



“Die Nederlanders kom je ook overal tegen”

Bijlage met gedetailleerde landprofielen

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Bijlage A. Landprofiel Nederland (The Netherlands)

A. The Netherlands		
#	Question	Information available
Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	<p>Dutch law does not enumerate what the responsibilities of the government are in protecting Dutch citizens abroad. Broadly speaking, Dutch consular services to Dutch citizens abroad can be categorised in two lines of work: consular assistance and providing travel documents. What the former entails is not codified by law and is, therefore, not a legal right.¹ Instead, the national government (<i>Rijksoverheid</i>) determines over the organisation and provision of consular services within the parameters of the Dutch Constitution.</p> <p>The 1963 Vienna Convention on Consular Relations provides the framework by which consular relations are organised in the Netherlands. This treaty codifies the internationally accepted definitions of consular functions and other aspects relevant to the provision of consular services, including the immunities enjoyed by consular staff.</p> <p>Despite the absence of an overarching legal framework in the Netherlands, there are a number of national and EU laws that certain (aspects of) consular service, for example:²</p> <ul style="list-style-type: none"> • The Consular Act (<i>Consulaire Wet</i>) of 1871, providing consular officers with the authority to perform acts in civil matters; • The Passport Act (<i>Paspoortwet</i>) of 1991 and the Passport Implementing Arrangement Abroad (<i>Paspoortuitvoeringsregeling Buitenland</i>) of 2001, providing the Minister of Foreign Affairs with the authority to issue travel documents; • The Kingdom Act on Consular Rates (<i>Rijkswet op de consulaire tarieven</i>) of 2002, enabling the government to charge a fee for their services; • The Kingdom Act on the Consular Protection of EU citizens (<i>Rijkswet consulaire bescherming EU-burgers</i>) of 2018, implementing Council Directive 2015/637 of the EU. The act maintains that that the Netherlands may offer consular assistance to unrepresented EU citizens in third countries. Similarly, if the Netherlands does not maintain a representation in a given third country, the EU Member State(s) represented in that country must provide consular services to Dutch citizens. <p>In the Netherlands, the Ministry of Foreign Affairs (<i>Buitenlandse Zaken, BZ</i>) is primarily responsible for policy regarding consular services and implementing it. However, the ministry cooperates with a myriad of other governmental actors, each of which is bound by legislation and policies of their own.³ Their involvement is specific to each consular case. For example, the Ministry of Foreign Affairs (BZ) will cooperate with:</p> <ul style="list-style-type: none"> • The Ministry of Justice and Security (<i>Justitie en Veiligheid, JenV</i>) and the probation service when providing assistance to Dutch citizens in detention abroad; • The Ministry of Health, Welfare and Sport (<i>Volksgezondheid, Welzijn en Sport, VWS</i>) Social Insurance Bank when providing assistance to people in psychological distress; • The Ministry of the Interior and Kingdom Relations (<i>Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, BZK</i>) and the National Office for Identity Data

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		<p><i>(Rijksdienst voor Identiteitsgegevens, RVI)</i> when issuing passports;</p> <ul style="list-style-type: none"> • The Dutch Central Authority for International Child Affairs and the International Child Abduction Centre when the former request assistance in the case of a child abduction; • The Dutch Centre of forced marriage and abandonment and the National Expertise Centre on Honour-related Violence (LEC EGG) in the area of forced marriage and abandonment; • The Immigration and Naturalisation Service (IND), the Royal Netherlands Marechaussee (KMar), the General Intelligence and Security Service (AIVD) and the National Coordinator for Security and Counterterrorism (NCTV) on security issues such as suspicion of terrorist activities. • Local authorities abroad who are in many situations primarily responsible for providing assistance to people in need. As the extent and type of assistance differs from one jurisdiction to the other, the level and type of assistance provided by BZ also varies between jurisdictions. <p>Other non-governmental cooperation partners are for example:⁴</p> <ul style="list-style-type: none"> • The Dutch travel industry; • Insurance companies; • (Insurance) emergency assistance services (<i>alarmcentrales</i>); • The Dutch Association of Travel Agents and Tour Operators (ANVR); • MKB-Nederland, representing the interests of Dutch SMEs; • Confederation of Netherlands Industry and Employers (VNO-NCW); • Subsidised partners such as <i>Stichting Epafra</i> (foundation supporting Dutch citizens in detention abroad) and Dutch Advocates; • <i>Nederlanders in het buitenland</i> (NIHB, “Dutch citizens abroad”); and • <i>Stichting Nederlanders Buiten Nederland</i> (SNBN, “Foundation Dutch citizens outside of the Netherlands”).
1b	What are the applicable government policies or strategy documents?	<p>The 2019 IOB evaluation of Dutch consular services in 2011-2018 provides a full list of government policies and strategy documents in Annex 3 of the report.⁵ Most of these documents are not publicly available. The list includes:</p> <ul style="list-style-type: none"> • CIO BZ (2016) <i>I-Strategie BZ 2016-2019. Aansluiten op de wereld van morgen</i>; • DCV (2012) <i>Consulaire Diplomatie. Strategie 2013-2017</i>; • DCV (2012) <i>Normen, (regionale) consulaire processen. Onderdeel van het Kader Consulaire Dienstverlening</i>; • DCV (2015) <i>Strategie Consulaire Diplomatie: Een Tussenbalans. Veranderprogramma DCV 2013 – 2017</i>; • DCV (2016) <i>Evacuatie Nederlanders in consulaire crisissituaties</i>; • DCV (2017) <i>Evacuatiebeleid Nederlanders in crisissituaties</i>; • DCV (2017) <i>Kader inzet EDV 2017</i>; • Ministerie van Buitenlandse Zaken (2018) <i>Consulaire Crisisorganisatie. Taken en verantwoordelijkheden bij consulaire crises</i>; • SG/DG-beraad (2013) <i>Modernisering Diplomatie. Plan van Aanpak. Hervormingen en bezuinigingen BZ 2014-2016</i>; • TK (2011) Vergaderjaar 2010-2011, Kamerstuk 32 734, nr. 1, <i>Modernisering Nederlandse diplomatie</i>; and • TK (2011) Vergaderjaar 2010-2011, Kamerstuk 32 734, nr. 9, <i>Modernisering</i>

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		<p><i>Nederlandse diplomatie.</i></p> <p>In addition, BZ has started publishing an annual <i>Staat van het Consulaire</i> (State of the Consular/Trends in Consular Affairs) report:</p> <ul style="list-style-type: none"> • BZ (2018) <i>Staat van het Consulaire</i>; • BZ (2019) <i>Staat van het Consulaire</i>. <p>This list is not exhaustive. It includes examples of documents that focus on a specific element of Dutch consular services.</p>
1c	What are the applicable internal manuals or guidelines?	<p>Consular assistance to Dutch citizens should be tailored to the situational requirements, depending on the specifics of each case.⁶ It is also dependent on those services that local authorities abroad are not willing to deliver. Political considerations may also be taken into account, such as the impact that the provision of a specific consular service would potentially have on the bilateral relations between the Netherlands and the host country. The provision of consular services should also abide by general principles of good administration and the standards of proper conduct established by the National Ombudsman of the Netherlands.</p> <p>In addition, a number of internal manuals or guidelines are used. Examples are:⁷</p> <ul style="list-style-type: none"> • Handboek Buitenlandse Zaken (HBBZ); • DCM (2013) <i>Operationalisering strategie Consulaire Diplomatie DCM veranderprogramma</i>; • DCV (2015) <i>Onder een dak, Implementatieplan wereldwijd back office reisdocumenten</i>; • DCV (2016) <i>Instructies consulaire taken aan honorair consuls</i>; • NCTV (2016) <i>Nationaal Handboek Crisisbesluitvorming</i>; • Stuurgroep CSO (2017) <i>Implementatieplan 'van regionalisering naar taakspecialisatie' Consulaire Service Organisatie (CSO)</i>; and • VCI/Centrale Crisiscoördinator (2016) <i>Departementaal Handboek Crisisbeheersing BZ</i>, versie november 2016.
1d	Other?	<p>A senior representative of BZ's Department of Consular Affairs and Visa Policy (DCV) explained that BZ has introduced the <i>Staat van het Consulaire</i> (<i>State of the Consular or Trends in Consular Affairs</i>)⁸ report to clarify to the Dutch House of Representatives (<i>Tweede Kamer</i>) and the general public, which services the Netherlands offers to its citizens abroad, in which situations and why it is organised in the way that it is.⁹</p> <p>On 5 July 2019, Minister of Foreign Affairs Stef Blok presented the second edition of the report to the House of Representatives.¹⁰ The contents of the report and the debate between the minister and the members of the parliament determine the framework within which the government implements consular activities, providing clarity for citizens what services they can expect the BZ to be able to provide abroad.</p> <p>The Netherlands is currently in the advanced stage of developing a whole-of-government, virtual International Desk (<i>Loket buitenland</i>), which can deliver and/or provide information on all governmental services and products to Dutch citizens abroad.¹¹ Consular services will also be integrated into this broader "one stop shop".¹²</p>
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	<p>The government determines its approach to the provision of consular services within the constraints of the Constitution, and operates under the previously discussed policy framework. This provides the Dutch representations abroad with sufficient flexibility to provide bespoke provision of services, whilst at the same time guaranteeing that citizens in similar situations are treated equally.¹³</p> <p>According to the Ministry of Foreign Affairs, it would also encourage citizens' to be aware of their own responsibilities when they leave the country.¹⁴ However, in the 2018 <i>Staat van het Consulaire</i> it is also recognised that the lack of a clear framework can lead to inflated expectations of what the government is able or allowed to provide for citizens abroad. The annual State of the Consular reports constitute an attempt at filling this gap between expectations and reality.¹⁵</p> <p>Director of DCV argues the current flexible approach is what is best suited to the Dutch context.¹⁶ He reiterates that the policy framework under which consular services are</p>

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		currently provided gets revisited annually, simultaneously providing a framework for citizens to refer to when requesting consular services and maintaining the desired flexibility to ensure effective operation
2	Which government agency is responsible for consular services and what is its position within government?	Ministry of Foreign Affairs (<i>Ministerie van Buitenlandse Zaken, BZ</i>), Department of Consular Affairs and Visa Policy (<i>Directie Consulaire Zaken en Visumbeleid, DCV</i>)
3	How is the network of diplomatic missions organised?	<p>On 1 August 2018, the Netherlands had:¹⁷</p> <ul style="list-style-type: none"> • 109 Embassies; • 26 Consulates-general; • 7 Other representations; • 12 Permanent representations; • 16 Permanent representations hosted by another diplomatic mission (i.e. an embassy or another permanent representation); • 288 Honorary consuls; • 19 Netherlands Business Support Offices (NBSO); • 7 “Regionale Service Organisaties” (RSO); and • 1 24/7 Contact Centre. <p>According to a senior representative of DCV, no dramatic changes to the structure has occurred since 2018, and the numbers above still represent how the Dutch diplomatic network is organised.¹⁸ In their view, the most crucial trend in reforming the diplomatic network (also financially) has been regionalising services to the RSOs. Further, the BZ foresees that the number of RSOs will ultimately be reduced to three central service organisations:¹⁹</p> <ul style="list-style-type: none"> • Consular Service Organisation (CSO); • Financial Service Organisation (FSO); and • 3W (operations). <p>Regionalisation has occurred simultaneously with the centralisation of processes relating to visa services to the headquarters in the Hague. This centralisation has not concerned the provision of consular services.</p> <p>Further, the BZ opened a 24/7 contact centre in 2016. At any time, Dutch citizens abroad can reach BZ by phone, email, Twitter and, since July 2019, WhatsApp. A live-chat function will be added later in 2019. With almost 650,000 direct client contacts in 2018, BZ’s 24/7 Contact Centre is an example of the recent efforts of modernising their customer service and communications practices.²⁰</p>
4	What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?	<p>The Netherlands has around 144 Dutch representations accredited to 224 countries and regions. Relatively speaking, this can be considered as an extensive diplomatic network, ranking as the 18th biggest diplomatic network in the world.²¹</p> <p>Between 2011 and 2018, the budget allocation for the consular services was cut by 10 million euros.²² In addition, the number of Dutch representations abroad was reduced. Montevideo (2012), Quito (2012), CG Barcelona (2012), Asmara (2012), Ouagadougou (2013), Lusaka (2013), Guatemala (2013), Managua (2013) and La Paz (2013) were closed.²³</p> <p>The diplomatic network is currently being scaled up again. As determined in the 2017 coalition agreement, the budget available for consular services is gradually increasing again, and is expected to continue doing so in the coming years.²⁴</p> <p>According to representatives of DCV, gaps in the diplomatic network are not necessarily in the countries where there is no mission, but rather in places where Dutch citizens have to travel considerable distances to reach the mission, which can be particularly challenging in geographically large countries.²⁵ Dutch citizens travelling and residing in countries which have historically been popular destinations of emigration, such as Australia, US, Canada and New Zealand, have been particularly affected. Due to the requirement of an in-person visit to the representation regarding some services, this may be experienced as a “gap” by Dutch</p>

