant socio-economic benefits and drive financial inclusion.

Conclusion

India's eKYC success story stands as a testament to the transformative potential of digital identity solutions and streamlined identity verification processes. Through the Aadhaar system and the effective implementation of eKYC, India has achieved remarkable advancements in financial inclusion, convenience, and efficiency. The Indian experience provides valuable insights and lessons for other nations seeking to enhance their identity verification systems, paving the way for a more secure, inclusive, and digital future.

Approaching EU's regulatory system

This section delves into the multifaceted landscape of opening bank accounts and identity verification in the European Union (EU). It explores the intricate regulatory framework, the integration of biometric technology for verification purposes, the successful implementation of eKYC in India, and the potential for Neo-Challenger banks to navigate EU regulations while expanding into untapped markets. Additionally, it investigates the re-purposing of the EURODAC system to enhance identity verification processes.

Regulatory Framework and Identity Verification:

Within the EU, financial institutions face stringent regulations that mandate thorough identity verification procedures. These regulations aim to combat money laundering, fraud, and terrorism financing. To meet these requirements, banks employ various methodologies, including biometric authentication techniques such as voice activation and fingerprint recognition. As banks are already adopting biometric verification methods in their processes, it lays the path clear to broaden its reach towards stateless individuals who have not yet acquired the appropriate documentation needed to pass verification checks. The research adopts the perspective that banks are solely looking to ensure that the individual is who they say they are, not what their nationality is.

EU Regulations and Regulatory Bodies: EU regulations play a pivotal role in shaping the banking sector and enforcing compliance with standardized protocols. To navigate this intricate landscape and adapt to evolving requirements, banks must establish strong relationships with regulatory bodies. Compliance with regional regulations is of paramount importance since they vary across EU member states.

Analysis - Interviews:

To obtain practical insights into the subject matter, conducting interviews with relevant stakeholders, including bank representatives, regulatory authorities, and FinTech companies, provide valuable perspectives. These interviews shed light on the challenges faced, best practices employed, and innovative approaches adopted in the realms of opening bank accounts and identity verification within the EU. Furthermore, they would address the escalating influence of FinTech, the advent of mobile money and cryptocurrency, and the impact of digitization on the financial landscape. As it stands, the financial systems globally are facing a significant shake up in processes and service offerings, particularly with open data, crypto and the explosion of Neo-banks. This research aims to harness the power of change which is already circulating, and channel the energy into a service that can quickly change the lives of thousands.

To understand which bank would best serve the needs of this project, case studies are conducted on Neo challenger banks: N26, Revolut and ANZ in Australia. Additionally, the

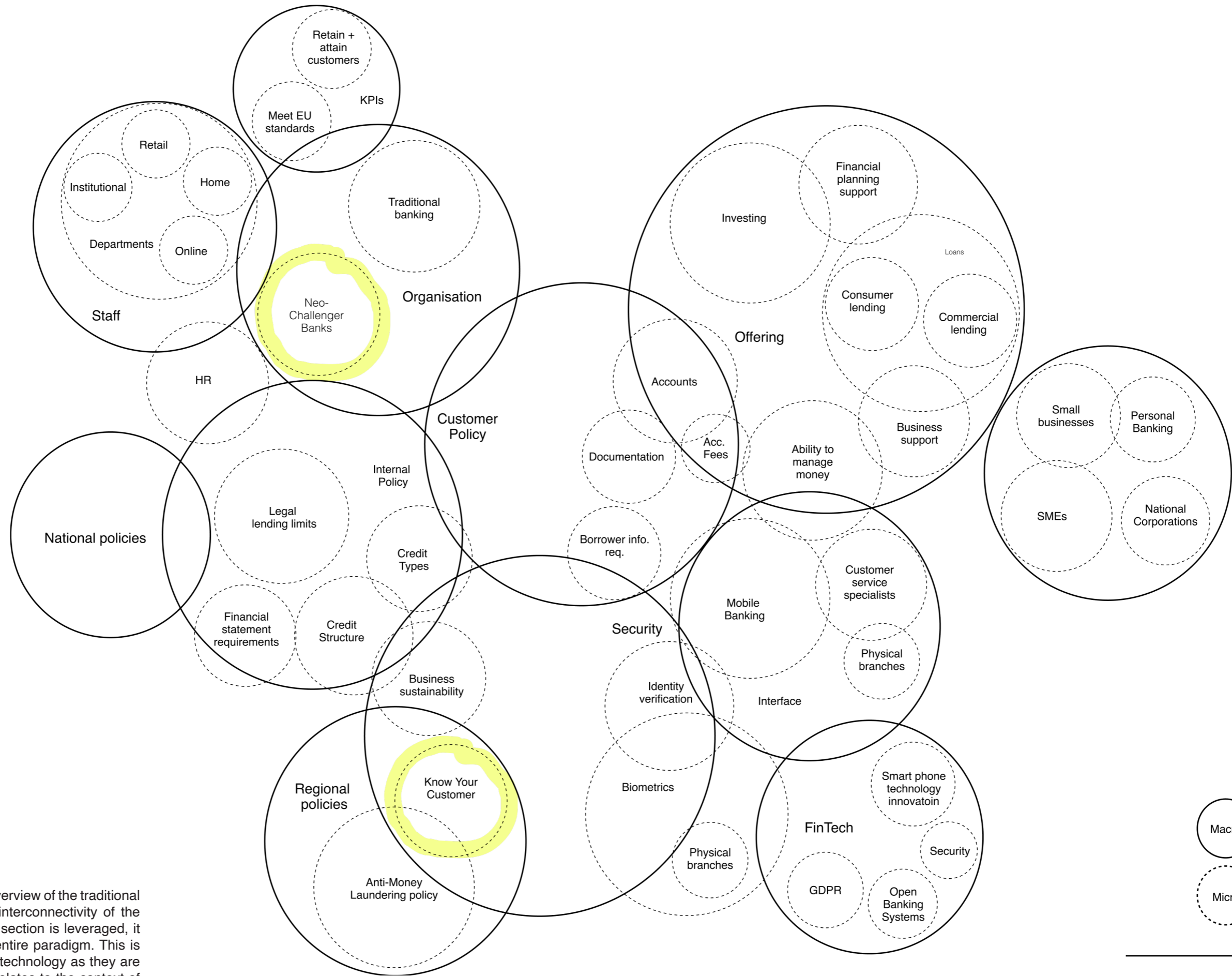
research considers the India's recent success in digitising their customer on-boarding process, with specific attention placed on the impact which is had on their diverse population.

eKYC in India and Online Biometric Identification: India has made significant strides in embracing eKYC practices, revolutionizing the identity verification process through online biometric identification. This approach has facilitated faster and more convenient verification, presenting an opportunity for European banks to draw insights from India's eKYC system. By doing so, they can streamline customer on-boarding, enhance user experience, and optimize their own identity verification processes.

Re-purposing EURODAC:

The EURODAC system, initially designed for processing asylum seekers, can be repurposed to bolster identity verification in the banking sector. By expanding EURODAC's system interoperability to encompass financial institutions, Neo-Challenger banks can harness its existing infrastructure to authenticate the identities of non-EU citizens. This strategic approach aligns with the EU's digitalization agenda and leverages the potential of block chain technology to facilitate secure and efficient processes.

The process of opening bank accounts and ensuring robust identity verification stands as a crucial component of the EU's financial ecosystem. The regulatory framework, integration of biometrics, successful implementation of eKYC systems, and technological advancements all contribute to this landscape. Neo-Challenger banks possess an opportunity to comply with EU regulations while expanding their product offerings into untapped markets. By re-purposing existing systems like EURODAC, banks can elevate their identity verification processes, streamline operations, and contribute to the EU's vision of a digitized financial system.



Traditional banking structures

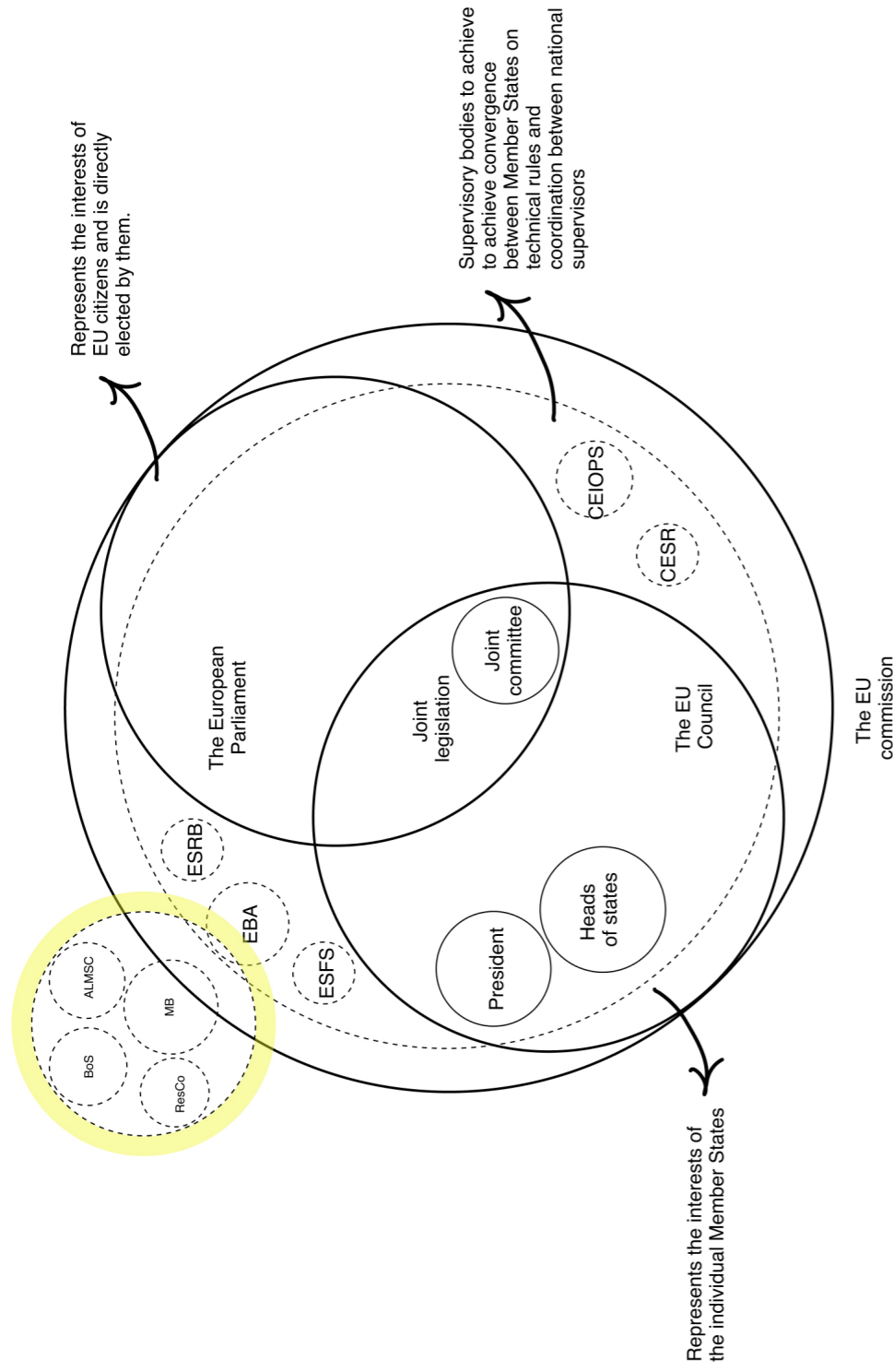
This map communicates a broad overview of the traditional banking system. It highlights the interconnectivity of the system, demonstrating how if one section is leveraged, it can stimulate change across the entire paradigm. This is particularly relevant for policy and technology as they are uphold paradigms, which directly relates to the context of the project.

Figure 55

EU financial system

○ EU Institution

○ Supervisory board



Accessible Bank Acc.

The right to a basic bank account to all legal residents in the EU. The minimum functionality requirements are: Receive and send transactions, store money

Payment Service Directive

An independent EU Authority which works to ensure effective and consistent prudential regulation and supervision across the European banking sector.

The New Pact for Immigration and Asylum

A new compulsory pre entry screening to establish swiftly on arrival

- Identification, fingerprinting, health check, security check

EURODAC

The system used to fingerprint, track and hold data of irregular migrants

Temporary protection plan - 10 point plan

allows Member States to exchange information in real time on the registrations for temporary protection and adequate protection under national law

Regulation (EC) No 924/2009

Under EU law bank charges for financial transactions should be the same within EU member states and between EU states.

The EBA.

An independent EU Authority which works to ensure effective and consistent prudential regulation and supervision across the European banking sector.

Remote Customer Onboarding Solutions

Set of guidelines developed by the EBA

Basic Konto

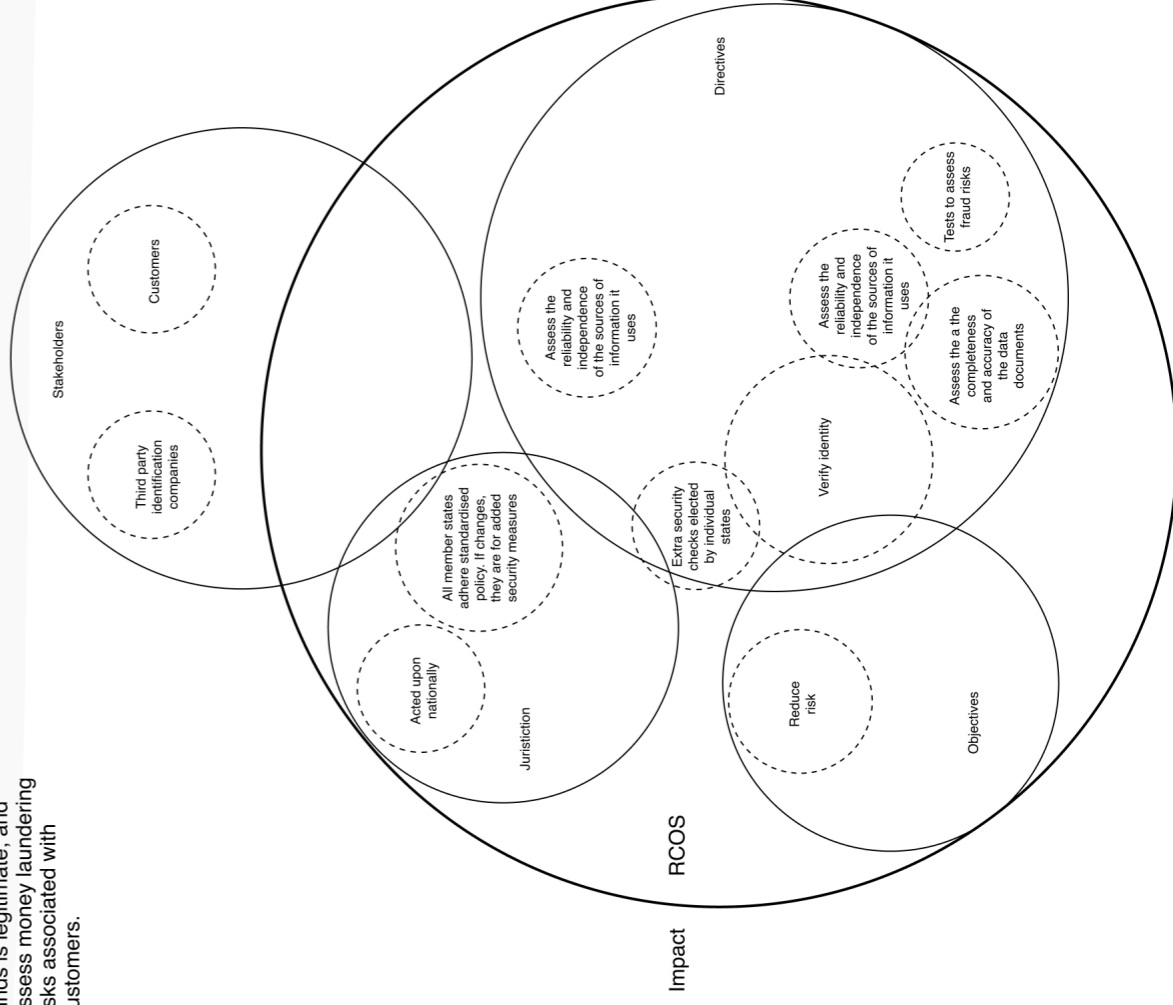
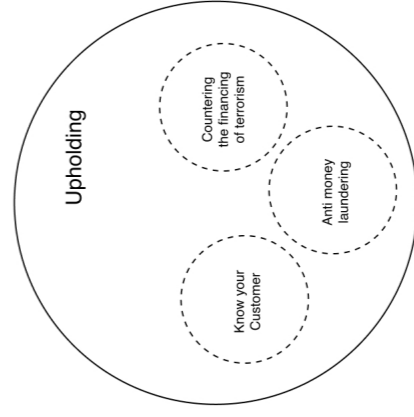
The right to a basic bank account. The minimum requirements for functionality are: Receive and send transactions, store money,

Know Your Customer

Standards designed to protect financial institutions against fraud, corruption, money laundering and terrorist financing. They establish customer identity, understand the nature of customers' activities and quality that the source of funds is legitimate, and assess money laundering risks associated with customers.

SCHUFA

The credit score system used in Germany. It is relevant when applying for houses, bank accounts and loans.



This map provides a visual overview of the Remote Customer On-boarding policy outline established by the EU. It serves to communicate the regulations which traditional and Neo-Challenger banks must adhere to, in order to maintain their banking license. The pillars of this policy can be considered non-negotiable for the on-boarding process for the design development.

EU financial system

○ EU Institution

○ Supervisory board

Why Neo-Challenger banks?