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		citizens who reside abroad and need to apply for travel documents.																
5	Is citizens' access to consular services regulated in geographically large-sized countries?	<p>A senior representative of DCV emphasised that consular considerations (i.e. isolated from other considerations such as economic interests) important in planning the organisation of the diplomatic network are the geographic size of the country and the number of Dutch persons travelling or residing in that area.²⁶ For example, they explained that Brazil is much larger than Germany, but if the Dutch community in the latter is much larger, travel times can be a bigger challenge in that country (particularly now that the number of Dutch consulate-general have decreased in Germany).</p> <p>The DCV representatives mentioned that BZ is mitigating this issue by (i) introducing external service providers (EDVs) in handling requests for travel documents (see section 14), by (ii) increasing the expiry date of a passport from 5 to 10 years and (iii) by introducing passport issuance at a Dutch "border municipality" or at Schiphol Airport.²⁷ In addition, mobile fingerprint scanners are used to visit those Dutch citizens abroad who are unable to visit a representation themselves (see Question 14).²⁸ Dutch associations abroad and BZ's contact centre have a facilitating role in signalling who and where these people are. Recently, BZ has also introduced online consular consultations with citizens, sounding board meetings with organisations representing Dutch citizens abroad and customer satisfaction surveys.²⁹</p>																
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	<p>With EU Council Directive (EU) 2015/637, the EU member states have agreed to provide unrepresented EU citizens with the same consular assistance they would provide to their own nationals. The level of consular services provided by the EU member states differs per country. As a result of the relatively large diplomatic representation of the Netherlands across the globe, the Netherlands has provided assistance citizens of other EU Member States more often than its citizens have received similar services.³⁰ However, DCV believes that cooperation on the EU-level contributes to the security of Dutch people abroad and improves the delivery of consular services, e.g. in responding to crisis situations.³¹</p>																
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	<p>Please see discussion in the section above. Further, according to a senior representative of DCV, some agreements are negotiated with specific countries regarding the provision of consular services (e.g. between the Netherlands and Belgium).³² Concerning EU consular cooperation, they had the impression that citizens of EU Member States do not tend to often request consular assistance from the representatives of other EU member states, as is shown by the data that the Council of the European Union's Working Party on Consular Affairs collects to monitor EU cooperation in consular affairs. According to the interviewee, what happens more often is that a representative of another EU Member State visits Dutch citizens in countries where the Netherlands is unrepresented (and vice versa).</p>																
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	<p>Please see the discussion in the section above.³³ According to a senior representative of DCV, there are only around 25 such cases in which foreign nationals apply for assistance at a Dutch mission.³⁴ Usually when such request is received, the diplomatic post provides the citizen of the EU Member State with an EU emergency travel document to facilitate their travel to the nearest representation of their Member State or their country of residence.³⁵</p>																
9	What is the total financial budget available for consular services?	<p>Staff costs were budgeted for 2018 were €506,286,000.³⁶ This number includes the costs for personnel posted abroad and working at headquarters in The Hague.</p> <p>The following table shows how the budget allocations (under the budget for the Ministry of Foreign Affairs) to consular services in the 2019 state budget.³⁷</p> <table border="1"> <thead> <tr> <th>Budget item</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Consular services and promoting Dutch values</td> <td>€50,306,000</td> </tr> <tr> <td>• Consular services to Dutch nationals abroad</td> <td>€13,945,000</td> </tr> <tr> <td>○ Consular assistance</td> <td>€259,000</td> </tr> <tr> <td>○ Assistance to citizens in detention</td> <td>€200,000</td> </tr> <tr> <td>○ Travel documents and elections</td> <td>€4,320,000</td> </tr> <tr> <td>○ Consular training</td> <td>€400,000</td> </tr> <tr> <td>○ Consular information systems</td> <td>€6,866,000</td> </tr> </tbody> </table>	Budget item	Amount	Consular services and promoting Dutch values	€50,306,000	• Consular services to Dutch nationals abroad	€13,945,000	○ Consular assistance	€259,000	○ Assistance to citizens in detention	€200,000	○ Travel documents and elections	€4,320,000	○ Consular training	€400,000	○ Consular information systems	€6,866,000
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		<ul style="list-style-type: none"> ○ Subsidies for assistance to citizens in detention (i.e. resocialisation, additional care, legal advice) €1,900,000 <p>In 2018, the budget increased with €12,745,000, and subsequently in 2019 with another €850,000. As part of BZ's aim to modernise and optimise consular services, BZ is currently making investments towards procuring consular information systems that can handle primary consular processes.</p>
Travel advice		
10	For how many countries is travel advice available?	<p>BZ publishes travel advice for 217 different countries and regions.³⁸ In 2018, the BZ travel advice was consulted by 2,271,737.³⁹ Heat maps are used to illustrate the severity of security risks:⁴⁰</p> <ul style="list-style-type: none"> • Green: no particular security risks (i.e. similar to the Netherlands) • Yellow: be careful, there are security risks • Orange: avoid non-essential travel • Red: do not travel <p>To make a final decision about which security category applies to a certain country or area, DCV uses several criteria, such as the existing level of threat, possible targets and the resilience of local authorities.⁴¹ The IOB evaluation notes that these criteria are not transparently available, including to some DCV and BZ employees.⁴² Further, these criteria are not operationalised into a set of indicators. A BZ representative points out that “while there is some room for improvement, every country and every security-related situation is different. Therefore it is hard and most likely also counterproductive to define a very specific set of criteria for each security category.” In general, there is no disagreement internally about whether the travel advice properly reflects the security situation on the ground. In the 2019 State of the Consular, BZ stated it would follow IOB's recommendation of operationalising the quality criteria as much as possible and make them more widely known.⁴³</p>
11	How often are travel recommendations reviewed and, when necessary, updated?	<p>Travel advice was adjusted 546 times in 2017, and 511 times in 2018.^{44,45}</p> <p>The Dutch travel advices are drafted after a careful and objective analysis of information made available by the Dutch missions abroad, Dutch intelligence services, local authorities, other EU countries, companies and non-governmental organisations. Specific partners may be consulted depending on developments regarding the security situation, for example contacting the NCTV and/or the Ministry of Defence may be consulted in the case of a terrorist attack.⁴⁶</p> <p>All Dutch embassies are obliged to provide DCV up-to-date information regarding the security situation within its jurisdiction.⁴⁷ As embassies are expected to have the most expertise and situational awareness about the local security situation, they are responsible for keeping their travel advice(s) up to date.⁴⁸ Before sharing the information with DCV, embassies consult the diplomatic missions of other EU member states. In urgent cases, DCV may change a travel advice without first consulting the involved embassy.⁴⁹</p> <p>IOB notes that embassies located in countries with high security risks generally have shown a proactive approach in monitoring local developments and updating the travel advice accordingly.⁵⁰ However, the IOB also mentioned that travel advice in regions with smaller embassies sometimes suffer from high workloads. These embassies appreciate the more active approach DCV has adopted recently.</p> <p>When a change in a travel advice is considered politically sensitive, DCV notifies the senior management within the ministry and if necessary also the minister, in order to get permission for the changes.</p> <p>Despite aiming to update travel advices as soon as possible, DCV, who is ultimately responsible for the contents and dissemination of the travel advice, prioritises the accuracy of the advice over speed.⁵¹ Therefore the information provided via the travel advices may not immediately parallel information shared by for example the media.</p> <p>DCV has also attempted to achieve greater uniformity between the large number of travel advices, as well as presenting them in accessible language (i.e. level B1 in the Common</p>

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		European Framework of Reference, or intermediate level). ⁵² Following a customer satisfaction study, a public consultation, feedback from the travel industry and the recommendations in the IOB-evaluation, further improvements have been made regarding the content and structure of the BZ travel advices. ⁵³ The speed with which travel advice is updated has been improved, more country-specific information is being included in the advices and the advices are now presented more clearly, coherently and user-friendly.
12	Which topics are covered in the travel advice?	<p>The general structure of Dutch travel advice is presented below.⁵⁴⁵⁵ The advice under each of these categories can further be divided into sub-categories, which are then tailored to reflect the conditions in the respective country or area. Some of these of sub-categories are included in below for illustration:</p> <ul style="list-style-type: none"> • A map providing a geographic overview of applicable security categories • A travel checklist: <ul style="list-style-type: none"> ○ Consult up-to-date travel advice through BZ's travel app and/or BZ's 24/7 Contact Centre ○ Check validity of travel documents ○ Travel insurance ○ Money and mobile phone ○ Health (e.g. medicines and vaccines) ○ Inform people close to you who will stay at home when and where you are travelling ○ What not to bring (e.g. drugs, counterfeit products etc.) • Security risks <ul style="list-style-type: none"> ○ Red: the areas (e.g. a neighbourhood, a city, a district, a part of the country or a border area) where Dutch nationals are discouraged from traveling to and why. ○ Orange: the areas Dutch nationals are advised only to travel to if absolutely necessary and why. ○ Yellow: the areas where Dutch nationals where could be facing security risks like theft, robbery or dangerous traffic. ○ Green: the areas where the security situation is similar to The Netherlands ○ Thematic security risks prevalent in the country, such as ethnic violence, dangerous coastal region, terrorist activities and crime ○ Security measures one should take (do not go outside by yourself at night) ○ General overview of the security and political situation • Road safety <ul style="list-style-type: none"> ○ State of the roads (e.g. poor) and traffic (e.g. busy, chaotic and dangerous behaviour) ○ Crossing borders • Health <ul style="list-style-type: none"> ○ State of local healthcare ○ Epidemics ○ Recommended vaccines • Tips from the embassy <ul style="list-style-type: none"> ○ For example relating to important differences in laws, rules, customs and specificities of this jurisdiction, such as a ban on homosexuality or taking picture of military objects or personnel, very strict legislation on illegal drugs possession, potential consequences of criticising the national government, etc. • In case of emergency <ul style="list-style-type: none"> ○ Contact details for emergency services, the embassy and the BZ contact centre

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		<p>There is no specific advice for different demographics, but any risks specific or more applicable to a sub-section of society are usually mentioned in the section ‘Tips from the embassy’, such as women under “sexual violence” or as a sub-category like “LGBTI” (in travel advice on countries and areas where sexual minorities face legal discrimination where it is a criminal offence).</p> <p>At specific locations in the travel advice and where it is of particular relevance to the security of Dutch citizens abroad, BZ directly refers to information from third parties (e.g. from the <i>Landelijk Coördinatiecentrum Reizigersadviesing</i> and the ANWB) ⁵⁶.</p>
13	Are there any new developments in the way travel advice is drafted or disseminated?	<p>BZ and DCV have attempted to improve the dissemination of their travel advice through a number of ways:</p> <ul style="list-style-type: none"> • In 2012, BZ developed a smartphone/tablet app (<i>Reisapp</i>) allowing travellers to consult the latest travel advice, providing instructions on what to do in case of emergency and including important contact details.⁵⁷ In addition, users of the app can “subscribe” for a specific country and receive push notifications when any changes are made to the travel advice for that area. Usage of the app has increased every year. At present, there are about 13,000 active users per month.⁵⁸ • In 2015, BZ opened a 24/7 contact centre for questions about consular services, including emergency assistance, travel advice and travel documents.⁵⁹ It can be reached by a single phone number or via the telephone menu of the embassies, 24 hours a day, 7 days a week. Contact can go through via website (www.nederlandwereldwijd.nl), email, telephone, Twitter and WhatsApp. The service can answer questions (and signpost the citizens to resources to where more information can be found), make appointments at the Dutch representations, or provide assistance in emergency situations where possible. A live-chat function has been planned to be added later in 2019.⁶⁰ • In 2017, BZ introduced a new website, merging all 240 websites of Dutch embassies into two websites: the first one targeting Dutch citizens abroad (nederlandwereldwijd.nl) and the other for foreigners who want to come to the Netherlands (netherlandsandyou.nl).⁶¹ • Also in 2017, BZ created a new Information service (www.informatieservice.nederlandwereldwijd.nl), where users can subscribe to travel advice and updates in the form of an email and/or an SMS in the case of a (potential) crisis within certain areas. Users can also choose to do a more extensive ‘embassy registration’, by which they also provide information about their travel or residence abroad and provide contact details for a person who can be contacted in case of emergency. People can also opt to receive additional, non-security related updates, for example about changes in consular services or events at the local Dutch representation. Since its introduction, around 130,000 people have signed up for this service. The number of people that have a simple registration roughly equals the number of people who opt for the embassy registration. • Readability of travel advice has improved in recent years by accompanying the text with maps, visualising any differences in risk categories assigned to different parts of a country or area, and using language at level B1.⁶² • In 2019, messaging service WhatsApp was added as a new channel to contact BZ.⁶³ • In 2019, the travel advices have been restructured (now 6 categories instead of 11), the process via which they are updated has been improved in order to speed up publication after an event has happened, and where necessary, more specific information is being added to each advice.⁶⁴ <p>The Minister of Foreign Affairs, Stef Blok, has also maintained that the Dutch government</p>

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		endeavours to pursue further European cooperation in providing uniform travel advice. ⁶⁵ Despite being in favour of the idea, he mentions that there is currently no support for travel advice harmonisation at the EU-level. According to the minister, this reflects the fact that as consular services remain a national competence, they can be very dissimilarly organised in different EU Member States, susceptible to political/historical sensitivities. This perspective is echoed in the 2019 State of the Consular document. ⁶⁶
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	<p>Dutch citizens abroad can apply for a passport or identity card either at the consular department of most embassies and consulates-general, at a “border municipality” (e.g. Schiphol Airport) in the Netherlands and a few offices of external service providers.⁶⁷</p> <p>Scope: Between 2011 and 2018, BZ provided travel documents to 1,181,989 Dutch citizens abroad.⁶⁸ Passport applications can currently be made at 134 representations abroad around the world, a 40 per cent decrease from 2011.⁶⁹ Nowadays, in most countries applications for passports can usually only be made at a single location, which normally is the Dutch embassy in the capital city. Only a limited number of countries (around 16) are served by multiple Dutch representations, such as geographically large countries like the US, China, Brazil, Canada and India or countries with a large Dutch community such as Germany and Belgium.⁷⁰ The IOB evaluation has noted that this reduction has led to longer travel and waiting times as well as higher costs, particularly in countries of large geographic size, such as Australia, New Zealand and the US (11 per cent of all travel document applications), but also in the UK, Switzerland, Spain, France and Germany (30 per cent of all travel document applications).⁷¹</p> <p>In-person presence requirement: Under the Passport Act, filing an application for passport and collecting it requires an in-person presence. The Minister of Foreign Affairs Stef Blok has further clarified this legislation will not change in the coming years.⁷²</p> <p>Biometric data: As of 2009, fingerprints are collected for all Dutch travel documents.⁷³ Given that it was considered financially unfeasible to purchase biometric equipment for each honorary consulate, passport issuance by honorary consulates was discontinued in 2013. Similarly, biometric equipment was removed from a number of consulates-general due to budget cuts and limited added value.⁷⁴ In addition, some representations have been closed as a result of the budget costs in this period, reducing the number of locations where passports applications can be filed further. For certain Dutch nationals abroad, this had led to higher costs and longer travel times.</p> <p>New developments to improve procedures: To compensate for these consequences of the budget cuts, BZ has introduced a number of mitigating measures:⁷⁵</p> <ul style="list-style-type: none"> • In 2014, the validity of passports for persons of 18 years and older was raised from 5 to 10 years. • In 2016, a pilot project was implemented in Edinburgh with an external service provider (EDV) for handling requests for travel documents for Dutch citizens. The idea was that relatively low investments in training and equipment would allow service provision to continue close to where the Dutch citizens are located abroad.⁷⁶ The EDV charges a service fee on top of the price of the passport. The current government considered it a success and Minister of Foreign Affairs Stef Blok announced an extension to other diplomatic missions as well, including Canada (Edmonton), Australia (Perth), the United States (Chicago) and the United Kingdom (London and another one in the Midlands region).⁷⁷ These locations were selected on the value they were deemed to add to the Dutch consular network, for example due to the geography of the served area (i.e. the distance to the nearest diplomatic post and/or The Netherlands), in line with the preferences from the Parliament. The centres in Edmonton, Chicago and London have since been realised, and the centres in Perth and Birmingham will be opened in 2020.⁷⁸ • In some countries (including Australia, Spain, France, Turkey and the US), fingerprint scanners (MVA) are used by ‘consular mobile brigades’ to allow Dutch

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		<p>citizens to apply for travel documents from locations additional to the Dutch representations in these countries.⁷⁹ As part of this initiative, a number of DCV employees travel around the world with the MVAs, enabling Dutch citizens living abroad to apply for their travel documents closer to their home. The IOB evaluation of consular services found that applicants are generally positive about the use of the MVAs, as it lowers travel time and associated costs.⁸⁰ Nevertheless, currently no data are collected on how often this service is used or on how many Dutch citizens residing abroad benefit from it. ⁸¹</p> <ul style="list-style-type: none"> • Between 2013 and 2015 the opportunity to file passport applications for Dutch citizens residing abroad was extended to a number of border municipalities and the Schiphol airport.⁸² The Dutch cabinet announced in October 2018 it would continue this practice and aimed to improve it further.⁸³ • Since 2011, BZ (in coordination with the interior ministry) has continuously stated it will explore the possibilities of digitising processes concerning travel documents as much as possible. However, progress has been limited, although efforts have continued.⁸⁴ The 2018 State of the Consular states that these procedures cannot be completely moved to the digital domain, due to the (security) requirement established by the Passport Act to appear in person when applying for a passport.⁸⁵ This has been explained in detail in a letter from the State Secretary of the Interior and the Kingdom Relations and the Minister of Foreign Affairs to the Dutch House of Representatives.⁸⁶ • In 2018, a “Paspoorttool” had been incorporated into the nederlandwereldwijd.nl website.⁸⁷ The tool can generate a personal checklist of all the necessary documents that are needed for a passport application to facilitate the preparation of the application. <p>Emergency travel documents: Emergency travel documents (<i>laissez-passer</i>) can be issued by <u>all</u> consular posts upon loss, theft or disappearance of the regular travel documents.⁸⁸ This includes honorary consulates, which cooperate with the nearest Dutch representation the CSO and where necessary the relevant Dutch municipality to verify personal data in the provision of emergency travel documents. Pursuant to EU cooperation in consular affairs, Dutch citizens with no access to a Dutch representation may apply for an emergency travel document at the representation of another EU Member State.</p> <p>BZ commissioned research on travel documents: Together with the Ministry of the Interior and Kingdom Relations, BZ has commissioned two research projects looking at potential improvements in the passport and travel documents processes.⁸⁹ The first study is an international comparison of these procedures in other countries and the second maps the advantages and disadvantages of disentangling submission of biometrics during the (digital) application of the physical passport abroad to provide more flexibility with regard to the moment when an in-person visit by the applicant has to be made. The results from these studies will be published around the same time as the current study.⁹⁰</p>
15	What is the average turnaround time of a (regular) passport application?	<p>As of 2016, all decisions regarding applications for travel documents are made by the CSO in The Hague.⁹¹ Employees at Dutch representations have since been involved only in verifying documents. They also stopped conducting nationality investigations. IOB has found that this has led to improved cooperation, increased knowledge sharing and more uniform decision-making.⁹²</p> <p>It is currently not monitored whether BZ manages to stay within the legally determined timeframe for delivery.⁹³ The Passport Act does not differentiate between Dutch representations abroad – all are bound by a term of four weeks within the day of completion of the application (which can be extended by another four weeks in special cases).⁹⁴ Before centralisation, this turnaround was monitored by the embassies themselves.⁹⁵ The CSO employees that IOB interviewed as a part of their evaluation stated there are no problems in staying within the four weeks term. IOB notes that the application system does not collect the necessary data to accurately establish this, but checks of a sample of cases has underlined that there are few or no problems with issuing passports in a timely manner.</p>

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Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	<p>Upon request, BZ provides consular assistance to Dutch citizens in distress abroad.⁹⁶ There is direct communication between BZ and the person in question or a formally appointed contact person. For example, BZ provides this assistance to Dutch people who:</p> <ul style="list-style-type: none"> • Have been confronted a (child) abduction (0.1 per cent⁹⁷ of all cases in 2017); • Go missing (1.6 per cent); • Pass away (17 per cent); • Are hospitalised (5.5 per cent); • Are imprisoned (61 per cent); • Are in need of other assistance (12.7 per cent), including persons affected by an emergency such as an earthquake or terrorist attack, theft or murder. <p>Assistance usually consists of establishing contact and mediating between the Dutch citizen abroad and their family, care providers and professionals such as lawyers, interpreters, doctors and funeral directors. As per the discussion on budget allocations in section 99, guidance for Dutch citizens in detention abroad falls under a separate budget item.</p>
17	Which criteria must citizens meet to qualify for this assistance?	<p>BZ perceives consular assistance as a service that requires tailored solutions.⁹⁸ A number of factors makes every case a different one, for example the:</p> <ul style="list-style-type: none"> • Extent to which people are dependent on the government for access to support. BZ focuses on the limited number of cases where people have nowhere else to turn to than the government. Usually this means people who are in an emergency situation or where the government has to play a mediating role. • Contextual factors (e.g. specific situation, vulnerability, location, legislation, medical facilities, and so on). • Their own responsibility for the situation. Anti-social behaviour (e.g. offences) may affect the level of service afforded to a Dutch national abroad. • Nationality. Certain countries around the world do not recognise dual citizenship and treat these persons exclusively as their own citizens. The BZ policy is to respect the viewpoints of these countries, even if this potentially limits the extent to which Dutch authorities can offer consular services. The Director of DCV noted that the Dutch government does not differentiate between citizens with or one or multiple passports, but some consular cases in which a citizen holds multiple nationalities can be more complex.⁹⁹
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	<p>According to a senior representative of DCV, whether and what type of consular assistance is provided depends on many factors.¹⁰⁰ Firstly, there needs to be a request for assistance from a Dutch person abroad (with the exception of for example a person who is unconsciousness following a serious accident). BZ will then determine whether and what assistance can be provided. In most cases, consular assistance consists of establishing contact between different parties and mediating between them. The interviewee explained an important element is establishing whether someone is (adequately) insured and, if so, the case would be handed over to the emergency centre of the insurance company, which will then take care of for example financial aspects.</p> <p>The interviewee concluded that the capacity and allocation of consular services are not tailored to the situational context of a specific country, nor are the types of consular services that are offered.¹⁰¹ Instead it is determined by the number of (potential) request for consular support in a specific country and the reason for Dutch citizens to be there (e.g. young tourists are more likely to require assistance than Dutch persons residing sustainably abroad).</p>
Consular assistance to citizens in detention abroad		
19	What kind of consular assistance is provided to citizens in detention	<p>Context</p> <p>Assistance to citizens in detention abroad is partly determined by law, partly based on practice and partly on policy developed in consultation with Parliament.¹⁰² According to</p>