This project approaches Neo-Challenger banks as they have the most capacity to service stateless individuals. Firstly, as they all operate in online settings, their services are easily accessible by a telephone, which most stateless individuals own. This online functionality also means the companies are reliant on third party verification servers for on-boarding processes, meaning there is already the designed space for the proposed capacity. Secondly, they have proven track record in revolutionising the banking sectors, therefore, they are a key candidate for driving key changes in the industry regarding the engagement of biometric data for identity verification. Furthermore, they are already making huge strides in the technical capacity of engaging with this new method, therefore, they possess the relevant foundations to drive this social and interoperability change.

The following section delivers a series of case studies on the most relevant Neo-Challenger banks within Europe currently. We take a look at their user interface and more specifically the on boarding process. As this intervention is centered on activating EURODAC as a third party identification server, focus on this part of the customer journey is paramount.

However, its important to note that the challenger banks must abide by the law of the country which they are operating in, therefore, functionality capacity will mostly be the same for the context of Germany.

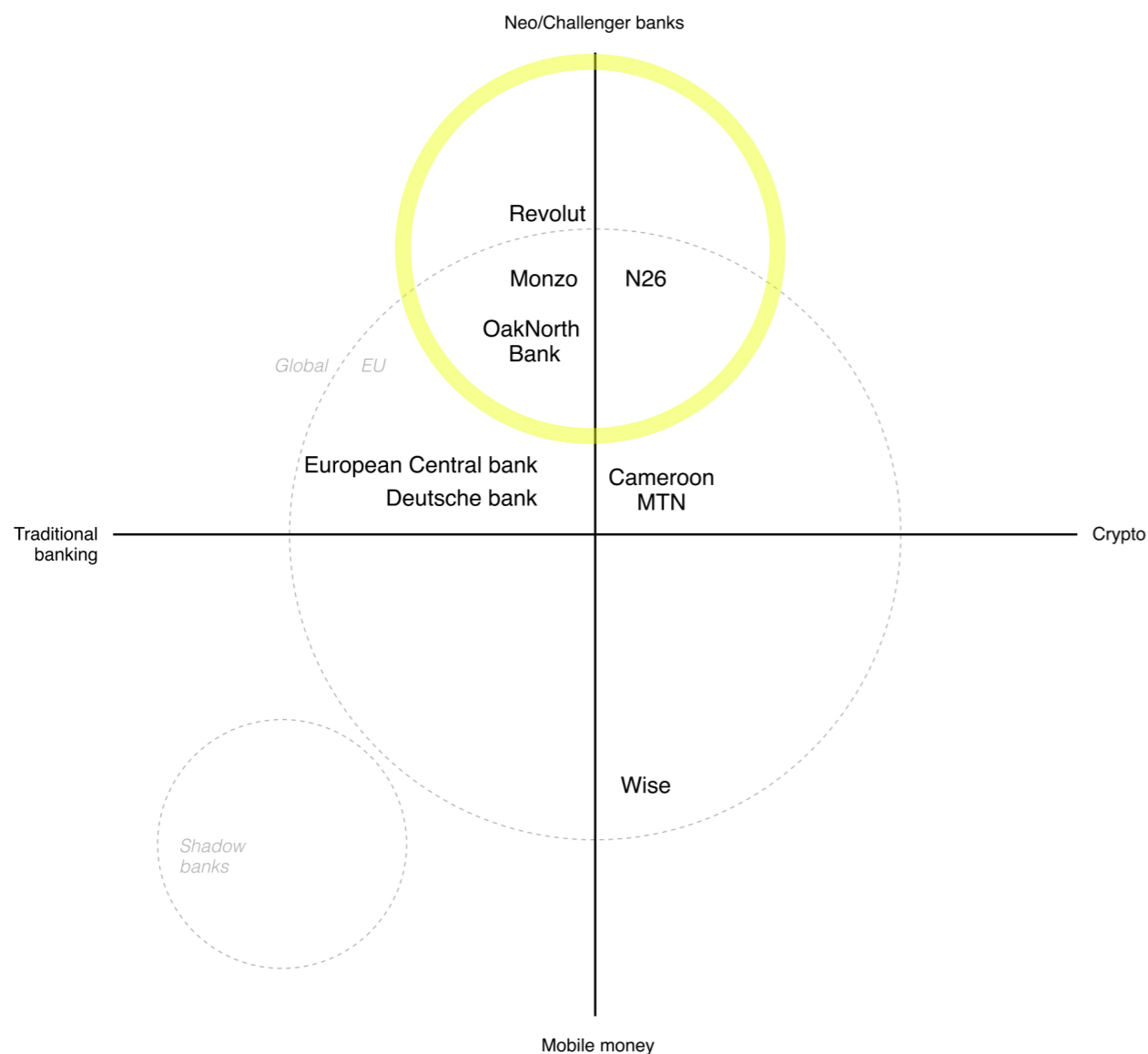


Figure 57 Note something about mobile money being considered

	Revolut	N26	Monzo	DBK	Atom
Licensed	European Central Bank	European Central Bank	Licensed	Licensed	Licensed
Seated	Lithuania	Seated	Seated	Seated	Seated
Type	Challenger	Challenger	Challenger	Traditional	Challenger
Customers	Young professional	Young professional	Young professional	Business, high capital	Young professional
Branches	None	None	None	Yes	None
Passport	Yes	Yes	Yes	Yes	Yes
License	Yes	Yes	Yes	Yes	Yes
Healthcare	No	Yes	No	Yes	No
Bills	No	Yes	No	Yes	No
Residency	Yes	Yes	Yes	Yes	Yes
Photo Verification	Yes	Yes	Yes	Yes	Yes
Video Verification	No	Yes	No	Yes	No
Third party	Third party	Third party	Third party	Third party	Third party
In house	In house	In house	In house	In house	In house
Basic Account	Basic Account	Basic Account	Basic Account	Basic Account	Basic Account
Credit Card	Credit Card	Credit Card	Credit Card	Credit Card	Credit Card
Acc. for Displaced	Acc. for Displaced	Acc. for Displaced	Acc. for Displaced	Acc. for Displaced	Acc. for Displaced
Credit Card	Credit Card	Credit Card	Credit Card	Credit Card	Credit Card

The above matrix covers a comparison of the offering which popular Neo-Challenger banks and Traditional banking institutions offer. It relies on a basic breakdown of their target audience, types of verification methods and account offerings to identify which type of banking system would be the most suitable for adopting the policy changes. Its necessary to distinguish that the defining factors are not solely reliant on system capabilities, but also on their

target customers and types of service delivery. As this analysis demonstrates all banking services perform in a similar way and offer the same kind of services. Therefore it is necessary to delve deeper into the banks customer experiences, verification methods, and customer testimonials to understand which of these banks can be the driver for the proposed system and procedural changes. This is be outlined in the following case study section.

Case studies

This section delves deeper into the Neo-Challenger banks with the aim of identifying an institution capable of engaging with this policy proposal. As outlined in the previous section, there is very little point of difference with the offerings of a basic bank account across the leading banks in Europe currently. Therefore, it is necessary to expand the criteria towards which bank “needs” this service, rather than which bank is capable of delivering it. Consequentially, customer testimonials and a closer look at on-boarding journeys will be assessed.

Interviewee
Institutional Banker + Retail banking teller, Samantha Leeny

This role adheres to national and international banking regulations, therefore the insights offered in this interview are applicable to the European banking system. To perform in this role a thorough understanding of banking processes and policy are necessary.

This role is familiar with KYC, customer identification methods, institutional relationships with government agencies, advocating for customer needs.

Organisation:

This interview was conducted at the ANZ branch in Moonee Ponds, Melbourne, Australia. The interview was focused on understand how ANZ deals with customers that do not have 100 points ID (the basic standard in Australia for identification). It was conducted using contextual curiosity methods, where the interview began with a theme and was lead by the interviewee relevant knowledge on the topic. It lasted for 1.5 hours.

Key insights:

- ANZ bank believe they have a commitment to all customers, therefore, they try their hardest to get new customers approved regardless of their document status. While this may seem like an altruistic pursuit, Sam explained that “The bank is a business, we want new customers.”
- For all customers, ANZ determines the kinds of services they can offer new clients via the quality of their documentation. The types of accepted documents are as follows:
 - For Australian citizens: Government issued ID (100 points)
 - For non- Australians: Foreign national documents (typically passports). In these instances the quality of your passport is irrelevant.
 - Quality over quantity is preferred. The bank uses risk weighted assets to determine outcome of applications of new customers. ANZ uses a 0-10 scale that a customer is constantly compared to. When the customer’s value moves above 6 they will try and get rid of them as they become too much of a financial risk. For each value there is a % allowance. Meaning, the company can only have X amount of customers sitting at 7.
 - ANZ has an entire training program designed to educate their staff on how to verify documentation. Often passports are linked with the national Visa system, which allows on the spot checks and confirmation.
 - For each new customer, ANZ implemented a Maker and Checker system. When there is a new application the data will always have a second party approve its correct.
- The main agenda for ANZ when verifying identity is the confirm that the data collected by the bank is correct. Sam explains that “When I used to work in Carlton (an area with a high Italian immigrant population), I would service customers who had two or three bank accounts with us all under different names. It was so common back in the day for migrants to adopt Anglo names. For example a man named Georgio would have an account under Georgio, George and Joe. ANZ has been making a huge effort to consolidate all accounts in recent periods as is legally becoming a mess for us”
- Sam explained that with the increase in capacity for biometric data to be used, it is not curbing fraudulent activity. To prevent fraud, their most used mechanism is via security questions like: “What was your last transaction, where is your family home etc” are asked to prevent fraud

Interviewee
Retail banking teller, Rahj

This staff member is a refugee from Syria. They are familiar with all processes pertaining to opening a bank account from both refugee and bank perspective.

This role is familiar with KYC, customer identification methods, institutional relationships with government agencies, advocating for customer needs.

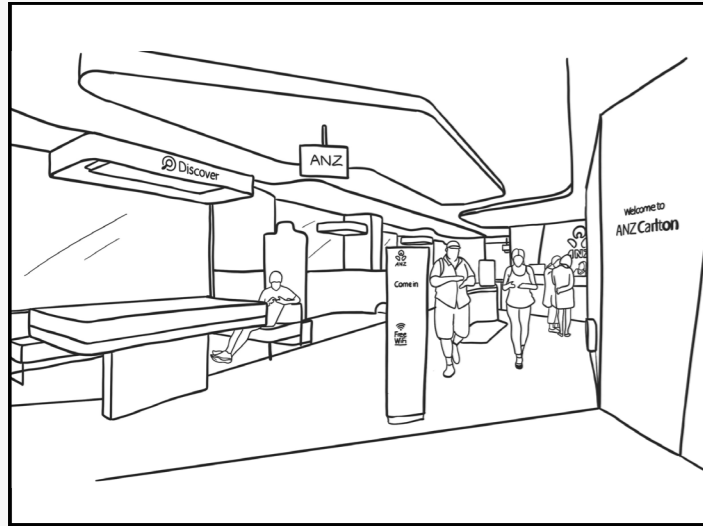
Organisation:

This interview was conducted at the ANZ branch in Moonee Ponds, Melbourne, Australia. The interview was focused on the exact processes and customer journey which a person that does not have 100 points ID (the basic standard in Australia for identification) goes through to open an account. It was conducted using contextual curiosity methods, where the interview began with a theme and was lead by the interviewee relevant knowledge on the topic. It lasted for half an hour.

Key insights:

- ANZ bank believe they have a commitment to all Key insights:
 - Opening a bank account as a refugee in Australia at ANZ.
 - As it stands, all customers that do not have 100 points ID are required to enter a branch to deal with a staff member who can physically verify their documents. However, this process will be changing in the next 3 months.
 - The exact process is as follows:
 - Receive identity documents. Use discernment and call upon training to determine validity of documents. Accepted documents include Passport, driver’s license, previous bank statements, health care cards, immicard
 - The banker then makes copies of the physical documents
 - If there is any confusion, the teller will pass the documents to the KYC team who will then take on the case. In this instance, the document verification can take up to 3 days.
 - The overall aim is to service the new customer
- For New customers
 - For online new customers
 - No tax code is needed
 - The customer is required to upload a photo of their passport or identity documents
 - The customer is required to upload a selfie
 - Data is verified immediately, and then the account is created
 - If it is not verified immediately, the online application is passed to the KYC team, who will then deal with the case accordingly
- Current limitations:
 - Customers who do not hold a national form of ID cannot be verified for online creation of new accounts

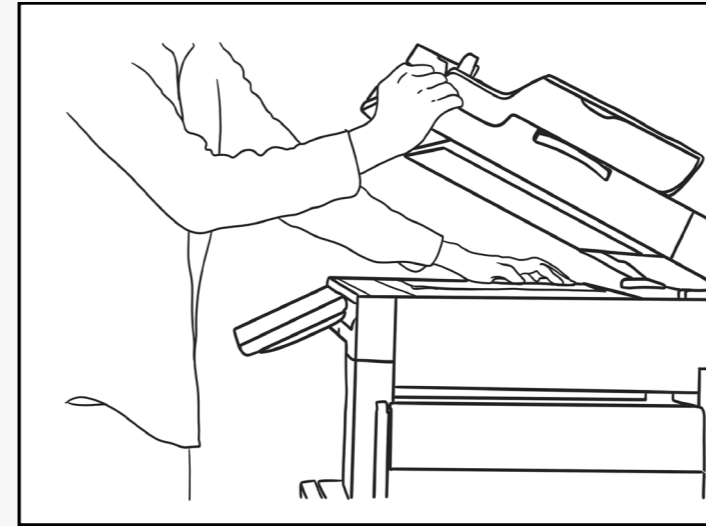
The following section takes a closer look at the experiences offered by ANZ, in both online and offline channels



Customer without 100 points ID, normally a refugee or stateless person, will find their closest ANZ branch to open a bank account, due to the fact that they cannot be processed via the online services



They then will meet with a teller to open a bank account. Here they provide their personal data information, and explain the kind of services they would like.

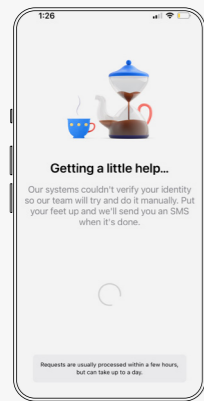


The ANZ teller then makes copies of the provided ID and confirms with their checker the validity of the documents and that all input data is correct.

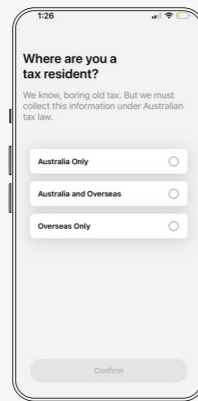


Providing the documents meet the standards of ANZ, the account is created and teller defines the level of service which they can provide to the new customer.

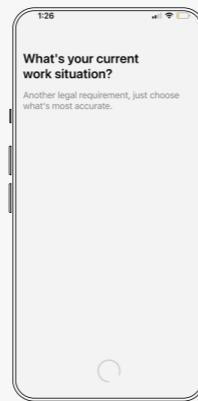
Figure 59



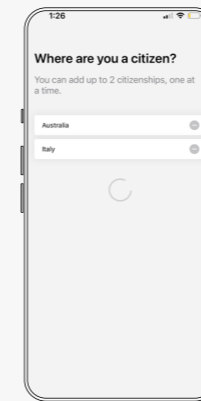
To open a bank account with ANZ plus, the customer needs to download the application to begin the process



They then select their residency status



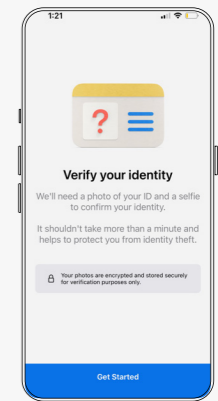
Personal data is collected so that ANZ can provide more tailored services to this individual



They then select their citizenship status



Following, uploading an identity document is required



A selfie is then taken

Figure 60

Key take aways

- System capable of immediate verification
- Simple steps
- Simple UI

Positive points

- Immediate verification if customer has 100 points ID
- A bank account can be opened in 6 steps
- 100% online functionality
- Colloquial and simple delivery

Limitations in functionality:

- Individuals without a 100 points are unable to be serviced with ANZ+
- No description of 100 points ID
- No next steps for a customer who cannot open an account
- Only English language option

Revolut case study

Revolut, a prominent financial technology company, operates under the licensing and regulation of both the Bank of Lithuania and the European Central Bank. To access their services, individuals must be at least 18 years old and undergo credit rating assessment. Additionally, Revolut ensures compliance with regulatory requirements, including stringent identity verification processes, to maintain a secure and trustworthy financial environment.