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	abroad?	<p>international law, the living conditions and well-being of foreigners in detention are the responsibility of the authorities in the country where they are incarcerated. Even if a country does not meet the minimum standards that apply in the Netherlands, BZ cannot fully take over care over the Dutch national. Moreover, BZ notes that one country cannot interfere in the in the legal processes of another country.</p> <p>Under Article 36 of the Vienna Convention on Consular Relations, authorities have to directly inform the relevant diplomatic post when an arrested foreign citizen has made this request.¹⁰³ When a Dutch citizen makes such a request, he or she receives consular assistance.</p> <p>Since 2013, BZ has observed an enduring downward trend in the number of detained Dutch nationals abroad.¹⁰⁴ BZ currently cannot give a conclusive explanation for the declining number (although several contributing factors are known). The number of arrests on the other hand remains at a stable level of around 1350 per annum.</p> <p>Types of assistance: Through consular assistance, BZ can contribute to improving the living conditions of Dutch detainees abroad.¹⁰⁵ IOB reiterates that this is not a legal right, but, as with other consular activities, a standing practice. On the other hands, IOB continues by pointing to jurisprudence which shows the obligation the Dutch state is to protect its citizens. Based on this jurisprudence, the State assumes the role of monitoring the welfare of its citizens and needs to report malpractices to local authorities. This includes holding authorities to account when they are violating local laws or in case there are inhumane conditions in prison. Some areas of concern were highlighted in the IOB evaluation. BZ needs to establish what can and should be done in terms of assistance. IOB concludes by mentioning that where BZ provides no assistance, they may still be considered to have acted sufficiently if they made repeated notifications to local authorities about the poor detention conditions.</p> <p>In 2015, a new policy towards citizens in detention abroad was implemented.¹⁰⁶ Since then, BZ maintains a list of countries where conditions in prisons are ‘reasonable’ (from an international perspective) and where authorities have committed themselves to international agreements and treaties regarding humane detention policies, and countries where conditions are considered sub-standard (‘care countries’).¹⁰⁷ As a result, BZ can focus their attention on providing tailored care for those who need it most. BZ’s instruments were to be applied in a more differentiated, bespoke manner. DCV developed a checklist that embassy employees can use when they (first) visit a detainee, to determine their vulnerability (e.g. when dealing with serious sickness, handicap, alcohol or drugs abuse, old age, pregnancy, suicidal thoughts, discrimination, assault, insufficient medical care and/or are analphabetic and minors). BZ cooperates with other organisations involved in counselling detainees abroad to identify vulnerable persons as early as possible.¹⁰⁸</p> <p>Dutch citizens incarcerated in “no-care countries” usually only receive the following assistance:¹⁰⁹</p> <ul style="list-style-type: none"> • Comprehensive, written information about consular assistance and all organisations involved in providing support for Dutch detainees; • A personal visit of a consular employee; • (Telephonic or written) contact and information provision by a DCV employee with the assigned contact person in the Netherlands; • Contact with local authorities about their responsibilities where there are serious concerns about the detention conditions or legal process; • BZ-subsidised guidance and preparation op resocialisation in the Netherlands (through subsidies of third parties); • Judicial advice in exceptional cases and where possible (through subsidies of third parties); and • A magazine once every 3 months with information on consular assistance, judicial aspects and social, societal and mental care. <p>Dutch prisoners in “care countries” on the other hand usually receive a supplementary package of customised assistance.¹¹⁰ BZ can deploy this instrument in a flexible manner,</p>

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		<p>tailored to the needs of each situation. This package may include:</p> <ul style="list-style-type: none"> • BZ contacting local authorities to ensure a fair trial, humane detention conditions and/or equal rights and provisions; • Up to four follow-up visits by consular staff per year; • A monthly gift of 30 euros towards cost of basic needs; • A budget for necessary medical care for sick prisoners (where medical care cannot be provided by local authorities, the prisoner, or their family); and • Social, societal and mental care by third parties. <p>In its evaluation, IOB concludes that the case by case approach in “care countries” has not been convincing, noting that the activities of consular workers hardly changed since the policy change, but work pressure had risen.¹¹¹ At the same time, guidance of detainees in non-care countries had been reduced.</p> <p>Frequency of visits:</p> <ul style="list-style-type: none"> • In non-care countries, visits to detainees by consular staff had been decreased from two per year to one per detention. • In care countries, visits to detainees have an indicative maximum of 4 follow-up visits per annum after the first visit. <p>Besides BZ’s own commitments, it also provides grants subsidies to independent organisations that undertake such activities.¹¹² One such organisation is the Dutch Probation Service, whose volunteers concluded 4114 visits to 1162 detainees abroad in 63 countries in 2018. These visits are additional to the visits by consular staff. Another organisation that receives subsidy is <i>Stichting Epafrias</i>, which provides spiritual care.</p> <p>Death penalty: In cases when a capital punishment may be imposed on a Dutch citizen, BZ provides additional assistance (on top of the supplementary package).¹¹³ BZ provides financial compensation for legal assistance, the only exception to BZ policy on not to finance legal aid.¹¹⁴ BZ will also directly call on the state in question not to impose this penalty. This policy has been in place since the 2011 execution of the Dutch-Iranian Zahra Baahrami in Iran.¹¹⁵</p> <p>Dual citizenship: Some countries do not recognise dual citizenship and treat these persons as being their own subjects.¹¹⁶ The BZ policy is to respect the viewpoints of these countries, potentially limiting the extent to which consular services can be offered. Whilst respecting these obstacles, BZ aims to provide assistance by means of quiet diplomacy and from a humanitarian perspective.</p> <p>A DCV representative further explained that problems resulting from dual citizenship particularly arise when a Dutch person travels to a country of their second nationality.¹¹⁷ If a person wishes to request for consular assistance from the Netherlands in that country, the cooperation of that country is required. Local authorities may need to pass on the request to the Dutch diplomatic post, which these local authorities may not grant due to confusion, procedural reasons or on purpose. In such cases, assistance cannot be provided. Sometimes this happens because the Dutch nationality of a person is not recognised. According to the interviewee, this has happened in for example Iran.</p> <p>Reporting: Since 2011, BZ reports annually to Parliament on consular support to Dutch detainees abroad.¹¹⁸ As of 2019, this update will be incorporated in the yearly State of the Consular report.</p>
Consular assistance to citizens who require immediate medical care or who need repatriation		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	<p>Each year, BZ receives several hundred requests for medical assistance from Dutch people abroad.¹¹⁹ When citizens lack sufficient insurance to cover medical expenses abroad, the ministry will immediately establish contact between the insurance company’s alarm centre, the hospitalised Dutch person and the hospital. For most cases, this is all the consular assistance received. Where people are not or not sufficiently insured, BZ may have to provide financial mediation. A DCV representative clarified that in principle, this only happens in acute situations where Dutch citizens are hospitalised abroad.¹²⁰ Where a person is capable of establishing contact with their family and pharmacy (e.g. for a prescription), BZ will not provide further assistance. On the other hand, s/he continued, where a person</p>

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		would otherwise not manage to receive the acute treatment he or she needs, BZ can provide assistance (usually in the form of establishing contact and mediation). Generally speaking, providing financial mediation in this and in other cases is a frequently applied form of consular assistance. It involves establishing contact between Dutch persons abroad with parties and people who can donate, advance or loan them the money they require. BZ cannot, however, offer donating, advancing or loaning the money themselves.
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	<p>Repatriation of citizens in need of medical support A DCV representative explained that BZ does not repatriate Dutch citizens who are in need of medical support.¹²¹ Where the local medical authorities of a Dutch patient determine that they should return to the Netherlands for medical reasons, their insurance company should be contacted to cover for those costs. In principle, BZ does not provide assistance, except if a request is made and the (mediation) assistance of BZ would be crucial in realising their return to the Netherlands.</p> <p>Repatriation of deceased citizens Around 1,800 Dutch citizens die abroad every year.¹²² In most cases, this does not lead to a request for consular assistance. Consular assistance is offered in several hundred cases, which could include:¹²³</p> <ul style="list-style-type: none"> • Notifying surviving relatives of a death (through the police); • Issuing the relevant travel documentation (<i>laissez-passer</i>) for the purpose of repatriation (unless it is already provided by the local authorities); • Financial mediation where there was no (sufficient) insurance for the costs to transport a person's remains to the Netherlands, or providing advice with respect to other solutions such as a funeral locally; • Passing on a relocation certificate from the relatives to the local authorities; • On the request of the relatives and against a fee, request a copy of a medical, autopsy or police report with the local authorities (provided these have been prepared). <p>Further, if the death has occurred due to non-natural causes, BZ may also employ their diplomatic network to monitor the development of the investigations and encourage foreign authorities to, for example, deepen their investigation.</p>
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	<p>In (suspected) cases of forced marriage, BZ works in close cooperation with the Dutch Centre of forced marriage and abandonment (<i>Landelijk Knooppunt Huwelijksdwang en Achterlating, LKHA</i>) and the National Expertise Centre on Honour-related Violence (<i>Landelijk Expertise Centrum Eergerelateerd Geweld, LEC EGG</i>) of the police.¹²⁴ BZ has seen that consular assistance to victims of forced marriage can be extremely complicated when victims have a dual citizenship.</p> <p>Strengthening and combining expertise on forced marriage and abandonment is a focal point of the Dutch government.¹²⁵ Similarly, it is a key priority of BZ consular policy, aiming to improve interdepartmental and international cooperation on this subject. Ultimately, the goal is to strengthen prevention and improve support to victims. Prevention is considered key: when a person is already abroad, it is very hard to solve the situation, as a representative from the DCV explained.¹²⁶ BZ also notes that, as it concerns a highly vulnerable group where parents or guardians and/or different institutions are closely involved, each case requires an approach tailored to that specific situation.¹²⁷</p> <p>The DCV interviewee also highlighted that the responsibility in this area principally lies with another ministry; the Ministry of Health, Welfare and Sport carries out the interdepartmental coordination of this subject as part of the programme '<i>geweld hoort nergens thuis</i>'.¹²⁸ However, a first-line worker at an embassy may coordinate the case. Therefore, the representative from DCV mentioned that the awareness of consular officers about this issue is important. Furthermore, a BZ representative pointed out that BZ had "initiated a change of the passport law enabling minors from the age of 12 and onwards to request a judge in the Netherlands for approval of the issuance of a Dutch passport with which they could travel back to the Netherlands".¹²⁹</p> <p>As part of the one year project '<i>Eenheid Huwelijksdwang en Achterlating</i>' BZ identified five diplomatic posts whose staff needed to be extra alert in this context: Baghdad, Islamabad,</p>