Type of account:

- Payment account and the money in it is held by Revolut as a deposit
- “Current Account”
- Store, withdraw and make payments
- Not able to use it for business purposes
- No interest is offered on holdings in the current account
- Ability to upgrade the account to a Revolut Pro account or a Revolut Business account

Functionality of “current account”

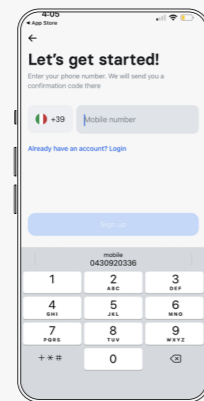
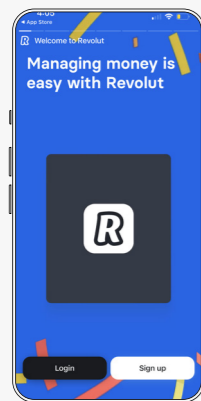
- Send a receive money
- Change money from one current to another
- Make payments and withdraw cash using the Revolut card
- View information and manage the account

Back-end security check

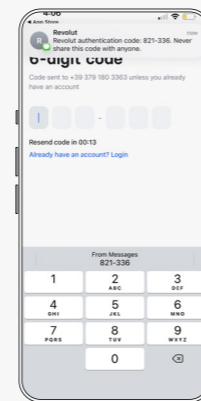
- Currently they make automated decisions on KYC, anti-money laundering, sanctions, identity and address checks
- Monitor account behaviour to detect fraud and financial crime
- May share personal data to third party security agencies

Customer testimonials

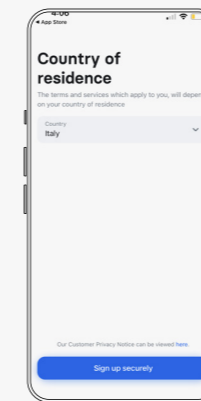
- Very positive customer experiences outlined online
- Many people prefer Revolut to other Neo- challenger banks
- Easy to use interface and quick activation, highly trusted



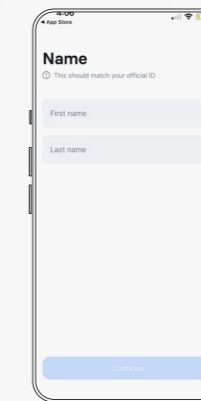
Customer must link their account with their phone



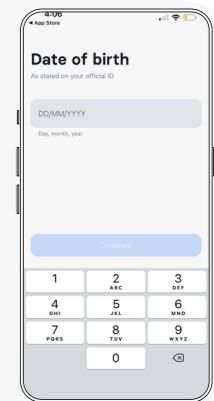
Enter phone number



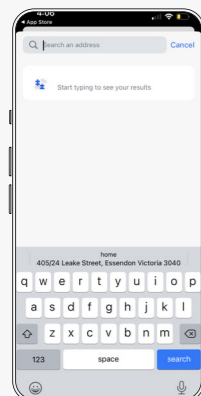
Enter country of residence



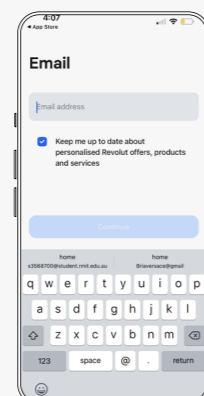
Enter personal details



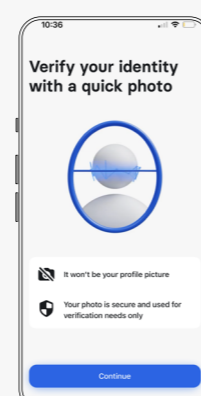
Enter personal details



Add address



Enter email



Identity verification

Key take aways

- System capable of immediate verification
- Simple steps
- Simple UI
- Can open a bank account and use it for 60 days without identity verification

Limitations in functionality:

- Continuous communications to verify the account
- No next steps offered if you cannot upload a photo and/or document
- Account set up reliant on sms code

Positive points

- Reflect industry standards of UI and on-boarding
- Can use the account for 60 days
- Seamless

N26 case study

N26, a leading mobile bank, holds the distinction of being the first 100% mobile bank to operate with a full German banking license granted by BaFin. With their comprehensive banking services delivered through their online platform, N26 offers customers a convenient and digitally-focused banking experience. They have demonstrated their pioneering spirit by introducing FinTech capabilities to the German market, pushing the boundaries of traditional financial practices. N26's commitment to innovation and customer-centric approach has positioned them as a trailblazer in the modern banking landscape.

Type of account:

- Store, withdraw and make payments
- Not able to use it for business purposes
- No interest is offered on holdings in the current account
- Ability to upgrade the account to a Revolut Pro account or a Revolut Business account

Functionality of “current account”

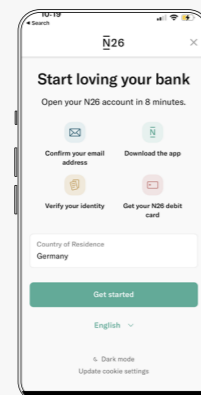
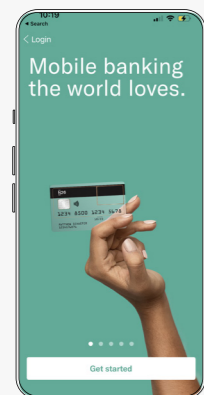
- Send a receive money
- Change money from one current to another
- Make payments and withdraw cash using the N26 card or application
- View information and manage the account

Back-end security check

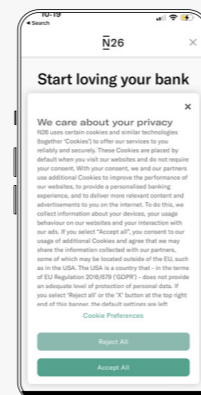
- Currently they make automated decisions on KYC, anti-money laundering, sanctions, identity and address checks
- Monitor account behaviour to detect fraud and financial crime
- May share personal data to third party security agencies

Customer testimonials

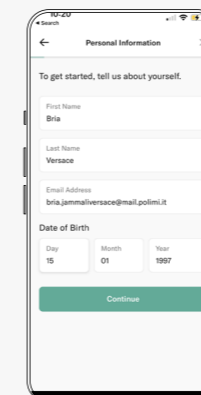
- Very mixed customer testimonials
- Customers left very negative reviews regarding their identity verification process. Several accounts have been closed indefinitely
- Other customers noted very positive experiences.
- Room for improvement with their on-boarding processes



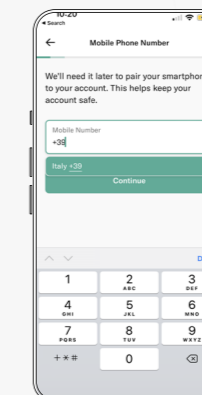
Open an account



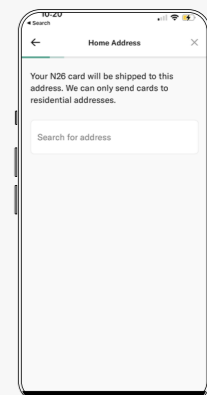
Agree to privacy policy and terms and conditions



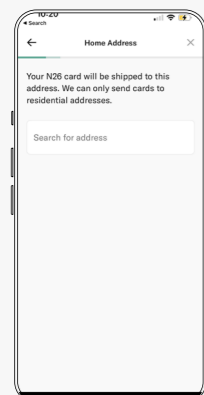
Input personal data



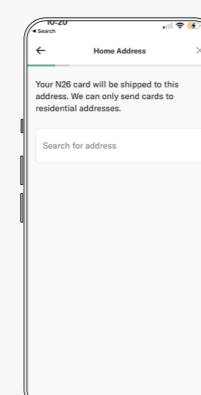
Link phone number to the account



Add home address to receive your card



Upload personal documents: Passport, ID, Visa



Identity verification

Key take aways

- System capable of immediate verification
- Simple steps
- Simple UI

Limitations in functionality:

- No next steps offered if you cannot upload a photo and/or document
- Account set up reliant on SMS code
- Negative experiences with their identity verification
- Random/Unexpected account closures

Positive points

- Reflect industry standards of UI and on-boarding
- Can use the account for 60 days
- Seamless
- German financial institution

Figure 62



"Recognised for our entrepreneurial spirit, our mission is to build a bank the world loves to use, powered by the latest technology."

Figure 63

Why choose N26?

After conducting comprehensive case studies on various prominent Neo banks operating in Europe, it is clear that there is very little distinction between service offering and UI. Therefore, the research has made the decision to develop a solution specifically for N26.

To begin with, N26 holds the distinction of being the first 100% mobile bank to acquire a full German banking license from BaFin, allowing them to provide comprehensive banking services exclusively through their online platform. This aspect holds significant relevance within the context of the project, as it is crucial for stateless individuals to have access to an institutionally recognized and trustworthy banking service.

Moreover, as a German-based bank, N26 is ideally positioned to drive transformative change within the nation. They have already demonstrated their pioneering spirit by introducing FinTech capacities to the German market, showcasing their potential to push the boundaries of current financial practices, norms, and behaviors.

Currently, N26's banking service relies solely on biometric data for identity verification. However, being a German bank, they adhere to the most stringent practices, which involve new customers engaging in teleconference calls to verify their documents and confirm their authenticity as real individuals. This verification process is in need of a redesign to align with the overall innovative nature of N26's service engagement capacities.

N26 is actively pushing the boundaries of modern banking, particularly with their service offerings and open data capacity. For instance, they have dedicated significant resources to address the financial literacy gap by providing educational services on money management, savings, investments, and even exploring cryptocurrencies. Additionally, their commitment to seamless banking is evident through their exploration of open data capabilities within their application. Recognizing that some users may have accounts with other banks, they have ensured higher interoperability capacity that enables customers to link accounts from different banks within the N26 application. This interoperability highlights their potential to incorporate other services into their application in the future.

What truly makes N26 an ideal candidate to drive this change is their history of serving a large stateless population when they operated as an unlicensed bank. During that time, they were able to on-board customers without strictly adhering to traditional know-your-customer (KYC) regulations, as specific documentation was not required to open an account. However, when they obtained their banking license, they abruptly and controversially closed all accounts opened under those circumstances, resulting in negative customer reviews and class-action lawsuits. Additionally, an EU financial representative joined the team to ensure compliance with proper protocols.

It is precisely this controversial aspect surrounding the bank that inspired the choice to center N26 in the design outcome.

Despite the bureaucratic challenges they faced after becoming licensed, they have proven to be allies to the stateless population. By engaging with N26 in this project, there is an opportunity for them to rebuild customer trust, regain their lost customer base, and navigate their way through the aforementioned controversies.

Interviewee

Attempted N26 customer: Sayori

After taking a deeper look into N26's customer reviews, it became apparent that they are in need of an on-boarding redesign, specifically at the identity verification touch point. While sleuthing online provided great insights into general troubles that had arisen for attempted new customers, it was imperative that an interview with a failed new customer was conducted, to delve deeper into their experience and how it impacted their perception of the bank.

The interview was conducted online and lasted approximately 45 minutes. It was conducted via semi-structure means, where the themes explored pertained to the communications received during the application, the result of the application and how it impacted the customer's trust and perception of the brand.

The aim of this interview is to understand how redesigning the identity verification procedure employed by N26 can positively impact their customer perception.

Key insights:

The application procedure:

- Upon relocating to Milan, Sayori needed to open a bank account "as its one of the first things you do to settle yourself in a new city." However, she was still without the necessary documentations (permesso) to open a bank account with one of the traditional banking institutions (Banco Popolare). Therefore, she searched for a Neo-Challenger bank that offered an online boarding procedure.
- Prior to engaging with N26, she did her research and understood that N26 would be a good option for her as it was widely publicised online that "everyone could" make an account.
- After downloading the app, she began the on-boarding journey (touch points outlined in the previous case study) however became stuck at the identify verification section. At this point she:
- "I didn't get any communications outlining next steps or who to go to for help"
- "I went to google and saw that a lot of Indian passport holders had the same issue"
- "I then found a vague outline of the reasoning why, but it didn't offer me much"
- At this point she stopped with the process of opening a bank account with N26
- Following moving to Germany and receiving a German working Visa, Sayori attempted to open a bank account again with her new paper work. However still nothing worked, and she was stuck at the same point of identity verification.
- This pushed Sayori to approach Revolut a competitor Neo-Challenger bank, where she was successful in

Main points:

- N26's communication towards customers who cannot open an account needs improvement.
- N26 needs to improve their identity verification processes and servers to accommodate non-EU citizens and visa holders.
- The trustworthiness of their brand is impacted by their failure to treat failed customers like potential customers

- opening a bank account
- As an attempted customer of N26, this process made her lose trust in the bank and also trust in other online banks. She believed that she was targeted for no reason, and the lack of justification offered was frustrating. She does not recommend N26 to anyone and would not pursue a bank account with the company again.

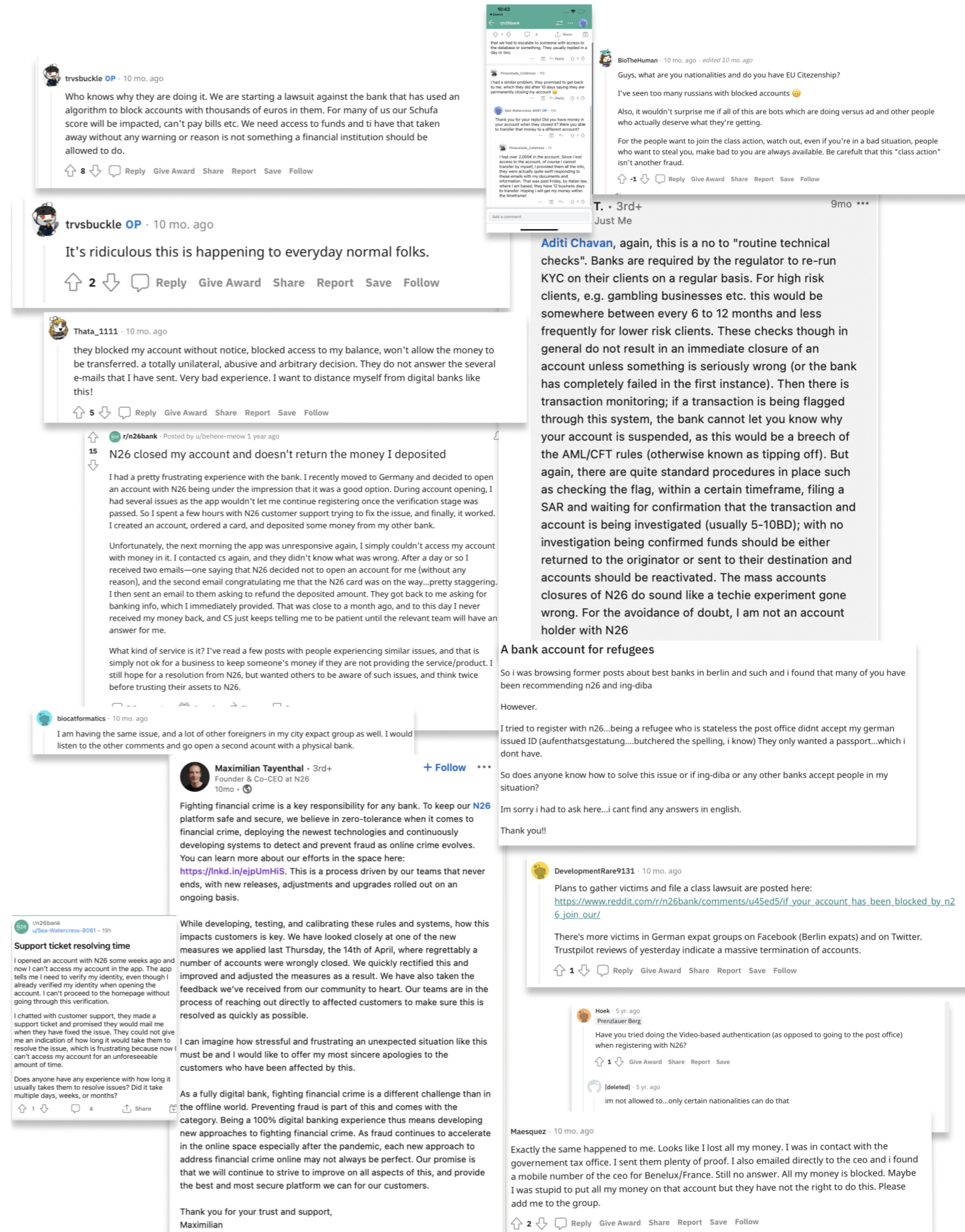


Figure 64

Interviewee

N26 employee: Design and Communication: Francesco

Following service offering analysis and customer testimonials, it was imperative to gain the perspective of N26 on these issues. Therefore, an interview conducted with a design and communications employee was conducted to delve deeper into the internal situation within the company.

This interview was conducted in person and last for 2 hours. It began as a structured interview as there were clear questions which needed to be asked, however towards the end it shifted into a much less structured conversation. Furthermore, the concept brief was tested which concluded the interview.

Key insights:

N26 Brand identity:

- Believes that they are an innovative banking institution which provides smart solutions for the new generation
- As they were the first Neo-Challenger bank in Europe (began operating in 2014) they position “trailblazer” as a key facet of their brand identity
- Their literal branding is sleek and simple by design. They believe banking is difficult enough, therefore they want to make everything as seamless as possible for their customers
- They also want customers to engage with the service as flexibly as possible. This is reflected in the customisable themes and colours which are accessible for cards, accounts and spaces

Imagined Usage:

- As they entered the scene as an unlicensed bank, they were aware that they had to first build up customer trust before they engaged with the service full-time
- N26 positioned themselves as an everyday account, “not necessarily one that you would get paid into, but the one you would transfer money into for online purchases and holidays”
- For the most part, they anticipate that a high percentage of their customers still engage with their N26 account in the same way. “Because we knew it would take a long time for N26 to become the bank you get paid into, we needed to figure out how to keep our customers engaged, which lead us to open banking networks”

Open Banking network:

- Open banking is a system that connects separate banking system via interoperability capacity, allowing all customers to manage all their money and financial assets in the one place
- It allows customers to view all their assets across

Main points:

- N26 functions as a secondary account, and due to open banking systems, it has been able to use this to their benefit.
- N26 needs to be very careful about their identity verification processes from a customer and regulatory perspective
- They position themselves as a young innovative bank for young professionals
- Maintaining a sleek and simple banking service is an invaluable part of their customer experience
- They are invested in human rights issues, however they have used this as a way to “wash” their customers
- Maintaining and retaining customers, even with free accounts is their main priority

- multiple bank accounts on their respective platforms
- “This has been really valuable for N26, due to the fact that customer’s N26 is rarely their main account”
- “We want our customers to be on top of their money, and have ownership over their data and personal management, and open banking systems is a way for us to allow that”

Company KPIs:

- The main KPI for N26 is for gaining and retaining customers
- Staying innovative and agile in the banking sector is also really important for us, so research and development is a key part of our business model
- Financial literacy is being inbuilt into the company KPIs, they are viewing it as “their responsibility” to educate their customers on the current state of the financial world
- Particularly as their customers are young professionals, they perceive a gap in knowledge regarding finance for this demographic
- The key areas of education which they focus on are: Savings, Budgeting, New technology, New features of N26, Entering Crypto trading, Business loans.

Relationship with EU regulations:

- “For Neo-Challenger banks, its our main priority to achieve and maintain licensed status, therefore, following EU regulations is a key part of our job”
- After the mass account closures of 2016, N26 has been in “hot water” and have had to rectify a lot of processes to abide by EU regulations. Their identity verification was a mess internally and externally.
- “The company currently has an EU regulator situated in office now to keep an eye on everything”

Corporate responsibility:

- “N26 has definitely leverage social agendas to attract and maintain customers”
- “Inside our organisation, we do a lot of fundraising and work particularly for LGBTQI rights”
- “However, we do a lot of it for marketing which is a bit questionable in my opinion”

FinTech

- “There has been a lot of controversy surrounding FinTech in the recent period, particularly as dictatorships have started to engage with this technology for investments and money laundering. The fact that it is largely untraceable leaves a lot of questions around the ethics of these developments”

Why choose N26?

This map is a brief overview of N26's service offering structure.

Their entire service is offered via online channels, therefore they have placed huge emphasis on developing digital mechanisms to communicate and engage with their customer base.

This comes in the form of educational material that can be found on their frequently updated blog. They cover topics surrounding changes in the banking industry, updates on their brand and also new features offered. Most importantly though, they have invested a lot in their education material. As their main customer base is young professionals, migrants, and students, they cover topics which they would need to know about.

For instance, they focus a lot on budgeting, international transfers and how to engage in their newer offerings surrounding crypto.

Their self help support section is well done also, however improvements around their live customer support chat are needed.

The yellow line on the map represents the area of intervention for this project. It demonstrates where N26 and EU regulations meet within their policy and organisation structure, communicating how it impacts their service delivery at an interface level. These designed interactions uphold the broader paradigm that exists in society that confirms that access to financial services should only be available to citizens.

Privacy Policy

- N26 will transmit your personal data to other entities such as other financial institutions, regulatory and supervisory authorities as well as public and governmental bodies and agencies, including the ECB (European Central Bank), the EBA (European Banking Authority), the Bank of Italy, the Italian Tax Authority, the Ministry of Economics and Finance among other entities, who will act as separate data controllers of your personal data, for the purposes of
- N26 is legally obliged to check your identity using a valid identification document within the framework of opening an account and to store specific information from the identification document. For this purpose, we offer you a liveness-detection photo procedure (with the combination of photo and video), via an encrypted transmission path, through our reliance partner Safened-Fourthline.

- Our cryptocurrency trading product was introduced in Austria in 2022. N26 Crypto meant our Austrian customers were the first to have the opportunity to buy and sell cryptocurrencies directly in their N26 App.
- N26 has also partnered with WISE a mobile money
- Use Safened-Fourthline as their third party verification server

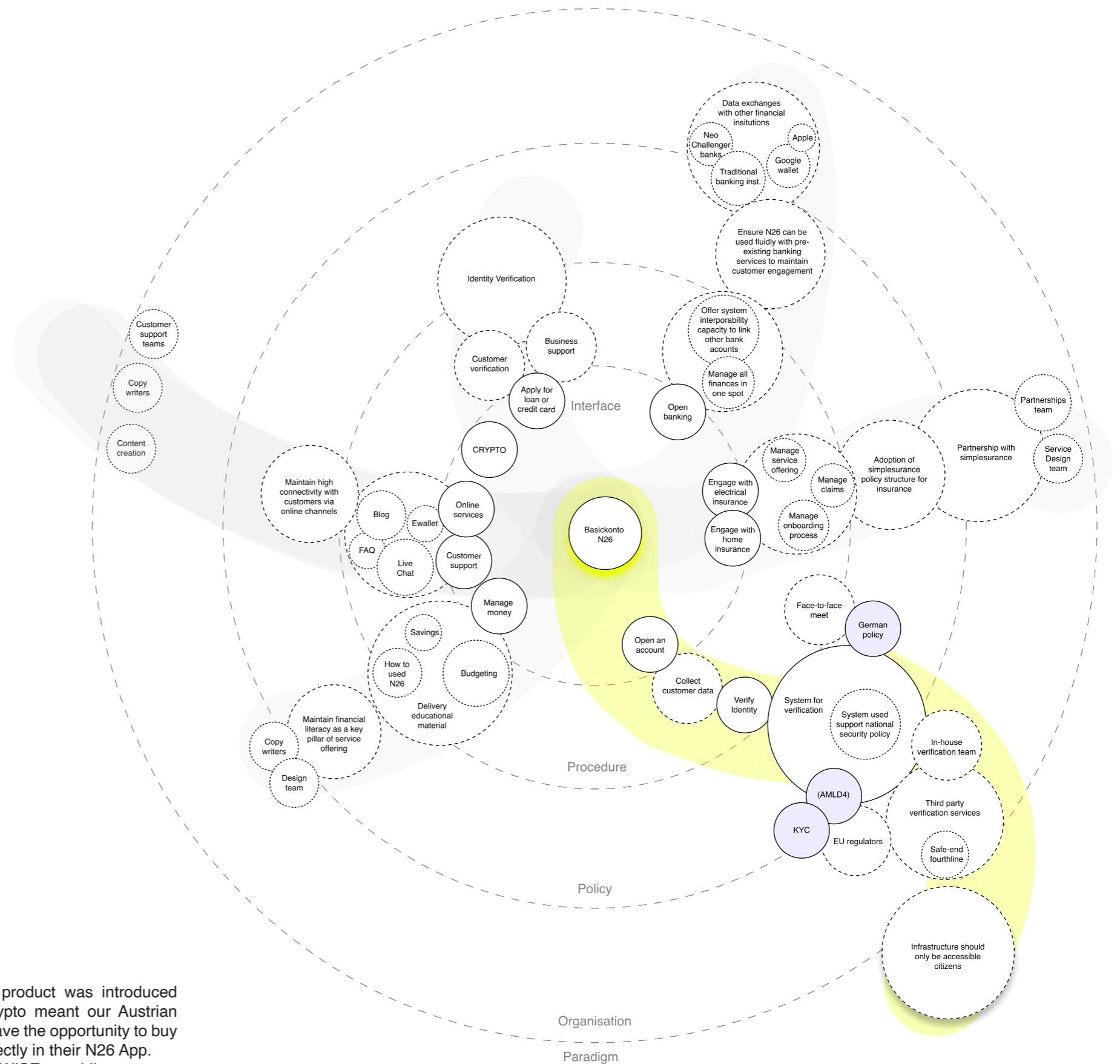


Figure 65

Identity Verification

Identity verification impacts most areas of banking, including account opening, Know Your Customer (KYC) and anti-money laundering (AML) regulatory compliance, credit card applications, high-risk transactions and consumer lending.

(Art. 6 (1) f) GDPR).

Verifying your identity:

Data collection and processing in case of opening and using the N26 account

Personal data related to your identification, contact data, economic data and finance data will be processed by N26 for the purpose of opening an account with N26 (hereinafter: "Sign-up") and using the Services of N26. The legal basis of the processing of these data is Art. 6 (1) b) GDPR.

These data include the following personal data:

- First name and surname
- Date of birth
- Place of birth
- Nationality
- Email address
- Legal address
- Temporary address
- Mobile telephone number
- Tax-ID and tax residence
- Occupation
- Gender

Identification document including type of identification document, issue date, validity date, document number and issuing authority

Data concerning your economic situation and your N26 products and services usage history, which are your IBAN, customer ID, card details, transaction details (card payment and banking transfer amounts and recipients) based on products and services contracted with N26.

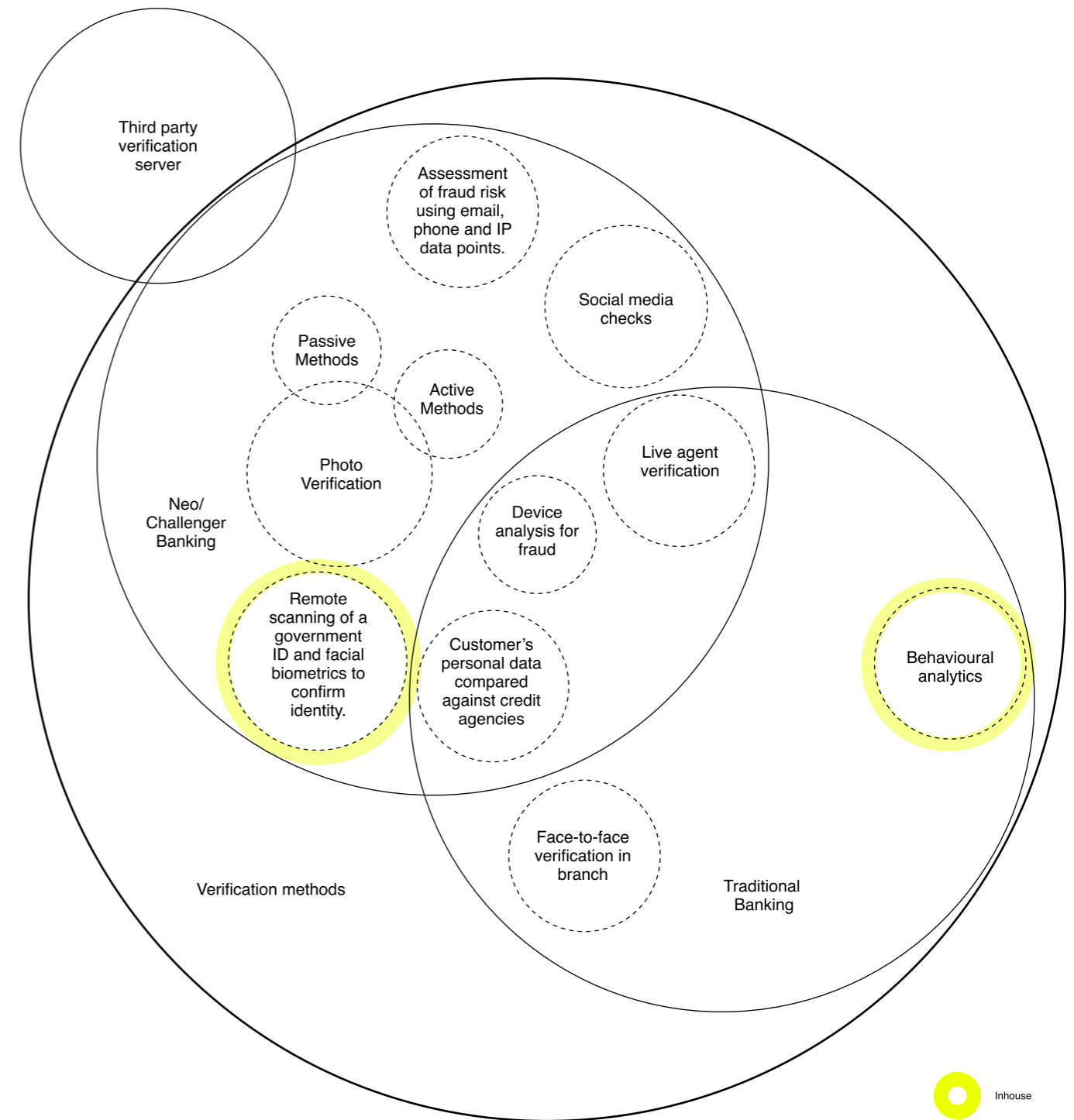
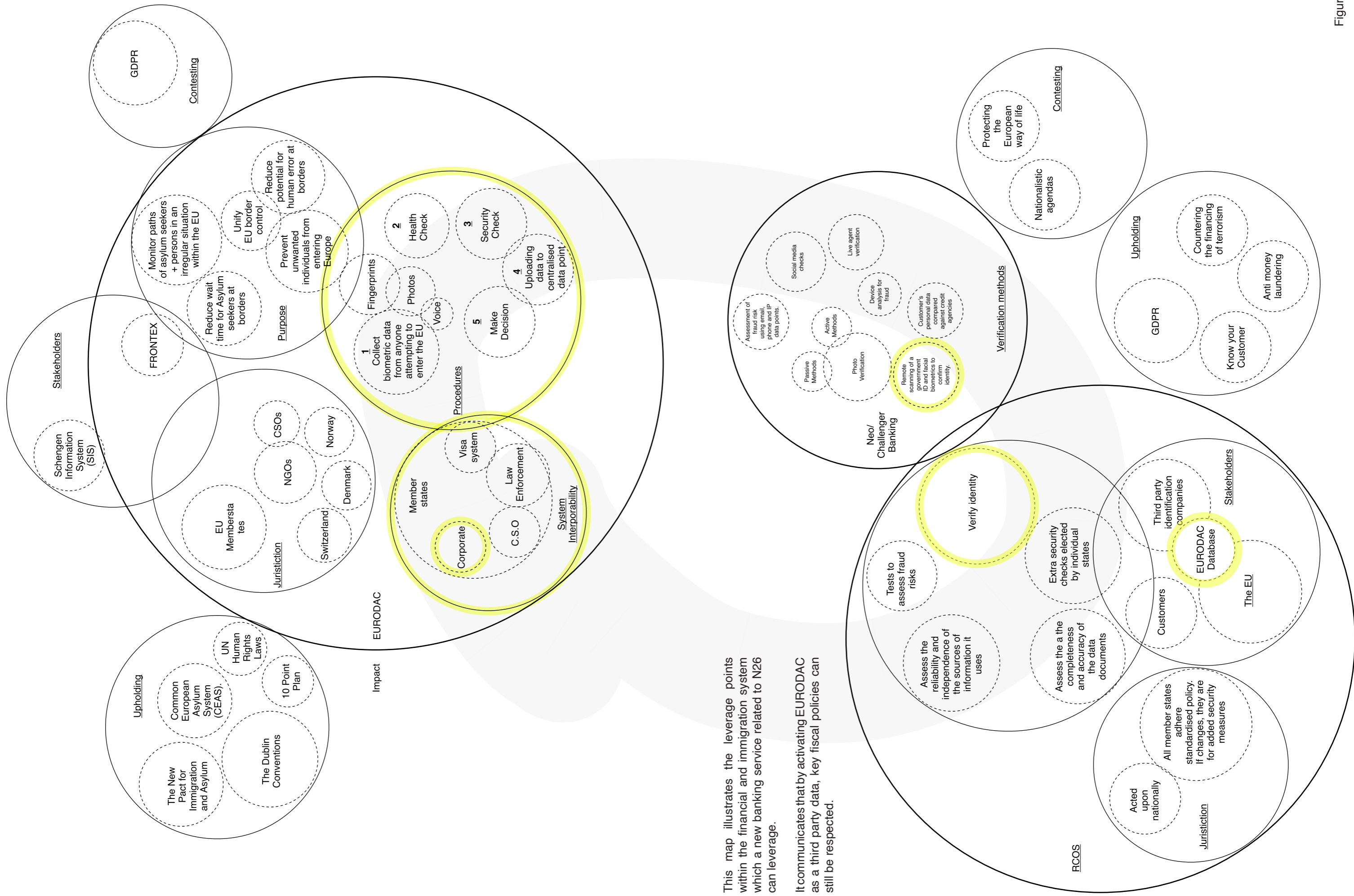


Figure 66



This map illustrates the leverage points within the financial and immigration system which a new banking service related to N26 can leverage.

It communicates that by activating EURODAC as a third party data, key fiscal policies can still be respected.

Approaching financial institutions for integration

Conclusion

In conclusion, this section highlights the compatibility of the policy proposal with the existing policies and procedures of the financial system, ensuring alignment without compromising on regulations.

Among traditional banking institutions, Neo-Challenger banks stand out as the catalysts for driving this transformative change. Their online-centric services make them well-suited to cater to the needs and tools available to stateless individuals. Additionally, these banks have established a reputation as change-makers within the system, enabling them to seamlessly and intelligently implement the proposed policy. Analyzing key challenger banks in the EU revealed minimal differences in service delivery and offerings. Taking a transformational perspective, customer testimonials became pivotal in identifying the ideal banking intervention. Through this lens, N26 emerged as the most promising candidate, given their significant challenges with remote customer on-boarding.

Building upon this selection, a comprehensive case study was conducted, incorporating interviews with customers and employees to construct organizational maps and pinpoint the precise leverage point for intervention.

With the conclusion of this section, the design research sets the stage for the subsequent section, which introduces the solution of G26, which was built off the back of this research.

Introduction

In conclusion, the banking solution for stateless people, known as G26, is introduced in this section, building upon the research and design development conducted. As a sister company of N26, G26 capitalizes on the proposed policy changes outlined in the previous chapters. By utilizing the EURODAC database for customer verification, G26 can cater to individuals without the requisite documents typically needed to open a bank account. This approach enables G26 to serve this new customer segment while adhering to the financial regulations stipulated by the Anti-Money Laundering Directive and Know Your Customer legislation.

Within this section, the concept of G26 is presented from its unique standpoint, encompassing the service, branding, and its distinctive policy position. Through the application of Service Design visualizations and tools, the offering is delineated, accompanied by an overview of the on-boarding process within the system.

Given that G26 mirrors its sister company, this section specifically addresses the modifications made to the on-boarding process, highlighting the adjustments and enhancements implemented.



Figure 68

N26 X goose

As a sister account of N26, we proudly present the Goose Account, a specialized banking solution crafted specifically for stateless individuals. Inspired by the resilience and migration capacity of geese, the Goose Account aims to provide a unique and inclusive banking experience tailored to the needs of this under served community. At Goose, we believe in empowering stateless individuals on their journey towards financial freedom and integration.

With the backing of N26, a renowned leader in mobile banking, the Goose Account combines the convenience and innovation of the N26 platform with a deep commitment to inclusivity. We understand the challenges faced by stateless individuals and are dedicated to providing them with the necessary tools and support to thrive in their financial lives.