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		<p>Khartoum, Nairobi and Rabat.¹³⁰ Consular staff at these posts has received additional training. Additionally, BZ carries out a yearly campaign together with the LKHA to draw the attention of potential victims to the risks of forced marriage.¹³¹</p> <p>A BZ representative further explained that as a follow-up to this intensified approach, “BZ continues to work on raising awareness among all relevant consular officers across the ‘consular supply chain’. This ranges from 24/7 contact centre (where victims contact the ministry through WhatsApp for example) to local consular officers ‘on the ground’ in countries where the issue of forced marriage and abandonment is most present (approximately 15 focal countries). The yearly campaign efforts together with LKHA have been further developed in 2019 into a focused online campaign, using online influencers and adverts to raise awareness about forced marriage and abandonment and to make sure victims know how to reach the ministry. As part of the interdepartmental taskforce on ‘schadelijke traditionele praktijken’ under the coordination of the Ministry of Health, Welfare and Sport, BZ advocates an integral governmental campaign on the issue of forced marriage and abandonment.”¹³²</p> <p>A (suspected) forced marriage case can be reported by either the victim or people close to them.¹³³ In close cooperation with LKHA, BZ thoroughly investigates whether a case is rightly reported as a force marriage. To receive assistance, the victim should either hold a Dutch passport, an alien and refugee travel passport or have a right to Dutch residence. BZ and LKHA identified 6 cases of forced marriage in 2018 and 3 in 2017.¹³⁴ 5 victims of the 6 2018 cases have been brought back to the Netherlands. The sixth victim did not want to return to the NL.</p>
23	What is the policy in case of suspected child abduction?	<p>A BZ representative clarified the role and responsibilities of the ministry in case of a (suspected) child abduction in detail: “when a child is abducted and taken to a country that is not a party to the Hague Convention on the Civil Aspects of International Child Abduction, the Ministry of Foreign Affairs (BZ) acts as a mediator in efforts to secure the return of the child to the Netherlands. BZ performs this role at the request of the Dutch Central Authority for International Children’s Issues (Central Authority; Ca IKA). In cases like these, BZ also provides information about roles, responsibilities and procedures to parents and other family members; youth care agencies, the police and other relevant parties. BZ can also refer people to specialised organisations such as the Central Authority and the Dutch International Child Abduction Centre (IKO Centre). BZ plays no role in cases where a child has been abducted from or taken to a country that is a party to the Hague Convention. In those cases, the Central Authorities in the two countries concerned deal with the case in consultation with each other. BZ can get involved only if the Central Authority submits a reasoned request to BZ’s Consular Affairs and Visa Policy Department (DCV) and the Department’s Consular Affairs Division (DCV/CA) believes that there is a consular role for BZ to play. In both types of situation, if the child involved lives in the Netherlands BZ should offer general consular assistance, such as providing a list of lawyers that practise family law. The parent whose child has been taken should also be referred to the local authorities and the IKO Centre in Hilversum.”¹³⁵</p>
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	<p>The Ministry of Foreign Affairs (<i>Ministerie van Buitenlandse Zaken, BZ</i>).¹³⁶</p> <p>According to a senior DCV representative, the main role BZ has in those cases, is to verify whether there are Dutch persons involved, who they are, how they are doing, and if necessary, facilitate transport to a safe location (which could also be somewhere in the region).¹³⁷</p> <p>BZ provides assistance in cooperation with friendly countries, international organisation and stakeholders.¹³⁸ The involved embassy or consulate-general has a coordinating role. In case of insufficient capacity, a “<i>Snel-inzetbaar Consulair OndersteuningsTeam</i>” (SCOT) or Rapid Crisis Assistance Team can be dispatched. BZ can decide to evacuate Dutch citizens if this is safe enough to do and if there is no other solution. The most recent evacuation took place in 2017, when Hurricane Irma hit the Island of St. Maarten (which is part of the Kingdom of the Netherlands). People were evacuated via military flights, a KLM flight and with the help of allied countries. However, BZ has no legal obligation that compels it to evacuate Dutch citizens abroad to a safe place.</p>

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25	How is provision of information organised in the event of crises and large-scale calamities abroad?	<p>In 2015, a 24/7 contact centre was opened where people could ask questions about consular services, but also about assistance in case of crises and large-scale calamities.¹³⁹ This way, people can contact BZ directly by phone, email and Twitter. If immediate crisis assistance is required, the helpdesk will transfer the call to specialist support. BZ is planning to expand this service late 2019 with a live chat section.¹⁴⁰</p> <p>In addition, information about crises and large-scale calamities abroad is disseminated through three BZ's channels: the online travel advice at nederlandwereldwijd.nl, the <i>Reisapp</i> and the Information service.</p> <p>In 2019, the possibility to contact BZ through WhatsApp was added.¹⁴¹</p> <p>In the event of crises and large-scale calamities abroad, efforts are coordinated between EU member states about the contents of the travel advice. This happens in three ways, locally, by phone between headquarters, and through an online EU-platform (COOL).¹⁴²</p> <p>Victims are registered in <i>Kompas</i>, which document all other consular cases for which a record has been filed as well, as a senior DCV representative explained.¹⁴³</p>
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	<p>A DCV representative stated that in the event of evacuations following crises or large-scale calamities, BZ coordinates efforts with the Dutch Ministry of Defence, and usually also with other European countries.¹⁴⁴ Whether these people are sick, deceased or differently is not relevant in such a situation. S/he further explained that BZ and the Ministry of Defence up until now cover the costs of an evacuation operation abroad together.</p>
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens' satisfaction) and efficiency?	<p>Consular services in the Netherlands have recently been evaluated by IOB (nr. 430), under the title "<i>De burger centraal? Consulaire dienstverlening in beweging 2011-2018</i>", which translates to "Focus on the citizen? Consular services in motion 2011-2018".¹⁴⁵</p> <p>According to IOB, DCV has worked under a clear long term vision, namely to make the consular services more modern, effective and efficient.¹⁴⁶ To this end, DCV developed a number of projects structured by the different areas of consular services and for the most part managed to complete these according to plan, while simultaneously realising the imposed budget cuts. Among other things, IOB determined that DCV had managed to effectively modernise the consular information and communication strategy.</p> <p>On the other hand, DCV had not managed to fully digitise the application process for travel documents.¹⁴⁷ In addition, IOB notes that changes were sometimes implemented too quickly and too often, putting the service provision under pressure. As an example, IOB notes that the reduction of the number of locations where applications for travel documents could be made were well underway, without introducing sufficient alternatives. Due to the budget costs, sometimes the same work had to be done by a smaller number of people.</p> <p>According to IOB, this fuelled situations such as the lower number of embassy crisis exercises than considered adequate. Another point raised by the IOB is that DCV had not fully managed to realise its goal of improving insight into quantity and quality of the service provision, as monitoring and evaluation had been very limited and the intended development of critical performance indicators had received little attention.</p> <p>Despite the ambition to focus on the citizen by implementing a customer-oriented approach and DCV's intention to develop tools to measure customer satisfaction and collect data on the quantity and quality of consular services, these data are only scantily available.¹⁴⁸ For example, no structural needs assessment was carried out prior to the introduction of the 24/7 contact centre. However, as of the end of 2018, BZ introduced a permanent public consultation among citizens who made an online appointment to apply for consular services or contacted BZ at a mission, by email, on the website or through Twitter, which IOB considers a "very positive" development.¹⁴⁹ Results stemming from customer satisfaction surveys on the 24/7 contact centre, for example, have shown predominantly positive ratings, consistently scoring relatively high averages across questions and channels (i.e. telephone, website and twitter). Results could be disaggregated down to the embassy-level, allowing improvement on very specific delivery of services. A survey (n=171) by IOB also shows that Dutch citizens travelling or living abroad are positive about friendliness and expertise of service providers in diplomatic missions. IOB concludes that the diplomatic posts are effective in creating a favourable perception of BZ.</p> <p>The 2019 State of the Consular provides some numbers from the permanent public</p>

A. The Netherlands		
#	Question	Information available
		<p>consultation from the beginning of 2019:¹⁵⁰</p> <ul style="list-style-type: none"> • The average rating of service provision is 8.7/10; • Front desk assistance at a diplomatic post receives a rating of 4.7/5; by phone 4.4/5 and email 4.5/5; • 84.1 per cent of respondents experienced receiving answers to their questions as (very) easy, and 4.5 per cent finds it complicated; • 76.1 per cent of respondents believe the website is clear and information is easy to find, and 13.14 per cent is not satisfied; • 59.8 per cent of respondents are of the opinion that the travel time required for applying for a travel document is problematic. <p>Over 40 per cent of customers (over 20,000 people) take part in the customer satisfaction research regarding the consular services provided by the diplomatic posts.¹⁵¹</p> <p>A 2018 online customer survey conducted by Kantar Public (n=almost 5,000) showed a low appreciation by Dutch citizens abroad of the information and services provided to them (with an average rating of 5.6/10).¹⁵² This study had a government-wide scope in light of the <i>Loket Buitenland</i> project, i.e. it focused on all governmental products and services Dutch citizens rely on and not just consular services. 81 per cent of respondents considered it (very) important the Netherlands would introduce a single office where they could go for information and answers to all their queries.</p>
28	Have IT systems been developed to register consular assistance requests and monitor their progress?	<p>Since 2012, DCV and staff at Dutch representations abroad collectively work in the same registration system (“<i>Kompas</i>”), which keeps track of all individual consular cases.¹⁵³ <i>Kompas</i> allows DCV to monitor how files are opened and how consular assistance is implemented in practice. Since 2016, this system has been linked to the <i>Bureau Buitenland</i> registration system, enabling quick exchange between employees of DCV, embassies and <i>Bureau Buitenland</i>. <i>Bureau Buitenland</i> is a unit of the Dutch Probation Service, which prepares Dutch nationals detained abroad for their return to the Netherlands and is responsible for a large part of the visits to Dutch citizens detained abroad.</p>
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	<p>Dutch voters residing or travelling abroad may vote by post (directly addressed to the municipality of the Hague or handing it over at an embassy) or by assigning a proxy voter.¹⁵⁴ During the European Parliament elections of May 2019, a first experiment was conducted with postal voting electoral committees in large capitals abroad.¹⁵⁵ Over half of all postal votes were done in the postal voting electoral committees of Berlin, London, Madrid, Paris, Rome, Canberra, Jakarta and Washington, D.C. The State of the Consular 2019 notes that a legislative proposal has been submitted that will allow voters more time to send their vote by post to the Hague, which will further decrease the usefulness of postal voting electoral committees at embassies. In the previous State of the Consular (2018), BZ already mentioned that it perceives certain postal links as excellent and the added value of certain postal voting electoral committees limited.¹⁵⁶ In 2019, BZ announced it would evaluate the added value of postal voting electoral committees at embassies.¹⁵⁷</p>
30	Are consular services provided to businesses from the Netherlands operating abroad?	<p>A DCV representative pointed out that there are dedicated divisions for trade promotion at the diplomatic posts.¹⁵⁸ As part of its public diplomacy, the Ministry of Foreign Affairs also offers a visa fast track facility under the title ‘Orange Carpet’ for staff of companies and organisations with current or future economic, political or cultural interests in the Netherlands. However, this concerns foreign citizens and not Dutch persons abroad (and therefore outside the scope of this study). Every Dutch person abroad has access to the same consular services, regardless of their reason for being abroad (i.e. whether a tourist or a businessman).¹⁵⁹</p> <p>A BZ representative further pointed out that “honorary consuls, Netherlands Business Support Offices and the economic sections of embassies and consulate-general build and maintain strong ties between the relevant authorities and companies in the host country. On multiple levels, Dutch authorities and companies stimulate cooperation and build bridges where required”.¹⁶⁰</p>
31	To what extent and in what way do diplomatic missions organise cultural	<p>The Minister of Foreign Affairs, the Minister of Education, Culture and Science and the Minister for Foreign Trade and Development Cooperation have a joint responsibility for the Netherlands’ International Cultural Policy (ICB).¹⁶¹ The Minister of Foreign Affairs is</p>