The Goose Account offers a seamless and user-friendly banking experience, accessible through the trusted N26 mobile app. Opening an account is quick and straightforward and completely online, eliminating unnecessary barriers and paperwork. We prioritize the ease of use and security of our platform, ensuring that stateless individuals can manage their finances with confidence and peace of mind.

Beyond basic banking services, the Goose Account focuses on empowering stateless individuals through tailored features and resources. From international money transfers to budgeting tools and personalized financial insights, we strive to equip our customers with the necessary tools to achieve their financial goals. We also collaborate with relevant partners to provide support and resources in key areas such as employment, housing, education, and healthcare, fostering a comprehensive approach to integration.

With the Goose Account, you join a community of like-minded individuals who are passionate about embracing their migratory spirit and unlocking their full financial potential. As part of the N26 family, we adhere to the highest industry standards in terms of security, compliance, and customer service. Your trust and satisfaction are our top priorities.

Embark on your flight to financial freedom with the Goose Account, a dedicated banking solution designed to empower stateless individuals and pave the way for a brighter future.

For anyone, anywhere

Why did we start the company?

As a bank operating within the EU financial regulatory system, N26 acknowledges the existence of a significant population that remains underserved due to stringent identity verification laws. We understand the importance of such regulations in ensuring security and peace of mind for ourselves, our customers, and the union as a whole, especially after our 2016 blunder.

However, it's hard for us to ignore the need for a new approach. At N26, we have always been driven by a desire to challenge the status quo and push the boundaries of what is possible, socially acceptable and technically feasible. It is with this spirit that we have developed G26.

While this initiative could have been integrated into our existing business model, we firmly believe that not everyone's circumstances are the same, therefore, how can one product serve all?

By treating the issue of statelessness as anything less than a unique condition, we would not be doing justice to the individuals we aim to serve. Therefore, to fulfill our mission

Why did we start the company?

The inception of our G26 account sets forth two transformative paths for us. Firstly, we are committed to being a genuine force for actionable corporate responsibility, focusing on tangible, relevant, and meaningful impact for marginalized communities. G26 is not merely a marketing ploy or a hollow gesture of green washing; we genuinely aspire to be agents of change. By leveraging our brand, our relationships within the EU, and our deep understanding of the legal and financial landscape, we seek to expand our role beyond being "just a bank" and emerge as leaders in social transformation. We are determined to utilize our financial expertise, legal acumen, and extensive institutional network to drive progress towards a more equitable world.

From a technological standpoint, we have consistently been at the forefront of revolutionizing banking services since the inception of N26 in 2014. Our pursuit of innovation extends to our G26 initiative as well. With the

effectively and advance our agenda, a separate service needed to be created.

G26 is our dedicated solution for stateless individuals, designed to provide them with the banking services and support they need. We understand the unique challenges they face and have tailored this offering specifically to address their requirements. By establishing G26, we aim to reduce the gap and provide access to financial services to those who continue to be overlooked by traditional systems.

At G26, we accept the responsibility of making a positive impact in people's lives and continue to be committed to fostering financial inclusion for all. Our goose account strives to challenge our present reality and approaches identity verification laws in a new way to create a more inclusive financial landscape. Combining EURODAC data sets with EU financial system for identity verification, is the first of its kind and we believe that by taking this bold step, we can pave the way for change, not only within our organization but across the industry as a whole.

stateless population in mind, we recognized the crucial importance of making a tangible impact. Given the significant advancements in system interoperability, we embarked on finding new solutions to address identity verification. By forging a link between our data and that of the EU, we aim to create opportunities for the collective improvement of institutional data to benefit society as a whole. We understand that technological advancements have the power to reshape the way we approach identity verification and open new avenues for financial inclusion.

At G26, we are driven by a deep-rooted commitment to driving positive change and leveraging our influence to create a more inclusive and equitable society. G26 represents a significant step forward in our journey, where our ambition, expertise, and dedication converge to make a lasting impact on the lives of stateless individuals and contribute to a brighter future for all.

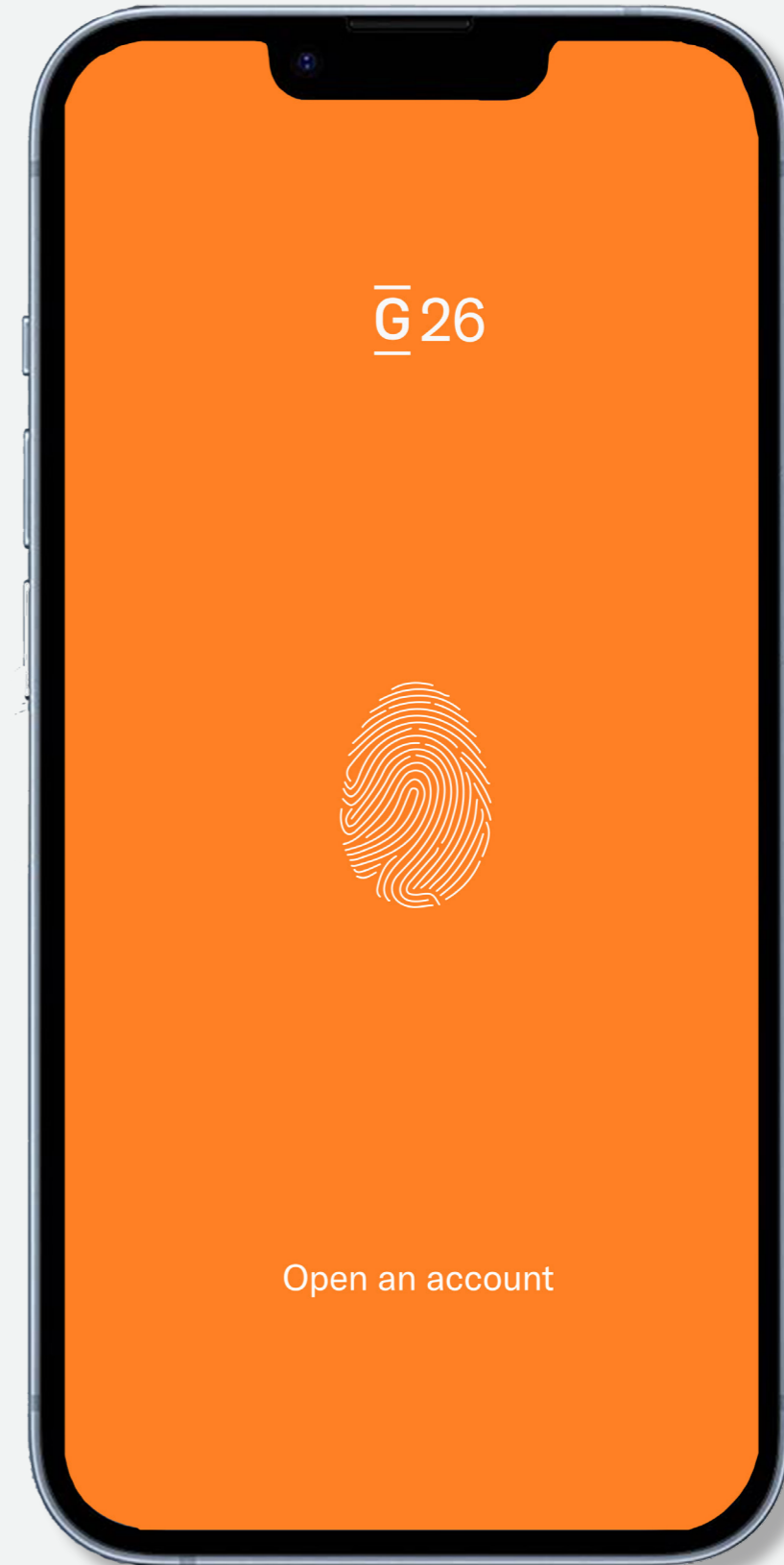
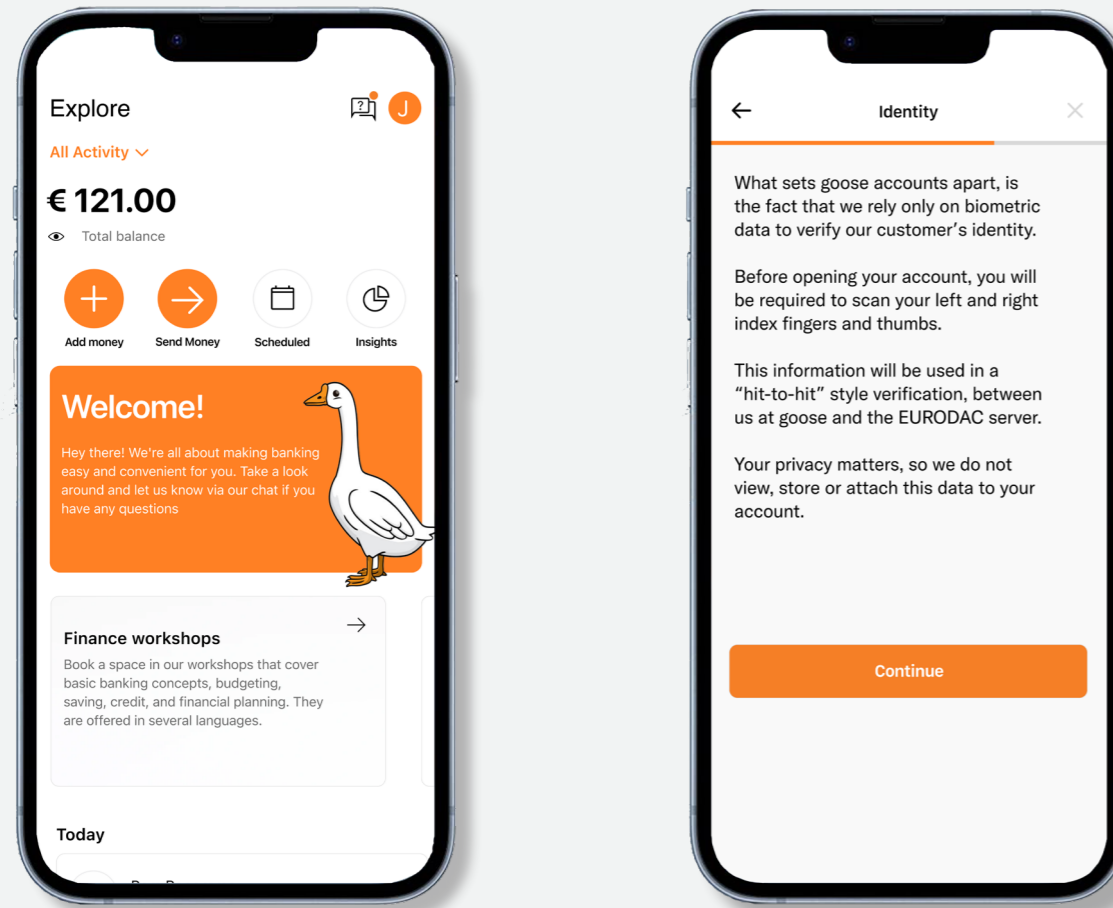


Figure 69

Figure 70



Tone of Voice

G26's branding tone of voice for stateless customers is rooted in empathy, understanding, and inclusivity. We recognise the unique challenges faced by stateless individuals and strive to create a safe and welcoming space for them within our banking community.

Our tone is compassionate and sensitive, acknowledging the hardships and complexities of navigating life without a recognised nationality. We aim to provide support and guidance through clear and concise language, ensuring that our stateless customers feel heard and understood. However, we don't take it too far. G26's customers need to be treated with humanity, respect and the understanding that they are people too. We want our customers to feel empowered and in control of their financial decisions.

Our communications are approached with a strong emphasis on inclusivity. While the base of our application is in English, we allow our customers to engage with our services in their native tongue, so that they can get the most out of our service. Our tone and language is non-discriminatory, respecting the rights and identities of all individuals. This makes our communications friendly and accessible, allowing complex concepts or potentially stressful situations to be easy to understand and solve.

Furthermore, to emphasize the importance of financial empowerment for stateless individuals we focus on communicating honestly, and clearly. Our tone is empowering and conversational, encouraging our customers to speak to us about any of their fears or doubts when it comes to banking. We want them to take control of their financial futures. By providing resources, tools, and educational materials we can assist customers in developing their financial literacy to navigate the banking system with confidence. Through our tone, we cut through the complexity of financial jargon and present information in a straightforward and accessible manner.

At G26, we are dedicated to creating a supportive and inclusive banking environment for stateless individuals. Through our branding tone of voice, we aim to foster a sense of belonging, understanding, and empowerment. We are here to listen, to assist, and to help our stateless customers thrive in their financial journeys.

Through our communications, we are committed to providing equal access to our services, regardless of nationality.

Value Pillars

Inclusion

We strive to build a brand that embraces diversity and enables inclusivity. By removing barriers and ensuring equal access to financial services, we aim to empower stateless individuals to achieve their financial goals.

Empowerment

We are dedicated to empowering our customers, including stateless individuals, to take control of their financial lives. Through our 100% online application, we provide a comprehensive platform that serves as a one-stop-shop for financial literacy. We equip our customers with the tools, resources, and knowledge they need to make informed decisions and achieve financial independence.

Equity

We uphold the principle of equity, advocating for fair and equal opportunities for all. Our commitment to developing legal pathways for financial inclusion ensures that stateless customers have the same access to financial services as anyone else. We challenge existing structures that have previously oppressed this group, aiming to create a more equitable banking system.

Social Innovation

At G26, we believe in the power of social innovation. We leverage our financial expertise, understanding of the legal system, and network of institutions to drive positive change. By providing tailored support for stateless customers, who face unique challenges regarding financial independence, we aim to create meaningful impact and contribute to a more inclusive society.

Technological Innovation via Interoperability Advancements

We embrace technological innovation to reshape the banking industry. Through interoperability advancements, we explore new ways to address identity verification challenges and on-board unique customers. By activating EURODAC for identity verification, we push the boundaries of what is possible and challenge the status quo, ensuring compliance and security while providing access to financial services for stateless individuals.

These convictions and behaviors guide our actions as we strive to be more than just a bank. We see ourselves as catalysts for social transformation, utilizing our brand, relationships with the European Union, and technological expertise to make a real difference in the lives of stateless individuals. Together, we can challenge existing structures, create a more inclusive financial system, and empower stateless individuals on their path to financial independence.

Why Goose?

Geese, those graceful migratory birds, serve as powerful metaphors for stateless people who have been displaced from their homes. Just like geese, stateless individuals often find themselves navigating unfamiliar territories, seeking refuge and a sense of belonging.

Similar to geese's need for suitable breeding grounds and abundant food sources during migration, stateless individuals long for a place where they can establish roots and access basic necessities for survival. They face numerous challenges as they strive to find safety, stability, and recognition of their rights. We wanted to create an account that honoured this experience, while fighting the good fight.

Like geese's reliance on their flock for support during their arduous journeys, stateless people often seek strength and solidarity within their communities, united by their shared experiences and the desire to advocate for their rights.

They, too, display resilience, adaptability, and a tenacious spirit as they navigate complex bureaucratic systems and strive for inclusion and acceptance.

By recognizing the metaphorical connection between geese and stateless individuals, we can deepen our understanding of the struggles faced by those who lack citizenship or legal recognition. It prompts us to extend compassion, support, and opportunities for empowerment to these individuals, working towards a world where everyone has a place to call home and can soar freely towards a brighter future. Our goose account stands for this and through its implementation paves a way forward to end the systemic oppression of this already vulnerable group.

Goose account is for the geese of the world. Those who desire and need to move freely, in order to find what they need.

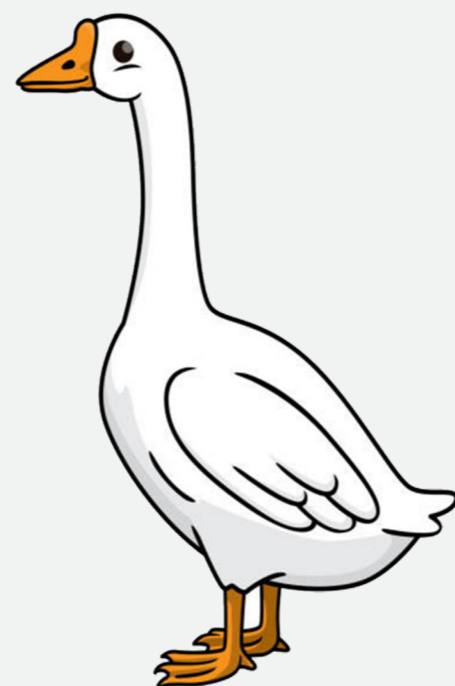
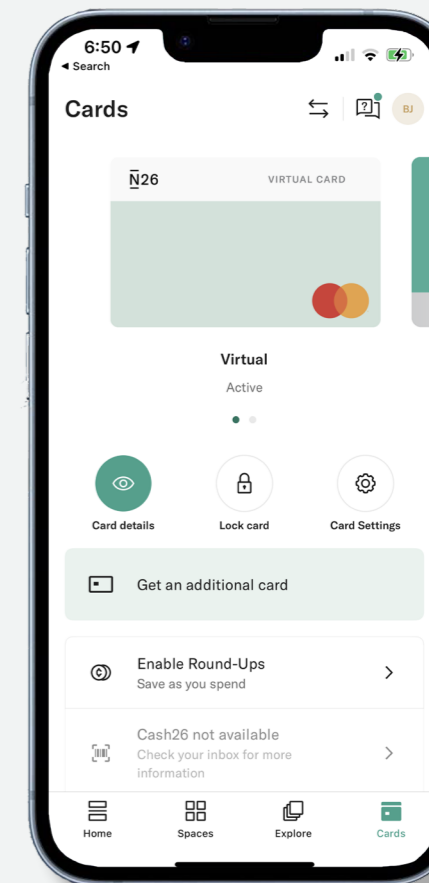
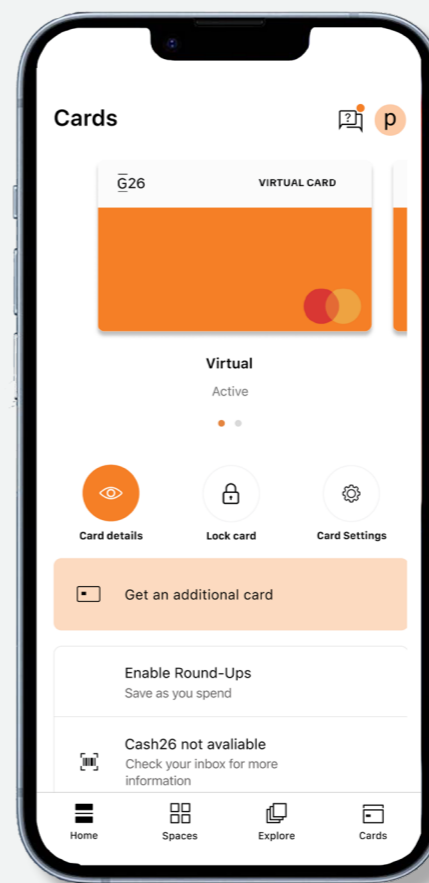


Figure 71



Borrowing from N26

Utilising the N26 branding style for G26, our sister company presents a unique opportunity to capitalize on the established reputation, visual appeal, and customer trust associated with N26. By aligning with the sleek and contemporary design language of N26, we can enhance our brand recognition, attract a broader customer base, and deliver a seamless, modern banking experience that aligns with the evolving needs and preferences of today's customers.

Furthermore, leveraging the N26 branding style enables cost-effective marketing efforts. The established brand recognition and positive reputation of N26 can be leveraged to create awareness and foster trust between us and our unique customer base. By exploiting the existing user experience research and marketing channels of N26, G26 can benefit from cross-promotion, targeted advertising, and increased visibility, ultimately driving customer acquisition and growth.

Lastly, if it ain't broke, don't fix it.

The G26 application visually mirrors its sister company, N26, as we strive to provide a consistent and reliable standard of service across all our companies. Instead of redesigning the application, we wanted to approach the real needs of our target customer group. Therefore, we focused on enhancing and tailoring our service delivery through policy and organizational changes in regard to on-boarding processes. As a result, we introduced a new verification method using EURODAC and developed content to promote financial literacy and skills, facilitating stronger integration in new countries.

Although our assets, typography, and logo remain largely unchanged, our vision for change manifests through the development of this service, embodying a form of design activism. By leveraging the existing framework and brand identity, we aim to deliver a seamless and impactful banking experience that aligns with our commitment to innovation and inclusivity.

Figure 72

Financial literacy

G26 offers personalised financial literacy assistance to help you navigate the money game like a pro. From budgeting tips to understanding credit scores, we'll make sure you're confident and savvy when it comes to your finances. Let's level up your financial know-how together!



Verification

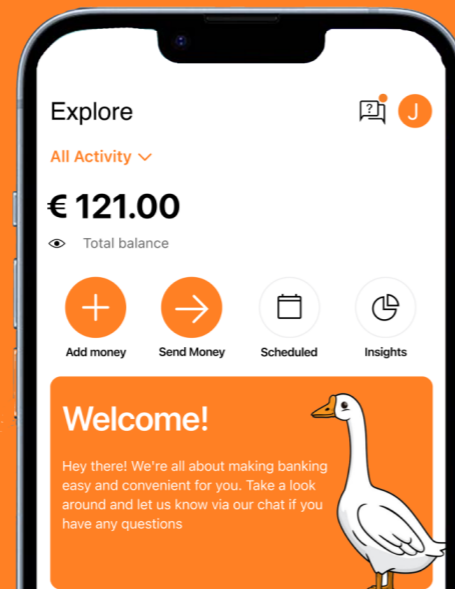
No documents?
No problem.

At G26, we verify your identity using biometric data, giving everyone the access to banking services



Access to basic bank account

Need a bank account fast? In 8 minutes, you can create very own G26 account. Make online payments, transfer funds overseas and build your saving with us

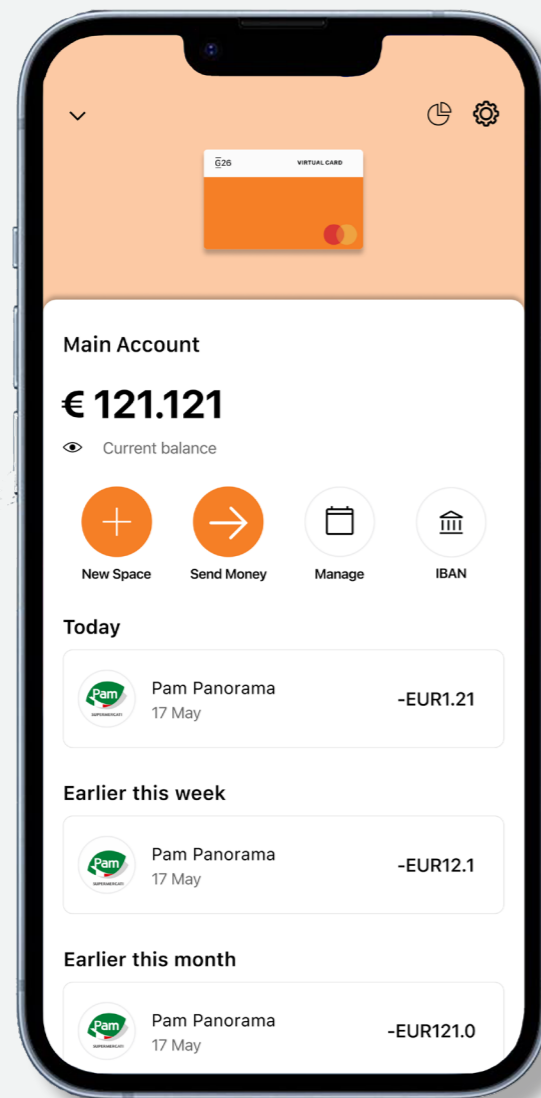


Build credit score

Unlock a world of possibilities with your credit score. At G26, we help you leverage your credit history with us to get access to a range of services, helping you achieve your goals and dreams



Figure 74



Why G26 for your banking needs?

Quick sign up - Open an account in 8 minutes

No need for identity documents - We rely on biometric data to verify our customers

No account fees - Like all of our basic accounts, we charge no fees

Accessible - G26 is 100% online and serviced by a support team available 24/7. We are here

Financial literacy - Grow your financial skills with our tailored educational content

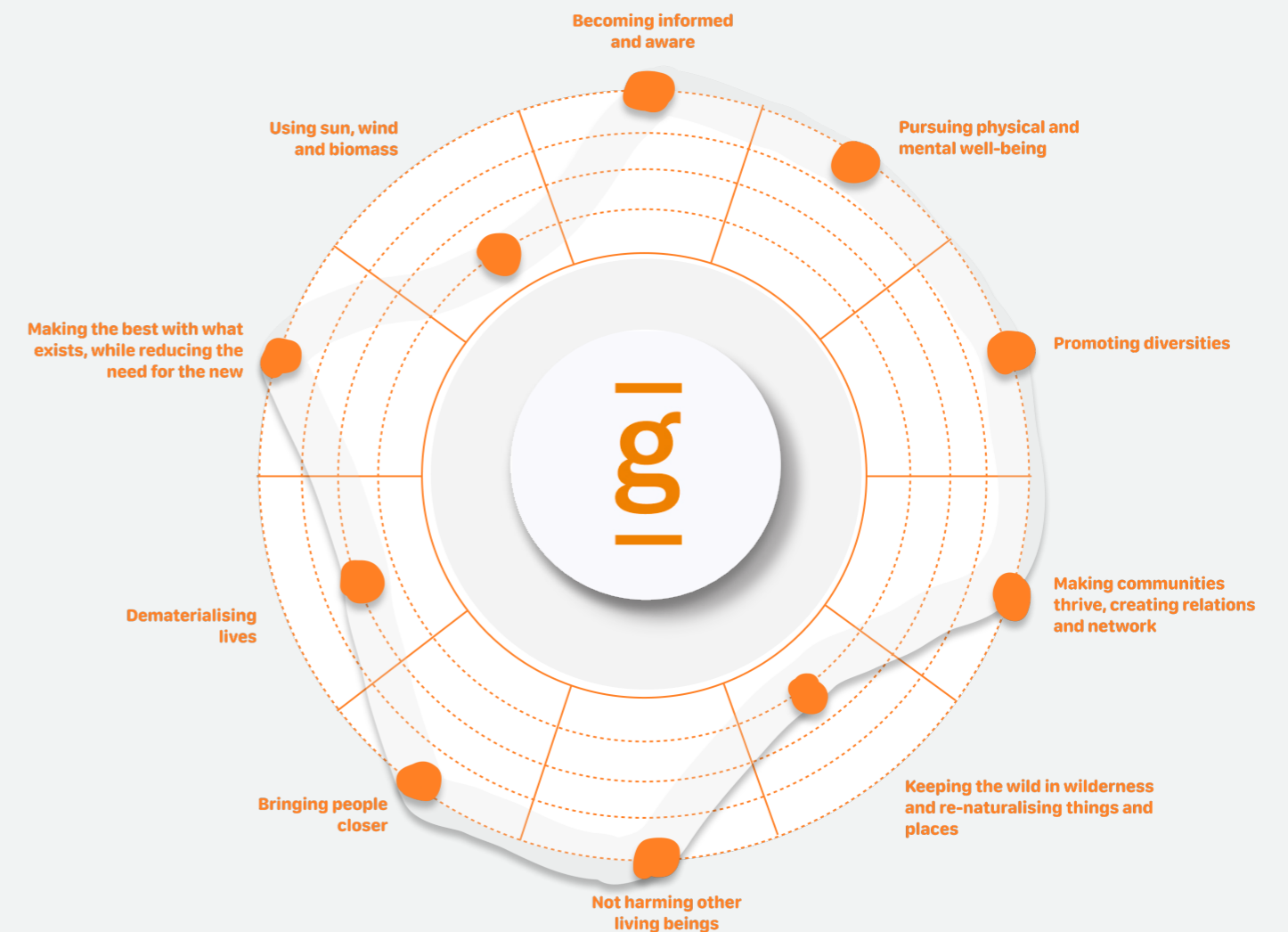
Customisable - Move countries? Change phone number? Have a new Tax code? All your personal information is editable. We understand that things change.

Personalised - Manage your money your way through our spaces that allow you to get in control of your funds

One-stop-Shop - G26 is compatible with open banking systems, view all your data in one spot

Language - Our service is accessible in over 30 languages

Figure 75



Pursuing physical and mental well-being

G26 is dedicated to reducing the physical and mental stress which integration has on stateless people. Our tailored education services and easy verification process, which does not rely on traditional documentations, we are actively removing the barriers preventing stateless people from integrating.

Becoming informed and aware

Our banking services pertain to education regarding the EU financial conditions, allowing our customers to become informed and aware. This is invaluable for integration and inclusion.

Promoting diversities

Tailoring G26 processes and procedures to individuals who cannot be serviced by traditional banking institutions demonstrates our committed to serving diverse populations. Through this, we are actively promoting diversity across the European Union.

Making communities thrive, creating relations and network

Through our unique verification processes, we are empowering vulnerable groups who have previously been excluded from traditional banking services. By providing the stateless access to a bank account, skills pertaining to financial literacy can be developed, allowing them to attain capital. Simply having a bank account allows secure employment to be achieved along with stable housing.

Making the best with what exists, while reducing the need for the new

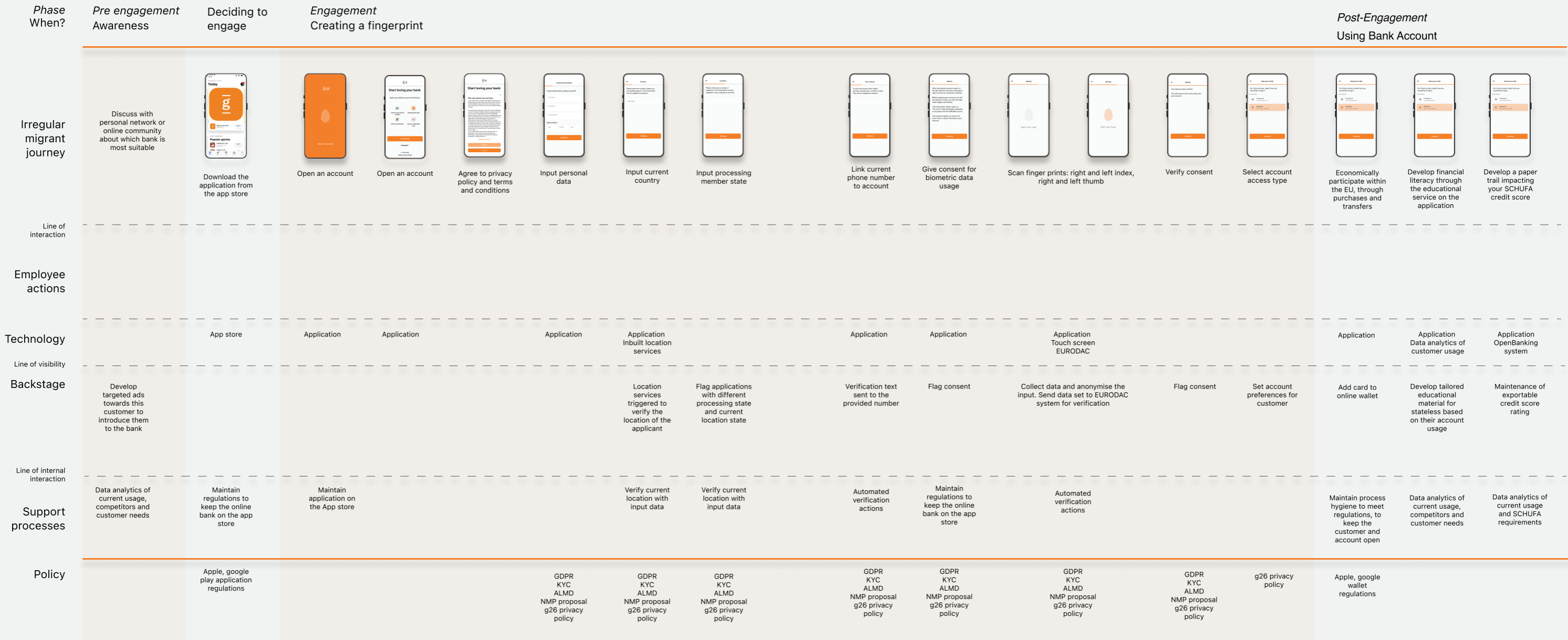
Rather than developing a new verification system to service this group, our reliance on EURODAC avoids this. The G26 account is a key example of how re-organising existing structures can yield great impact, without creating anything new.

goose Account: On-boarding blue print

This map communicates the on-boarding journey of a new customer who is stateless. As the offering a purely online, there is no employee actions taken towards the customer during this phase of the engagement with g26.

Acronyms

GDPR: General Data Protection Regulations. KYC: Know your customer, ALMD: Anti Money Laundering Directive, NMP: New Migration Pact Policy Proposal



Pre-Engagement

Engaging with g26 from the perspective of a stateless person, requires consideration as it requires engaging with EURODAC, a system which has very low levels of trust in the community. It is seen as a system for oppression rather than access. For this, it is paramount that our communications foster trust with our audience. We will educate NGOs and humanitarian workers on ground about our service and deliver a grass roots awareness campaign.

Engagement

To engage with our service offering, the customer is required to download the application via their app store, which requires internet data. Prior to engaging with the process it is paramount that the customer is aware of our data and privacy protection policy, which is why this is positioned at the beginning of their journey. To create an account, the customer is fed through a standard sales funnel which mirrors that of our sister brand N26. This

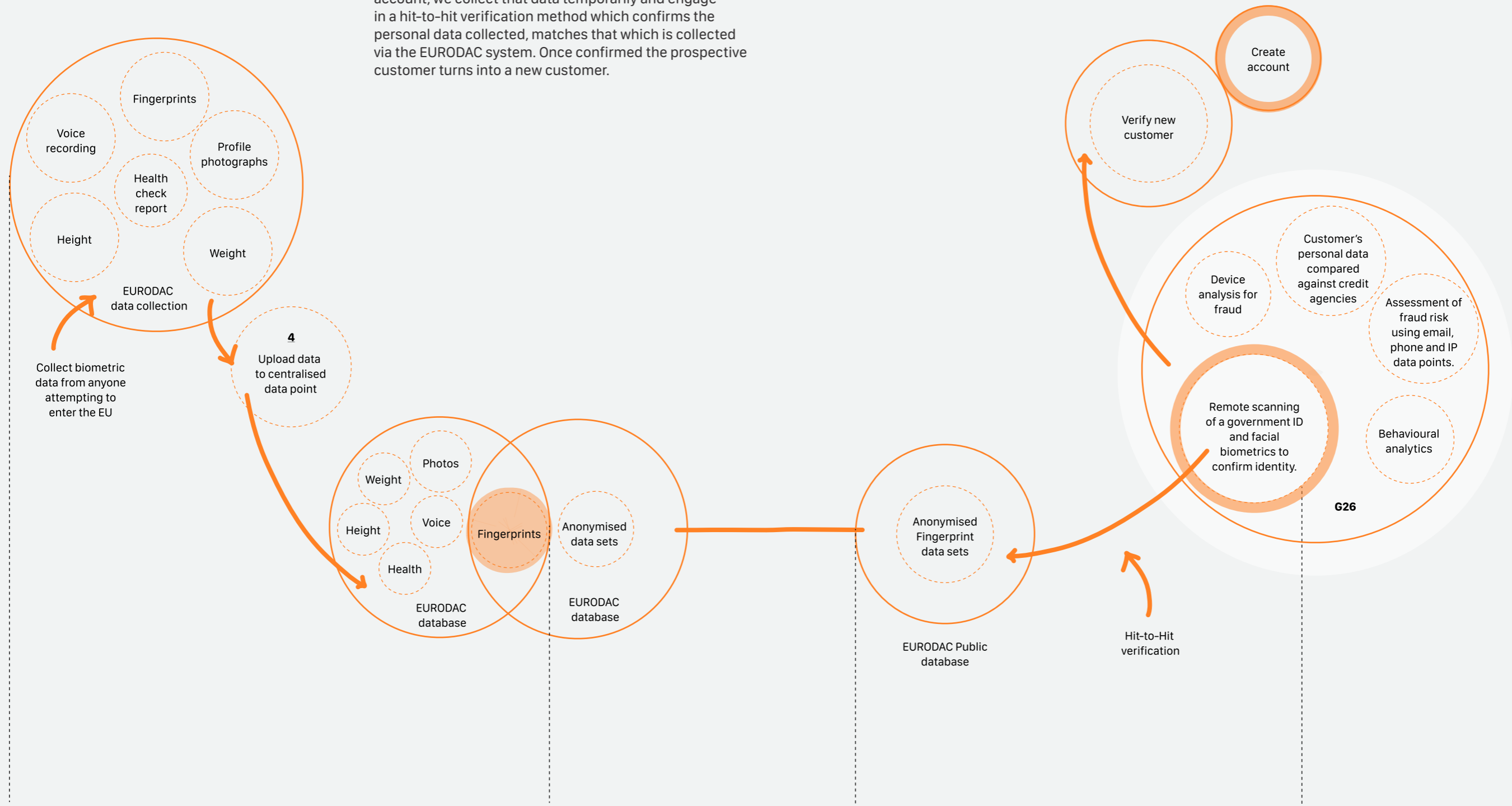
has been mirrored as we are essentially offering the same services, just with a different identity verification method. To verify the identity of the new customer, which is necessary to uphold KYC and ALMD laws, we provide the option of using EURODAC data in a hit-to-hit style process. This means that no data is stored, merely verified by a trustworthy third party server. Once verified the customer can then decide their log in preferences for future use.