A. The Netherlands		
#	Question	Information available
	events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	<p>responsible for coordination of this policy. As part of this, The Minister of Foreign Affairs is also responsible for coordinating public diplomacy (i.e. achieving diplomatic results through influencing public opinion abroad). Examples of activities under this framework are:</p> <ul style="list-style-type: none"> • Promoting Dutch art and culture abroad and identifying international opportunities and relevant developments for the Dutch cultural sector and creative industry; • Deploying public diplomacy through the diplomatic network and BZ to improve the perception of the Netherlands abroad and to promote it in a positively realistic manner; • Providing coordination to cultural funds and supporting institutions involved in international activities; • Supporting foreign and economic policy by using public diplomacy and culture (e.g. as an instrument in human rights discussions). • Financially supporting cultural funds, institutions and activities within the ICB framework (2017–2020); • Financially supporting Dutch embassies with performing delegated activities in the field of Public Diplomacy and Culture; • Subsidising programmes aimed at youth and social innovation in the ring of countries bordering the EU. <p>None of these activities are part of consular services, nor does ICB oversee cultural events and educational activities as referred to in the question.</p>
Population served		
32	What is the estimated number of citizens living abroad?	Around 1 million. ¹⁶²
33	What is the estimated number of citizens who travel abroad?	In total, Dutch citizens undertake around 25 million trips abroad each year. ¹⁶³
34	What is the number of applications for consular assistance?	3071 Dutch citizens in distress abroad were helped by diplomatic missions in 2017 ¹⁶⁴ ; 2908 in 2018. ¹⁶⁵
35	What is the number of citizens who are admitted to a hospital abroad?	137 Dutch citizens who were admitted to hospital abroad received consular assistance in 2017 ¹⁶⁶ ; 176 in 2018. ¹⁶⁷
36	What is the number of citizens who are incarcerated abroad?	1917 Dutch citizens were in detention abroad on 1 April 2018, 1743 men and 174 women. ¹⁶⁸ 383 of those had multiple passports. 1300 were incarcerated in a European country. 48% was incarcerated for offences concerning illicit drugs. Dutch citizens in detention abroad who do not wish to receive assistance are not included in these statistics, as no case file is opened. ¹⁶⁹ Another caveat is that BZ is not always properly informed when a prisoner has been released.
37	What is the number of citizens repatriated due to death or illness abroad?	Consular assistance was provided in the case of 385 deceased Dutch citizens in 2017 ¹⁷⁰ ; 400 in 2018. ¹⁷¹
38	How many passport applications are made by citizens abroad?	130,000 Dutch citizens abroad made a successful application with their diplomatic mission for a passport in 2017 ¹⁷² ; 124,000 in 2018. ¹⁷³
39	What is the number of missing citizens abroad?	58 Dutch citizens were registered in BZ's <i>Kompas</i> system as missing abroad in 2018. ¹⁷⁴

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- ¹ Ministerie van Buitenlandse Zaken [BZ]. 2019a. *De burger centraal? Consulaire dienstverlening in beweging 2011-2018*. Den Haag: Ministerie van Buitenlandse Zaken, Directie Internationaal Onderzoek en Beleidsevaluatie (IOB).
- ² Ministerie van Buitenlandse Zaken [BZ]. 2018a. *De Staat van het Consulaire: Voor Nederland en Nederlanders wereldwijd*. Editie 2018. Den Haag: Ministerie van Buitenlandse Zaken.
- ³ BZ 2019a Op. cit.
- ⁴ Written input from BZ received on 20 August 2019
- ⁵ BZ 2019a Op. cit.
- ⁶ BZ 2019a Op. cit.
- ⁷ BZ 2019a Op. cit.
- ⁸ English translation of BZ 2018a available at: <https://www.government.nl/documents/reports/2019/02/05/trends-in-consular-affairs--2018-edition>
- ⁹ Interview with a senior representative of DCV, 9 July 2019
- ¹⁰ Ministerie van Buitenlandse Zaken [BZ]. 2019b. *De Staat van het Consulaire: Voor Nederland en Nederlanders wereldwijd*. Editie 2019. Den Haag: Ministerie van Buitenlandse Zaken.
- ¹¹ BZ 2019b Op. cit.
- ¹² VVD, CDA, D66 & Christen Unie (2017) *Regerakkoord 2017-2021: Vertrouwen in de toekomst*, available at: <https://www.kabinetformatie2017.nl/documenten/publicaties/2017/10/10/regerakkoord-vertrouwen-in-de-toekomst>, p. 47.
- ¹³ BZ 2018a Op. cit.
- ¹⁴ BZ 2018a Op. cit.
- ¹⁵ Ministerie van Buitenlandse Zaken [BZ]. 2019c. *'Beleidsreactie op IOB-evaluatie van DCV'*. BZDOC-927126024-34. Minister van Buitenlandse Zaken Stef Blok. Den Haag: Ministerie van Buitenlandse Zaken.
- ¹⁶ Interview with Director of DCV Jan Willem Beaujean, 24 July 2019
- ¹⁷ Ministerie van Buitenlandse Zaken [BZ]. 2018b. *Kamerbrief 'uitbreiding en versterking postennet.'* Minister van Buitenlandse Zaken Stef Blok. Den Haag: Bureau Secretaris-Generaal.
- ¹⁸ Interview with a senior representative of DCV, 9 July 2019
- ¹⁹ BZ 2018b Op. cit.
- ²⁰ BZ 2019b Op. cit.
- ²¹ BZ 2018a Op. cit.
- ²² BZ 2019a Op. cit.
- ²³ BZ 2018b Op. cit.
- ²⁴ BZ 2018b Op. cit.
- ²⁵ Interview with a senior representative of DCV, 9 July 2019; Interview with a senior representative of DCV, 12 July 2019
- ²⁶ Interview with a senior representative of DCV, 9 July 2019
- ²⁷ Interview with a senior representative of DCV, 9 July 2019; Interview with a senior representative of DCV, 12 July 2019
- ²⁸ Interview with a senior representative of DCV, 12 July 2019
- ²⁹ Written input from BZ received on 8 August 2019
- ³⁰ Written input from BZ received on 8 August 2019
- ³¹ BZ 2018a Op. cit.
- ³² Interview with a senior representative of DCV, 9 July 2019
- ³³ European Commission 2019 Op. cit.
- ³⁴ Interview with a senior representative of DCV, 9 July 2019
- ³⁵ Interview with a senior representative of DCV, 12 July 2019
- ³⁶ Ministerie van Financiën. 2019. *Rijksbegroting 2019: v Buitenlandse Zaken*. Kamerstuk 35 000 V. Den Haag: Ministerie van Financiën.
- ³⁷ Ministerie van Financiën 2019 Op. cit.
- ³⁸ Ministerie van Buitenlandse Zaken [BZ]. 2019d. *'Reisadvies Buitenlandse Zaken'*. As of 20 August 2019: <https://www.nederlandwereldwijd.nl/reizen/reisadviezen>
- ³⁹ Written input from BZ received on 8 August 2019
- ⁴⁰ Nederland wereldwijd. 2019. *'Wat betekenen de kleurcodes bij reisadviezen?'* As of 2 July 2019: <https://www.nederlandwereldwijd.nl/documenten/vragen-en-antwoorden/wat-betekenen-de-kleurcodes-bij-reisadviezen>
- ⁴¹ Written input from BZ received on 8 August 2019
- ⁴² BZ 2019a Op. cit.
- ⁴³ BZ 2019b Op. cit.
- ⁴⁴ BZ 2018a Op. cit.
- ⁴⁵ BZ 2019b Op. cit.
- ⁴⁶ BZ 2019a Op. cit.
- ⁴⁷ BZ 2019a Op. cit.
- ⁴⁸ BZ 2019a Op. cit.

- ⁴⁹ BZ 2019a, Op. cit.
- ⁵⁰ BZ 2019a, Op. cit.
- ⁵¹ BZ 2018a, Op. cit.
- ⁵² BZ 2019a, Op. cit.
- ⁵³ BZ 2019b, Op. cit.
- ⁵⁴ Nederland wereldwijd. 2019. 'Landen & gebieden.' As of 2 July 2019: <https://www.nederlandwereldwijd.nl/landen>
- ⁵⁵ BZ 2019b, Op. cit.
- ⁵⁶ BZ 2018a, Op. cit.
- ⁵⁷ BZ 2018a, Op. cit.
- ⁵⁸ Written input from BZ received on 8 August 2019
- ⁵⁹ BZ 2018a, Op. cit.
- ⁶⁰ BZ 2019b, Op. cit.
- ⁶¹ BZ 2018a, Op. cit.
- ⁶² BZ 2019a, Op. cit.
- ⁶³ BZ 2019b, Op. cit.
- ⁶⁴ BZ 2019b, Op. cit.
- ⁶⁵ Tweede Kamer der Staten-Generaal. 2019a. 'Vragen van de leden Sjoerdsma (D66) en Van Helvert (CDA) aan de Minister van Buitenlandse Zaken over verschillende reisadviezen (ingezonden 29 april 2019): Antwoord van Minister Blok (Buitenlandse Zaken) (ontvangen 14 mei 2019)', 2611, Vergaderjaar 2018-2019, 14 May 2019. As of 2 July 2019: <https://zoek.officielebekendmakingen.nl/ah-tk-20182019-2611.html>
- ⁶⁶ BZ 2019b, Op. cit.
- ⁶⁷ BZ 2019b, Op. cit.
- ⁶⁸ BZ 2019a, Op. cit.
- ⁶⁹ Interview with a senior representative of DCV, 12 July 2019
- ⁷⁰ BZ 2018b, Op. cit.
- ⁷¹ BZ 2019a, Op. cit.
- ⁷² Ministerie van Binnenlandse Zaken en Koninkrijksrelaties [BZK]. 2018. 'Reactie op motie Sjoerdsma: digitalisering van consulaire documentverstrekking', Kamerbrief ministers van BZK en BZ, 2018-0000766052, 16 October 2018. As of 2 July 2019: <https://www.rijksoverheid.nl/documenten/kamerstukken/2018/10/16/kamerbrief-over-digitalisering-van-consulaire-documentverstrekking>
- ⁷³ BZ 2019a, Op. cit.
- ⁷⁴ Written input from BZ received on 20 August 2019
- ⁷⁵ BZ 2019a, Op. cit.
- ⁷⁶ BZ 2018a, Op. cit.
- ⁷⁷ Tweede Kamer der Staten-Generaal. 2018. 'Reisdocumenten', Kamerstuk 25764, nr. 110, Vergaderjaar 2017-2018, 31 August 2018. As of 2 July 2019: <https://zoek.officielebekendmakingen.nl/kst-25764-110.html>
- ⁷⁸ BZ 2019b, Op. cit.
- ⁷⁹ BZ 2018a, Op. cit.
- ⁸⁰ BZ 2019a, Op. cit.
- ⁸¹ Interview with a senior representative of DCV, 12 July 2019
- ⁸² BZ 2019b, Op. cit.
- ⁸³ BZK 2018, Op. cit.
- ⁸⁴ BZ 2019a, Op. cit.
- ⁸⁵ BZ 2018a, Op. cit.
- ⁸⁶ BZ 2018a, Op. cit.
- ⁸⁷ BZ 2018a, Op. cit.
- ⁸⁸ BZ 2018a, Op. cit.
- ⁸⁹ BZ 2019b, Op. cit.
- ⁹⁰ Interview with Director of DCV Jan Willem Beaujean, 24 July 2019
- ⁹¹ BZ 2019a, Op. cit.
- ⁹² BZ 2019a, Op. cit.
- ⁹³ BZ 2019a, Op. cit.
- ⁹⁴ Art. 41 Paspoortwet. 2017. BWBR0005212. As of 2 July 2019: <https://wetten.overheid.nl/BWBR0005212/2017-10-01>
- ⁹⁵ BZ 2019a, Op. cit.
- ⁹⁶ BZ 2018a, Op. cit.
- ⁹⁷ Numbers from: BZ 2019, Op. cit.
- ⁹⁸ BZ, 2018a, Op. cit.