Post engagement

Once an account is created, the customer will have access to all of our learning material that is available to N26 customers. Additionally, we will provide tailored content specifically for their needs regarding integration and financial literacy in Europe. To assist in securing permanent visas, we will also provide an exportable SCHUFA score PDF, which will outline their credit history and their usage of our account.

To enable stateless individuals access to our basic bank account, we have leveraged the EURODAC data base and introduced a policy in our company that uses biometric data to verify that the customer is actually

them. Similarly to ANZ, our priority rests on attaining new customers and ensuring that they are who they say they are. It does concern us their nationality or citizenship status. Therefore, our process is as follows: prospective customers scan their fingerprint when opening a new account, we collect that data temporarily and engage in a hit-to-hit verification method which confirms the personal data collected, matches that which is collected via the EURODAC system. Once confirmed the prospective customer turns into a new customer.



Dublin Conventions:

Processing and collection of biometric data of irregular migrants at the first point of entry within Europe.

The New Migration Pact
Extend requirement towards minors 6 and above

Policy Proposal

Prepare data for public access - as per NMP.

Policy Proposal

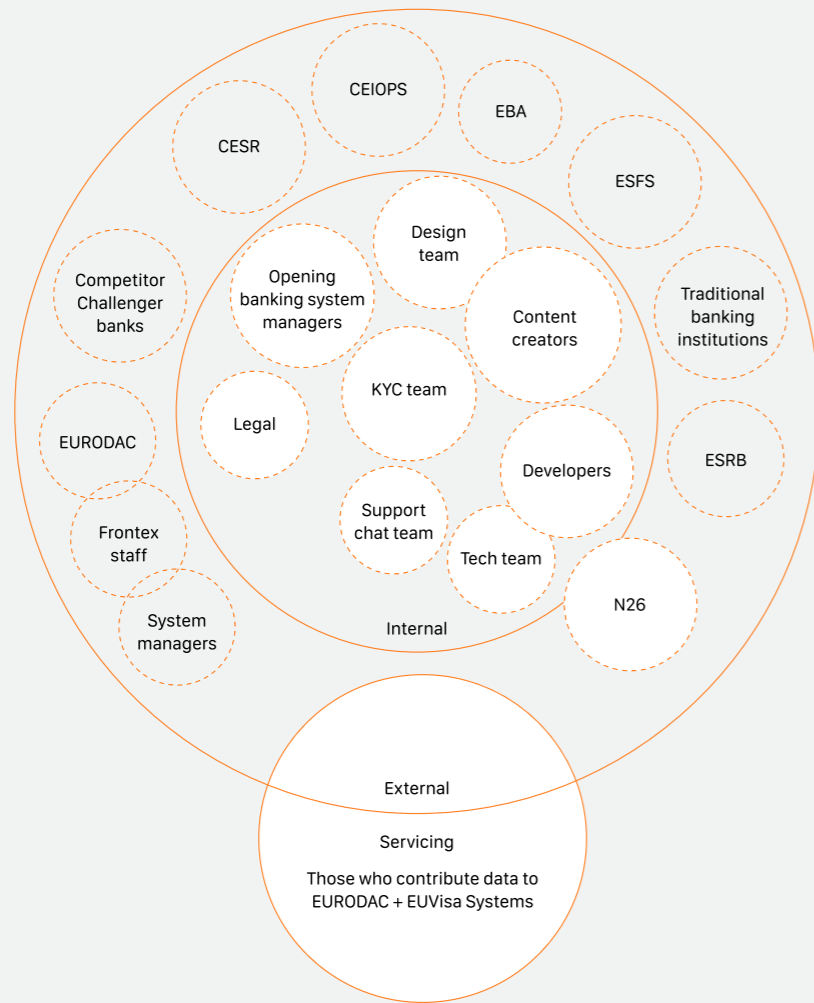
Expand system interoperability to include corporate institutions who require identity verification for access to services. Reliant on original EURODAC capacity of hit-to-hit verification

GDPR, KYC, AMLD

The requirement that new customers must meet the requirements for 100 points ID

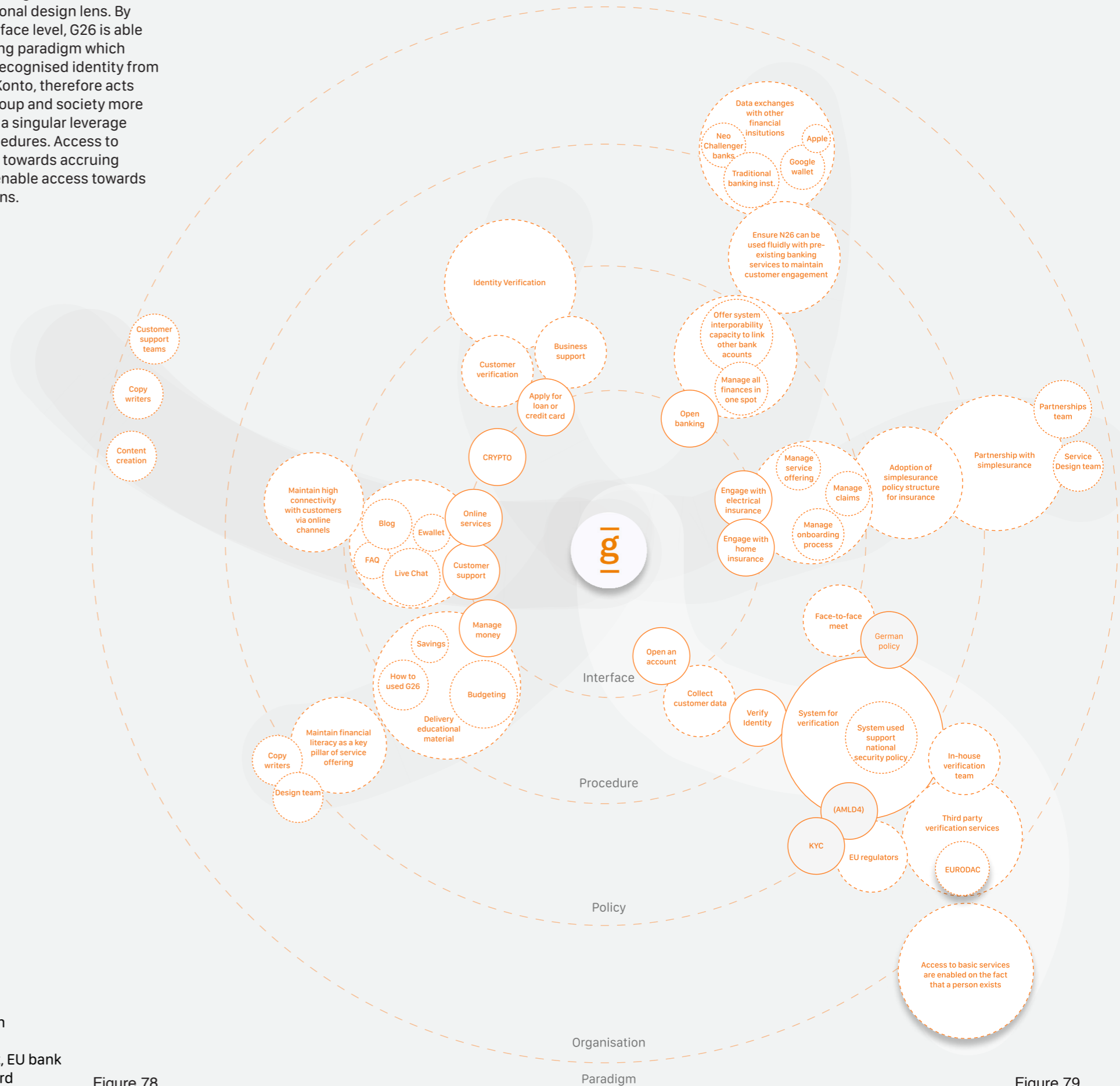
Stakeholders

The primary stakeholders of this service lie inside G26's organisation. As the service delivery is two fold: One being the functioning of the platform and the other being delivery of educational material, the main teams managing G26 are the design, content creation and tech teams. Whilst lying outside of G26's internal organisation, the EU financial regulatory system hold a very influential role over the service. They have the capacity to retract licensing permits if regulations are not correctly followed, and are therefore key stakeholders of the service. Furthermore, as this system relies on EUODAC data, those who collect and upload data to the public system also play a key role.



Organisation changes

Figure 79 on the left documents the organisational structure of G26, via a transformational design lens. By offering a bank account on an interface level, G26 is able to actively challenge the pre-existing paradigm which actively excluded those without a recognised identity from economic participation. The BasicKonto, therefore acts as a key driver of change for this group and society more broadly, through its amendment to a singular leverage point within standard banking procedures. Access to a basic account is the primary step towards accruing positive credit that will eventually enable access towards small business loans and home loans.



Competitors: Revolut, Mobile Money, Mezo
CESR: Committee of European Security Regulators
CEIOPS: European Insurance and Occupational Pensions Authority

EBA: European Banking Association
ESFS: European Social Fund
Traditional banking: Deutsch bank, EU bank
ESRB: European Systemic Risk Board

Figure 78

Figure 79

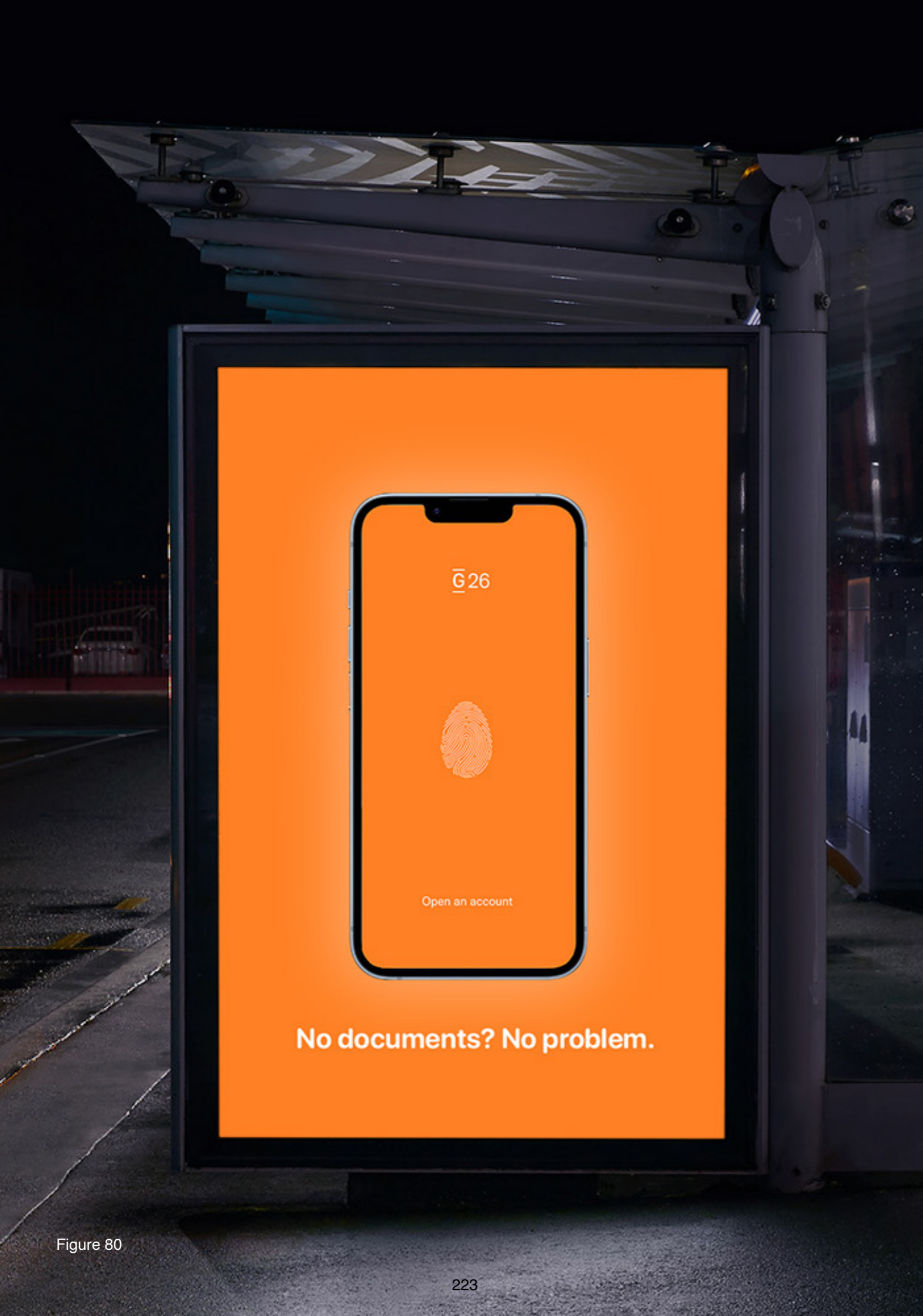


Figure 80

Conclusion

G26 is the sister banking service of N26. It offers banking access to basic banking services to those who are without internationally recognised identity documents, and are registered in Europe's EURODAC and Visa system. It relies on biometric data to verify customers via a hit-to-hit verification method with these data bases. Its agenda is provide the tools that allow financial integration and participation within the European Union.

Conclusion

Main Findings

This thesis engaged in variety of research activities including Broad literature review analysis of the ideologies of cosmopolitanism and nationalism, The European response to irregular migration, The stateless experience within Europe, Service design for hospitable refugee services and finally design research methodologies for complex problems. The literature review of the ideologies gave great precedence for approaching the current situation of irregular migration within Europe, as principles and values could be approached from a macro perspective, enabling broader systemic leverage points to be identified. Bridging the space between academia, policy and ideology, service design gave great opportunities to embed the debate in the real-world context of Berlin. It guided interview organisation and participatory activities. Furthermore, it gave the structure for exploring the abstract realm of critical design, allowing tangible results to be extracted via collective intelligence. The role of critical design within this project cannot be understated. With the main agenda of this research pertaining to uncovering new ways to approach this complex problem, its scenario building process, allowed the situation to be critically analysed from a new perspective, leading to the creation of a novel future scenario. The future scenario paved the way for the final outcomes, as it acted as guiding star for what the outcome should work towards arriving at.

An amalgamation of the main findings from these research activities are defined in three categories. They are as follows:

Ideology

Long-standing debates have positioned cosmopolitanism and nationalism as opposing forces on a continuum. On the surface, cosmopolitanism represents individualism, while nationalism advocates for collective notions. Maintaining such a clear-cut opposition between nationalism and cosmopolitanism is a one-sided and simplistic account of human nature and is based on either unqualified collectivism or pure and rootless individualism. Appiah (2018) argues that cosmopolitanism and nationalism are fundamentally intertwined. The research adopted this perspective and extended its claim that they are not the antithesis of each other, nor is there structural tension between these two. Rather, they are mutually reliant for achieving their agendas.

Nevertheless, both ideologies are confronted by the expanding influence of globalization. Considering this reorganization of resources and evolving dynamics, it appears that both ideologies are inadequate in addressing the current challenges, rendering all efforts to achieve their agendas lacking. By holding this perspective, it allowed the thesis to explore a more nuanced approach to the issue of irregular migration. It developed a stance which understood that any viable solution needed to align

with the pre-existing needs of the European Union for any changes to be seriously considered. Therefore, this ideological analysis lead the research towards working within the systems of oppression to achieve cosmopolitan outcomes, rather than designing above, or below them.