- ⁹⁹ Interview with Director of DCV Jan Willem Beaujean, 24 July 2019
- ¹⁰⁰ Interview with a senior representative of DCV, 9 July 2019
- ¹⁰¹ Interview with a senior representative of DCV, 9 July 2019
- ¹⁰² BZ 2019a, Op. cit.
- ¹⁰³ BZ 2018a, Op. cit.
- ¹⁰⁴ BZ 2019b, Op. cit.
- ¹⁰⁵ BZ 2019a, Op. cit.
- ¹⁰⁶ BZ 2018a, Op. cit.
- ¹⁰⁷ BZ 2019a, Op. cit.
- ¹⁰⁸ BZ 2018a, Op. cit.
- ¹⁰⁹ BZ 2018a, Op. cit.
- ¹¹⁰ BZ 2018a, Op. cit.
- ¹¹¹ BZ 2019a, Op. cit.
- ¹¹² BZ 2019b, Op. cit.
- ¹¹³ BZ 2018a, Op. cit.
- ¹¹⁴ BZ 2019a, Op. cit.
- ¹¹⁵ Tweede Kamer der Staten-Generaal. 2011. 'Vaststelling van de begrotingsstaten van het Ministerie van Buitenlandse Zaken (V) voor het jaar 2011', Kamerstuk 32500-V nr. 165, Vergaderjaar 2010-2011, 11 April 2011. As of 2 July 2019: <https://zoek.officielebekendmakingen.nl/kst-32500-V-165.html>
- ¹¹⁶ BZ 2018a, Op. cit.
- ¹¹⁷ Interview with a senior representative of DCV, 9 July 2019
- ¹¹⁸ BZ 2018a, Op. cit.
- ¹¹⁹ BZ 2018a, Op. cit.
- ¹²⁰ Interview with a senior representative of DCV, 9 July 2019
- ¹²¹ Interview with a senior representative of DCV, 9 July 2019
- ¹²² BZ 2018a, Op. cit.
- ¹²³ BZ 2018a, Op. cit.
- ¹²⁴ BZ 2018a, Op. cit.
- ¹²⁵ BZ 2018a, Op. cit.; BZ 2019b, Op. cit.
- ¹²⁶ Interview with a senior representative of DCV, 9 July 2019
- ¹²⁷ BZ 2018a, Op. cit.
- ¹²⁸ Interview with a senior representative of DCV, 9 July 2019
- ¹²⁹ Written input from BZ received on 8 August 2019
- ¹³⁰ BZ 2019a, Op. cit.
- ¹³¹ BZ 2019b, Op. cit.
- ¹³² Written input from BZ received on 8 August 2019
- ¹³³ BZ 2019b, Op. cit.
- ¹³⁴ BZ 2019b, Op. cit.
- ¹³⁵ Written input from BZ received on 8 August 2019
- ¹³⁶ Interview with a senior representative of DCV, 9 July 2019
- ¹³⁷ Interview with a senior representative of DCV, 9 July 2019
- ¹³⁸ BZ 2018a, Op. cit.
- ¹³⁹ BZ 2018a, Op. cit.
- ¹⁴⁰ BZ 2019b, Op. cit.
- ¹⁴¹ BZ 2019b, Op. cit.
- ¹⁴² Tweede Kamer der Staten-Generaal 2019a, Op. cit.
- ¹⁴³ Interview with a senior representative of DCV, 9 July 2019
- ¹⁴⁴ Interview with a senior representative of DCV, 9 July 2019
- ¹⁴⁵ BZ 2019a, Op. cit.
- ¹⁴⁶ BZ 2019a, Op. cit.
- ¹⁴⁷ BZ 2019a, Op. cit.
- ¹⁴⁸ BZ 2019a, Op. cit.
- ¹⁴⁹ BZ 2019a, Op. cit., p.45
- ¹⁵⁰ BZ 2019b, Op. cit.
- ¹⁵¹ BZ 2019b, Op. cit.
- ¹⁵² Tweede Kamer der Staten-Generaal. 2019b. 'Nederlandse diplomatie', Kamerstuk 32734 nr. 35, Vergaderjaar 2018-2019. 31 January 2019, As of 21 August 2019: <https://zoek.officielebekendmakingen.nl/kst-32734-35.html>

¹⁵³ BZ 2019a, Op. cit.

¹⁵⁴ Kiesraad. 2019. 'Vanuit het buitenland'. As of 2 July 2019: <https://www.kiesraad.nl/verkiezingen/tweede-kamer/stemmen/vanuit-het-buitenland>

¹⁵⁵ BZ 2019b, Op. cit.

¹⁵⁶ BZ 2018a, Op. cit.

¹⁵⁷ BZ 2019b, Op. cit.

¹⁵⁸ Interview with a senior representative of DCV, 9 July 2019

¹⁵⁹ Interview with a senior representative of DCV, 9 July 2019

¹⁶⁰ Written input from BZ received on 8 August 2019

¹⁶¹ Ministerie van Financiën 2019, Op. cit.

¹⁶² BZ 2018a, Op. cit.; BZ 2019b, Op. cit.

¹⁶³ BZ 2018a, Op. cit.

¹⁶⁴ BZ 2018a, Op. cit.

¹⁶⁵ BZ 2019b, Op. cit.

¹⁶⁶ BZ 2018a, Op. cit.

¹⁶⁷ BZ 2019b, Op. cit.

¹⁶⁸ BZ 2018a, Op. cit.

¹⁶⁹ BZ 2019b, Op. cit.

¹⁷⁰ BZ 2018a, Op. cit.

¹⁷¹ BZ 2019b, Op. cit.

¹⁷² BZ 2018a, Op. cit.

¹⁷³ BZ 2019b, Op. cit.

¹⁷⁴ BZ 2018a, Op. cit.

Bijlage B. Landprofiel Australië (Australia)

B. Australia		
#	Question	Information available
Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	(What are their specific nature?)
1a	What are the applicable laws and regulations?	According to a DFAT source, the Australian government is not legally required to provide consular services to its citizens, but merely does so due to established custom. ¹ The government uses the Vienna Convention on Consular Relations as a standard for consular services. ² The 1955 Consular Fees Act and the 2016 Consular Fees Amendment (Fees and Indexation) Regulation govern the consular services for which the Australian authorities will charge fees. ³ 2005 Australian Passports Act and the 2015 Australian Passports Determination concern the processes around passport issuance. ⁴
1b	What are the applicable government policies or strategy documents?	Department of Foreign Affairs and Trade Corporate Plan ⁵ Consular Strategy ⁶
1c	What are the applicable internal manuals or guidelines?	A DFAT official confirmed that there are some internal manuals, such as “consular policy handbook and consular operations handbook,” which are classified. ⁷
1d	Other?	
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	
2	Which government agency is responsible for consular services and what is its position within government?	Department of Foreign Affairs and Trade; International Security, Humanitarian and Consular Group; Consular and Crisis Management Division; Consular Operations Branch, Crisis Preparedness and Management Branch. ⁸
3	How is the network of diplomatic missions organised?	The Australian Department of Foreign Affairs and Trade maintains <ul style="list-style-type: none"> - 112 embassies, high commissions, consulates, consulates-general and representative offices in 83 countries - 55 honorary consulates in 49 countries⁹
4	What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?	57 per cent.
5	Is citizens' access to consular services	Not regulated, but in some larger countries such as the United States and China, Australia operates a number of consulates to ensure that services can be provided to Australian

B. Australia		
#	Question	Information available
	regulated in geographically large-sized countries?	citizens in different parts of these countries. ¹⁰
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	<p>Pursuant to Australia-Canada Consular Services Sharing Agreement, Australians may seek consular assistance from Canadian representations in 15 countries in Africa, Latin America and Europe.¹¹</p> <p>The Canadian officers will be capable of assisting Australians in cases of arrest, detention, crime, international child abduction, illness, hospitalisation and crisis. Other services include the provision of financial assistance on a recoverable basis. Services are provided on a reciprocal basis, meaning that Australian officers will provide the same services to Canadian citizens in locations specified in the agreement.¹²</p> <p>In 2015, the two countries signed a Joint Declaration on Enhanced Diplomatic Network Cooperation, outlining areas of future development, including “expanding joint activities and information sharing” on crisis management and “expanding consular training opportunities.”¹³</p> <p>In countries where Australia does not have a representation, it may have an honorary consulate that provides a limited number of consular services under the supervision of the nearest Australian representation.¹⁴ In case Australia does not have an honorary consulate, the nearest Australian representation in the region may be able to assist Australians remotely.¹⁵</p>
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	<p>Please see above for the Australia-Canada Consular Services Sharing Agreement. Further, the Romanian embassy in Syria “provides consular assistance to Australians.”¹⁶ Australia also frequently engages with its partners on issues relating to consular protection. The country regularly meets with the ‘consular colloque’ countries, Canada, New Zealand, the United Kingdom and the United States to identify best practices.</p> <p>The country has concluded a Memorandum of Understanding with the United Kingdom on the reciprocal use of diplomatic facilities “at times of crisis or major international incident.”¹⁷</p> <p>Additionally, Australia has recently held bilateral consultations on consular affairs with Indonesia, Vietnam, the United Arab Emirates and the European Union.¹⁸</p> <p>Pursuant to 1999 Agreement on Consular Relations between Australia and China, the two countries hold discussions on issues of concern.¹⁹ For example, in 2018 and 2017, the officers exchanged views on Chinese exit bans of Australian citizens.²⁰</p> <p>An assessment of the consular services by the Australian National Audit office also found that many representations have “informal arrangements” for cooperating with “consular partner nations on crises in their accredited countries.”²¹</p> <p>Australia has also participated in the meetings of the Steering Committee of the Global Consular Forum.²²</p>
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	<p>Pursuant to the Australia-Canada Consular Services Sharing Agreement, Australia provides consular services to Canadian citizens in 19 countries and territories in the Pacific region.²³ Australia will only provide consular services to non-citizen permanent residents in the case of a crisis.²⁴</p>
9	What is the total financial budget available for consular services?	For 2019-2020, the budget allocated for consular services is AUD\$ 107.2 million. ²⁵
Travel advice		
10	For how many countries is travel advice available?	Travel advice is provided for 176 countries and regions. ²⁶
11	How often are travel recommendations reviewed and, when necessary, updated?	In 2018, the Department made “742 updates to travel advisories.” ²⁷ Travel advices are subject to ongoing review by the Australian representation located in the respective area. Any updates are reviewed by the Department’s Consular and Crisis Division. ²⁸
12	Which topics are covered in the travel advice?	Australian travel advice covers information on entry and exit documents, safety and security, local travel conditions, local laws, health and the risk of natural disasters. Travel advice also indicates the emergency contact details of local authorities and the closest