Returning back to the research question, the thesis then defined:

Nationalistic circumstances as:

- National infrastructure integrating flexibility to accommodate the needs of a globalised world.
- Systems being assessed and developed with the intention to reduce inequality.
- Disintegrating elitist behaviour that perpetuates the modern appropriation of cosmopolitanism.
- Facilitating the development of a more pluralistic, inclusive, and multicultural society
- Incorporation of cosmopolitans understanding of the difference principle within national structures

Cosmopolitan outcomes as:

- Society functioning under a sovereign and democratic framework.
- Society where the presence of ethno-nationalism exist both politically and socially.
- Social and political frameworks that favour and encourage obligation towards those within the in-group rather than those outside of the border.
- The maintenance of borders
- Global justice hinging on desire to deliver humanitarian aid, rather than obligation.

EU and Stateless

Through a comprehensive literature review, engaging co-design sessions, and insightful interviews with refugees C.S.Os and design educators, the research shed light on the flawed approach of the European Union (EU) towards irregular migration. The EU's heavy reliance on nationalistic agendas in handling this issue has proven detrimental to their own objectives. Meanwhile, the stateless population, lacking viable alternatives, persistently seeks a cosmopolitan reality. However, as the EU adopts increasingly restrictive measures, the stateless are pushed further into the shadows, resorting to back channels for survival. The personal challenges faced by stateless individuals are direct consequences of the EU's restrictive policies. Paradoxically, these personal problems contribute to a negative perception of the stateless, reinforcing the cycle of restrictive policies and exacerbating their predicament. It becomes evident that a vicious cycle is at play, perpetuating the challenges faced by the stateless population. From these insights, it became glaringly obvious that the solution for the needed

to reside in a space which catered to both the needs of the EU and the stateless. Working a leverage point within the consequential system arose as the main objective to achieving cosmopolitan outcomes from nationalistic circumstances.

Need for an alternative approach

Following the in-depth analysis of the relationship between the stateless and the European Union, a step back was taken, to look towards the future of migration. With global tensions and instability rising, the existing problems will persist. However, there is the approaching problem of climate refugees, which will place migration as primary event of the twenty-first century as most sources predict constantly increasing levels of refugee flows until 2050. A UNHCR study in 2021 confirms the world is witnessing the highest numbers of immigrants in history, of which 109.6 million are refugees and forcibly displaced by the mid of 2020. While Phenomenas such as civil war, protracted conflict, and deteriorating internal security, especially in the Middle East, Africa and Southern Asia, have triggered massive departures of civilian populations in recent years, the next greatest catalyst will pertain to climate change impacts. A World Bank study forecasts that three regions alone—Latin America, sub-Saharan Africa, and Southeast Asia—will generate 143 million more climate refugees by 2050. With a clear understanding of the global projections for future migration, the urgency to address this complex issue intensifies. Consequently, the thesis recognizes the imperative need to envision a new approach that can effectively accommodate this phenomenon while simultaneously upholding human rights and acknowledging nations' concerns for national security. The grim reality of our oceans transforming into mass graves and borders becoming pathways of death and insecurity serves as a stark reminder of the magnitude of the challenge we face. Moreover, the internal dynamics within borders are also experiencing turmoil, as extremists and nationalist groups exploit the issue of migration to erode our democratic foundations. Through extensive research, it has become evident that the situation demands immediate attention and requires innovative responses to navigate these treacherous waters

Outcome

Via system, policy and power dynamic analysis, this research arrived at the conclusion that policy regarding identity verification laws is the main leverage point within the EU system's pertaining to their response to irregular migration. From the perspective of the stateless experience, it also offered the broadest capacity for positive impact on their experience. To arrive at this outcome, broad literature reviews and analysis on the current state of events was conducted. This process has been distinguished to demonstrate that this work is rooted

concretely in reality. To achieve a novel approach to an age old debate, critical design methods were leveraged to establish new affordances for existing structures and system capacities.

The policy proposal focuses on achieving cosmopolitan outcomes from nationalistic circumstances by working within the organizational boundaries of what already exists. It proposes changes work within the defined pillars of "System Interoperability," "Development of legal pathways" and "International Partnerships" by suggesting that EURODAC's system interoperability should be extended towards EU financial institutions for the purpose of identity verification. It suggests that the biometric data collected via EURODAC's procedures, should be made available in a hit-to-hit style verification method, for the purpose of identify non-EU citizens who attempt to open a bank account. This involves expanding EURODAC's system interoperability beyond law enforcement, C.S.Os and member state data bases, towards financial institutions like NEO-Challenger banks, that already abide by the EU fiscal regulations. Regarding the Know Your Customer policy, it would involve granting the EURODAC system a "third party verification server" status, so that the biometric data is regarded as trustworthy, legal, and safe to engage with.

To appropriately communicate how this policy would affect existing institutions in Europe and stateless individuals, a banking service G26 was developed. As a sister company of N26, G26 capitalizes on the proposed policy changes outlined in the previous chapters. By utilizing the EURODAC database for customer verification, G26 can cater to individuals without the requisite documents typically needed to open a bank account. This approach enables G26 to serve this new customer segment while adhering to the financial regulations stipulated by the Anti-Money Laundering Directive and Know Your Customer legislation.

How it meets the aim

The outcomes' ability to locate a solution that works within the boundaries and existing pillars of EU's migration directives demonstrates Service Design's ability to unlock cosmopolitan outcomes from nationalistic policy. Using Pogge's social justice cosmopolitanism framework outlined in chapter one, the thesis demonstrates how the solution was able to meet the agenda of achieving cosmopolitan outcomes. Furthermore, it is also compared against the needs and agendas of nationalism, demonstrating the outcomes intention of meeting their specific standards. The table below communicates how the project was able to align with the needs of stateless individuals (the cosmopolitan pursuit) and those of the EU (Nationalistic circumstances)

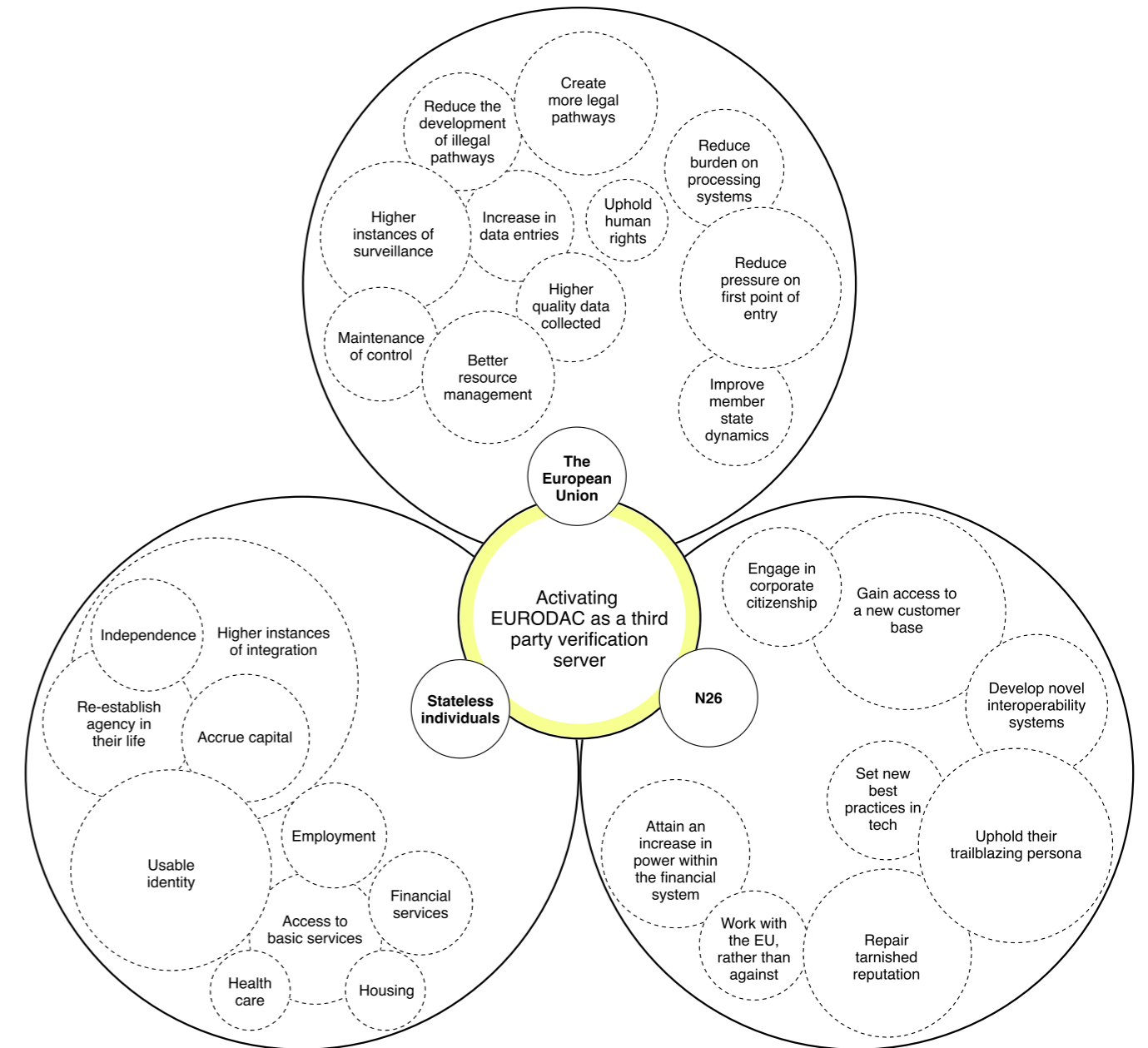


Figure 81

Ideology	Characteristic	Definition	Leverage Point	Why
Comspoilitanism	Moral	Egalitarian doctrines that rest on a background idea that all human persons are equal in fundamental worth or moral status	<ul style="list-style-type: none"> Selection of EURODAC as the object of enquiry. Proposing biometric data as a legal identity verification 	Proposing biometric data as a way to verify stateless individuals its a sensible decision as they have no documents or attachment to a nation. However, as it currently stands, they are unable to use this method for their benefit. By approaching the EURODAC system with this in mind, the intervention is able to create a more equitable use of their personal data, so that agency can be returned to this vulnerable group. It is built from the perspective that the fundamental requirement for basic services is that one is human, not that they belong to a state.
	Obligation	Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized.	<ul style="list-style-type: none"> Creating legal pathways for global orders of justice, where responsibility is shared amongst main power holders 	To introduce cosmopolitan outcomes in nationalistic policy, obligation to others sets the precedence. By creating legal pathways for more access, the act of obligation becomes legally binding, and therefore, present in society. As we have seen now, without legally binding obligations, it is easy for the Union to avoid appropriately tackling the problem. By approaching EURODAC from this perspective, we are able to define a realistic scenario.
Social Justice	Equity	Upholding the equal moral status of individuals and the recognition of their rights and dignity. By integrating these principles into institutional design, institutions can prioritize fairness, equality, and justice as core values.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes 	Individuals who lack identification documents but are registered in EURODAC will have access to the relevant services, such as banking and housing. This allows a person to be identified outside of traditional documentation requirements defined by nationalism. This provides equitable access to services for those who are considered stateless via De Jure or De facto conditions.
	Well being of all individuals	Promoting the idea that institutions should prioritize the well-being and interests of all individuals, regardless of their nationality or geographic location. This perspective encourages institutions to consider the global impact of their actions and policies and work towards improving the lives of people worldwide.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes 	By providing institutions access to the EURODAC server, stateless people are granted entry to services that were previously out of reach due to their lack of documentation. This not only removes nationality as a pre-requisite for services, but it enables stateless individuals the ability to find stability in their new country. This can have benefits for their country of origin, as the finances accrued can be sent back home to their families, improving their living situation. This access acts as a proxy for the EU to positively approach instability happening globally.
Cosmpolitsanim	Addressing structural injustices	Recognising the existence of structural injustices that perpetuate inequalities and disadvantages in society. It calls for institutional mechanisms that actively address these injustices and work towards their elimination. This may involve policies that promote equal opportunities, social welfare programs, and measures to reduce systemic discrimination.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes 	The expansion of EURODACs interoperability, redistributes power amongst global institutions and stateless individuals, which creates a more equitable situation. While existing mechanisms of the system are maintained, this increased access reduces the bottle neck at the top, which overall balances out structures of oppression, moving the system to one of accommodation and security. Agency is be returned to vulnerable groups, which has significant ramifications across all areas of life.
	Well being of all individuals	Promoting the idea that institutions should prioritize the well-being and interests of all individuals, regardless of their nationality or geographic location. This perspective encourages institutions to consider the global impact of their actions and policies and work towards improving the lives of people worldwide.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes 	By providing institutions access to the EURODAC server, stateless people are granted entry to services that were previously out of reach due to their lack of documentation. This not only removes nationality as a pre-requisite for services, but it enables stateless individuals the ability to find stability in their new country. This can have benefits for their country of origin, as the finances accrued can be sent back home to their families, improving their living situation. This access acts as a proxy for the EU to positively approach instability happening globally.
	Addressing structural injustices	Recognising the existence of structural injustices that perpetuate inequalities and disadvantages in society. It calls for institutional mechanisms that actively address these injustices and work towards their elimination. This may involve policies that promote equal opportunities, social welfare programs, and measures to reduce systemic discrimination.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes 	The expansion of EURODACs interoperability, redistributes power amongst global institutions and stateless individuals, which creates a more equitable situation. While existing mechanisms of the system are maintained, this increased access reduces the bottle neck at the top, which overall balances out structures of oppression, moving the system to one of accommodation and security. Agency is be returned to vulnerable groups, which has significant ramifications across all areas of life.
	Accountability and Transparency	Emphasizing the importance of accountability and transparency in institutional practices. Institutions should be accountable to the global community and transparent in their decision-making processes. This helps to prevent corruption, ensure the fair distribution of resources, and maintain public trust in institutions.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes 	Previously, Europe was able to wield unregulated power, regarding immigration laws. Their decision to criminalise asylum seekers has been widely regarded as inhumane and unlawful within the international community. Activating institutions within this setting will add an extra layer of checks and balances for decisions taken by the union regarding this issue. Furthermore, it promotes transparency around data collection and sharing, which will enable stateless people greater freedom. Secondly, this intervention demonstrates how the EU can action more inclusive policy, therefore, this serves as an example that can hold the EU more accountable in regards to why they are not doing more. For instance, this directly challenges their crisis framing narrative.
	Promoting global cooperation	Highlighting the need for global cooperation and collective action to address pressing global challenges such as poverty, climate change, and human rights violations. Institutions designed under this framework should foster international collaboration, coordination, and shared responsibility in tackling these issues.	<ul style="list-style-type: none"> Expanding EURODACs interoperability so that prime services pertaining to quality of life are granted access to the data, for verification purposes Providing international corporations with access to EURODAC server 	Widening the interoperability of EURODAC, behaves as a call to action towards global institutions and fosters collaboration on ending the stateless crisis. It does so, by giving space for institutions to step in and claim responsibility towards the vulnerable group of people. Doing so, lessens the bureaucratic burden which the sudden influxes place on European institutions and bordered nations.

Ideology	Characteristic	Definition	Leverage Point	Why
Comspolitanisation	Global connectivity	Long-term, irreversible, and multidimensional process through which nationhood is re-imagined and re-configured as an interactive relationship between global, local, universal, and particular levels.	<ul style="list-style-type: none"> • Creating pathways for global corporations to share the burden of stateless individuals circulating Europe • Creating legal pathways for stateless people to move more freely outside of their country of origin 	The widening of EURODAC interoperability activates a new layer of activity within the immigration response globally. Firstly, it encourages a multilevel style of governance above and underneath nationalistic structures. This broadens burden sharing capacity, to a global stage. Secondly, it can act as a primary example for other nation's approach to stateless persons. Finally, it provides a pathway for the stateless to move in a legal way, without fear of further persecution. This freedom allows them to build resources that can benefit their country of origin, allowing them to reduce instability, leading to the potential for return.
Classical Nationalism	Obligation	Entails a sense of loyalty, responsibility and obligation to one's state, based on the collective identity, culture, and interests of a nation.	<ul style="list-style-type: none"> • Maintaining pre-existing obligations to member states and constituents by not changing the general functionality and purpose of EURODAC 	Widening the interoperability does not disturb any existing obligations to the nation. Rather, it expands on the unions capacity to facilitate better burden sharing across the state. With the added assistance of institutions, bordered memberstates will face less pressure surrounding processing and over population particularly as a result of slow procedures. As access is granted to services if one submits to EURODAC, there will be a higher inclination to be processed and move onwards
	Structures	The belief in the importance of a strong and sovereign state, where citizens share a common political framework and institutions, that work reinforce obligation to each other.	<ul style="list-style-type: none"> • Maintaining pre-existing policy and procedures by not changing the general functionality and purpose of EURODAC 	Added system interoperability does not interfere with existing policies, rather it works within in them and improves the likelihood of the stateless to submit to the requirements. This is because they now will get something tangible and beneficial out of entering their data in the system. The expansion of system interoperability ultimately supports the existing nationalistic structures in place to protect the Union.
	Borders	The notion of distinct territorial boundaries that define the nation-state, emphasizing the importance of protecting and securing those borders.	<ul style="list-style-type: none"> • Maintaining existing procedures pertaining to collecting and distributing data within the EURODAC system 	Working with EURODAC at an organisation level means that the border management remains the same. This intervention is not proposing to abandon border protection in the name of cosmopolitanism. Rather, it supports the EUs existing strategy, however it provides a more humane outcome for those who choose to submit to the system.

Figure 82

Limitations

As this project pursued a novel approach to a complex problem, there are several limitations to its presentation as a viable outcome that can be implemented today. While it resided on in-depth, relevant, and philosophical research regarding present structures, it was not tested within the real world. Despite the outcome meeting the criteria outlined in academia via Pogge's social justice cosmopolitanism, its translation to present day is unknown. This leaves the policy proposal and G26 service in the form of design activism, rather than an intervention of social innovation. Future research for this project should revolve around how it can be workshop-ed within EU's parliament and how institutions like N26 can drive this change forward.

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