B. Australia		
#	Question	Information available
		<p>Australian representation.²⁹</p> <p>Special travel advice is provided for backpackers, business travellers, dual nationals, women travellers, LGBTI travellers, family travellers as well as travellers with disabilities.³⁰</p> <p>Dedicated information bulletins such as “arrested overseas,” “death overseas,” “missing overseas” and “sexual assault overseas” offer further advice to Australian travellers. The Department also offers guidance on how to choose a travel insurance that provides an adequate level of protection.³¹</p> <p>The Consular Services Charter, which summarises the different ways in which Australian authorities may assist travellers in consular emergencies, is made available in Arabic, Simplified Chinese, Traditional Chinese, Indonesian, Thai, and Vietnamese.³²</p>
13	Are there any new developments in the way travel advice is drafted or disseminated?	<p>Travel advice is generally disseminated through the Department’s Smartraveller portal, which is used by 49 per cent of travellers.³³ The Department also uses YouTube and Facebook to reach different audiences.³⁴</p> <p>All Australians receive a “Travel smart – hints for Australian travellers” document when they are issued a passport.³⁵ The 48-page brochure includes information on how to research local conditions in travel destinations, choose travel insurance, prepare entry documents to destinations, check if the destination country will consider the traveller a national or not and find information on health concerns at destinations. The booklet also includes information on how to deal with crime, incidents of civil unrest and terrorism abroad.³⁶</p> <p>The Department regularly works with the Consular Consultative Group, which assembles members of Australian Federation of Travel Agents and provides an “industry input” for updating consular messaging.³⁷</p> <p>The Department has also cooperated with the Cruise Line Industry of Australia, ensuring “travel agents are providing customers with travel advice and encouraging the right insurance.”³⁸</p>
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	<p>Passport applications can only be received and processed by embassies or high commissions. Applications must be presented in person, although if applying for a passport for a child less than 16 years old, the child does not need to be present.³⁹</p> <p>In some countries, appointments must be scheduled online, and in others, scheduling is not required.⁴⁰</p> <p>Emergency passports can be procured in 48 hours, but they have limited validity and only four visa pages.⁴¹</p> <p>If the application is successful, the passport will either be mailed or the applicant needs to collect it at an Australian representation, depending on location.⁴²</p>
15	What is the average turnaround time of a (regular) passport application?	<p>In general, a passport is issued in three weeks after filing an application.⁴³ The only overseas location that does two-day priority processing is the Australian representation in London.⁴⁴</p>
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	<p>The consular officers may assist in issues relating to “passports, welfare checks, whereabouts enquiries for crisis response and missing persons, deaths, hospitalisations, arrests, detentions, imprisonment, crime” and provide “limited emergency financial assistance in exceptional circumstances.”⁴⁵</p> <p>In 2017, 180 Australians were granted financial assistance in the form of travellers’ emergency loans.⁴⁶</p>
17	Which criteria must citizens meet to qualify for this assistance?	<p>The Australian authorities reserve the right to limit the consular assistance provided to a traveller who has acted against the local laws, acted “deliberately or repeatedly (...) recklessly or negligently”, putting “others at risk”, and “demonstrated a repeated pattern of behaviour requiring multiple instances of consular assistance previously.”⁴⁷</p>
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	<p>A DFAT official confirmed that “consular services are not varied based on levels of risk.” Nevertheless, when Australian consular officers assess the vulnerability of their client and hence the level of services that they offer, contextual factors are taken into account. For countries that the DFAT recommends no travelling, the travel advice also indicates that the Australian authorities may have a “limited ability to provide assistance.”⁴⁸</p>
Consular assistance to citizens in detention abroad		

B. Australia		
#	Question	Information available
19	What kind of consular assistance is provided to citizens in detention abroad?	<p>The Australian consular officers may provide the detained “with a range of information including contact details for local lawyers.” The consular officers “will do what (they) can to ensure that (the detainee is) treated in accordance with local law and process.”^{49]}</p> <p>The frequency of visits will depend on “conditions of imprisonment, language, social, culture, religious factors and the presence (...) of local support network” and will be “regularly assessed (...) on a case-by-case basis.”⁵⁰</p> <p>In general, no consular assistance is provided to dual citizens or non-citizen permanent residents “when they are in their country of nationality.”⁵¹ Nevertheless, a DFAT official commented that the Australian authorities “often provide consular assistance to dual citizens unless (...) they are able to access local services, have (next of kin) in the country, speak the language” and other factors reducing their potential vulnerability.⁵²</p>
Consular assistance to citizens who require immediate medical care or who need repatriation		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	<p>Travellers are advised to attempt seeking medical assistance from local providers of medical services and seek information from their insurance providers first. Consequently, they may contact an Australian representation or the Consular Emergency Centre in Canberra.⁵³</p> <p>Consular officers may provide a list of providers of medical care, and “liaise with the hospital where there are language barriers.”⁵⁴</p>
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	<p>Australian travellers should first contact their insurance providers.</p> <p>In case an Australian finds themselves incapable of paying for their medical treatment, they should “first contact family or friends and (their) financial institution,” for assistance.⁵⁵</p> <p>In case of a death, the “Australian government cannot pay for the return of the person’s remains to Australia.”⁵⁶ A DFAT official confirmed that the consular officers will “provide a list of providers who (the affected) family have to contact and seek assistance, including pay for the service.” The DFAT has a policy in place covering the “cost of a pauper’s funeral.”⁵⁷</p>
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	<p>Australian laws on forced marriage are applied extra-territorially, meaning that Australian travellers will be prosecuted in Australia even if the forced marriage happened abroad.⁵⁸</p> <p>Australian consular officers will report any cases, including when a traveller believes “they are at the risk of forced marriage,” to the Australian authorities. The consular officers will assist in organising the victim or suspected victim’s return to Australia. When they arrive, primary assistance will be provided by the Australian Federal Police, who will “receive them at the airport upon their return”, assess “whether they are eligible for the Support for Trafficked People Programme and (make) appropriate referrals to other agencies.”⁵⁹</p> <p>A DFAT official confirmed that currently there are eight cases on-going, relating to Sudan, South Sudan, Iraq, Uganda, Iran and the United States.⁶⁰</p>
23	What is the policy in case of suspected child abduction?	<p>The Attorney-General’s Department oversees cases relating to international child abduction and the implementation of the 1980 Hague Convention, as well as Australia’s bilateral agreements with Egypt and Lebanon. It also oversees the disbursement of financial assistance “which may be available to assist parents to seek the return of children wrongfully removed to, or retained in, other countries.” The role of the Department of Foreign Affairs and Trade is “focused on welfare and passport issues associated with child abduction cases.”</p> <p>The consular officers may help the left-behind parent in seeking assistance, report on “the welfare of the abducted child”, and take into account any objections of the left-behind parent in issuing travel documents for an abducted child. The consular officers may, “in certain circumstances”, also accompany “the left-behind parent to attend local court proceedings to demonstrate the (Australian) government’s interests in the case,” and even make “bilateral representations in support of specific cases.”⁶¹</p>
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	<p>The Australian government’s Global Watch Office monitors international developments 24/7 and assists Australian representations in confirming “the potential impacts and scale of an incident.” The Office will also “produce the initial talking points on all international crises.” Depending on the characteristics of the crisis, the Office may also update travel advices.⁶²</p>

B. Australia		
#	Question	Information available
		<p>Australia's Single Crisis Response Protocol provides that the different government authorities and agencies need to coordinate their activities at the event of a crisis.⁶³ Nevertheless, in general, the Department of Foreign Affairs and Trade is responsible for the overall coordination of "the whole of government response to international aspects of crisis."⁶⁴</p> <p>The Department maintains a Consular CADRE team of "trained and experienced officers" who are responsible for coordinating "the whole-of-government response to an international crisis". The team members will liaise with different Ministries and government agencies, Australian representations abroad, teams deployed to crisis areas, media representatives and stakeholders.⁶⁵</p> <p>The Executive of the Department may establish an Inter-Departmental Emergency Task Force to assist in the management of a crisis, either in anticipation of one or after a crisis has started. This task force, which "brings together senior representatives from relevant agencies (...) to share information, assess the situation (and) identify available resources," ensuring a coherent, whole-of-government response. It is established when the crisis threatens "multiple Australians and/or Australian national interests."⁶⁶</p> <p>The Department also has a Consular Response Team whose members are "trained, equipped and prepared for rapid deployment overseas to support Australia's whole-of-government response." In principle, the officers are deployable in 12-24 hours after a crisis has occurred, "depending visa (or) transport requirements."⁶⁷</p> <p>The Department may also establish 24-hours Emergency Call Unit to process incoming calls. It has also negotiated an agreement with the Department of Human Services for the provision of additional emergency capacity.⁶⁸</p> <p>The representations abroad are responsible for developing their own contingency plans, although the Department provides a Crisis Action Plan template for their preparation. Supporting the heads of mission in crisis preparation, the Department has a programme that allows its Contingency Planning Assistance Team visit different Australian representations. These visits focus on "enhancing the post's planning for Non-combatant Evacuation Operations, Mass Casualty Evacuations, Humanitarian Assistance/Disaster Relief and Special Recovery Operations."⁶⁹</p>
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	<p>If a traveller has registered their details at Smartraveller portal, the Australian representation in the affected area will be able to communicate emergency information to the travellers.⁷⁰</p> <p>The Australian consular service maintains a 24-hours manned communications centre, Consular Emergency Centre, which is available by phone and SMS.⁷¹</p> <p>A DFAT official confirmed that they are "moving to a new model not requiring people to register in advance, but rather when the crisis happens, they/their family can go to Smartraveller and log their details"⁷²</p>
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	<p>A DFAT official confirmed that, "If declared a crisis by the Prime Minister, Disaster Assistance Packages are usually provided to cover costs of affected Australians including repatriation, medical costs, medical evacuations (if appropriate) etc. If there are sick/injured and they cannot get access to appropriate medical care where they are we have previously arranged to medivac them to the closest location with appropriate medical facilities i.e. Bali bombings 2. Decision is taken by the IDETF at the time of the crisis."⁷³</p>
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens' satisfaction) and efficiency?	<p>In 2015, the Australian National Audit Office published an assessment on the "effectiveness of the Department of Foreign Affairs and Trade's delivery of services to Australians travelling or residing abroad."⁷⁴</p> <p>The evaluation found that demands for consular services are increasing, and that "the situations in which DFAT is called upon to provide consular assistance are becoming increasingly complex due to changes in Australian traveller demographics and behaviour."⁷⁵ Further, it maintained that "the rational for and documentation of key decisions, such as those related to the provision of financial assistance, is inconsistent."⁷⁶ To this end, the National Audit Office recommended "an annual, risk-based, quality-assurance process for consular assistance functions."⁷⁷</p> <p>The National Audit Office also highlighted that although the Smartraveller campaign has resulted in significantly higher traveller subscriptions for travel advices, "the use of</p>

B. Australia		
#	Question	Information available
		<p>registration system remains very low.”⁷⁸ Only one fifth of those who commence the registration process complete it, and there is an “extensive rate of error rate of registrations.”⁷⁹ For these reasons, the Audit Office recommended the Department to review of the utility of the registration facility.</p> <p>Additionally, the National Audit Office recommended that the Department “develops appropriate key performance indicators and targets.”⁸⁰</p> <p>Further, the Department does annual case studies to evaluate its “performance in providing timely and effective delivery of consular services to Australians overseas, including during crises.”⁸¹ These case studies have not been made available externally.</p> <p>The Consular Strategy also calls for the development of evaluation of procedures used for evaluation.⁸²</p>
28	Have IT systems been developed to register consular assistance requests and monitor their progress?	<p>The Department of Foreign Affairs and Trade maintains the Consular Information System, where consular officers are supposed to register all their cases.⁸³ The new system was developed from 2003 onwards and replaced the old system, Consular Management information System, in 2015.</p> <p>According to the National Audit Office, the Department considered the older database “outdated” and that “efforts to replace it had been taken since 2003.”⁸⁴ One of the drawbacks of the Consular Management Information Database was that it could not process “automated registration information from travel agents and other providers.”⁸⁵ Shaped by these concerns, the new system “has improved data and categorisation of case studies, which has resulted in apparent increases in some case types and the lower number of cases categorised as ‘other.’”⁸⁶</p>
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	<p>Travellers may vote in in Australian elections, provided that they are enrolled. Enrolment can be done online or by submitting an overseas notification form. Australians that have stayed abroad or intend to stay abroad for less than six years are qualified to vote as overseas electors. In contrast, Australians who have stayed abroad for more than six years are disqualified from voting. The Australian Electoral Committee maintains a dedicated phone line for inquiries on overseas voting.⁸⁷</p> <p>Qualified voters may cast their vote at Australian embassies, high commissions and select consulates, or by post.⁸⁸</p>
30	Are consular services provided to businesses from Australia operating abroad?	None identified.
31	To what extent and in what way do diplomatic missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	<p>Larger Australian representations maintain dedicated portals for Australian community events. The Australian high commission in the United Kingdom maintains a ‘Australian nexus’ website, which presents information on Australian cultural, business, cuisine and sport events and activities. The Australian community members may also submit any events that they are organising, or information on their business activities.⁸⁹</p> <p>In the United States, Australia maintains a ‘G’day USA’ programme, under which more than twenty major events are organised annually. In 2018, the events brought together more than one million attendees all across the United States.⁹⁰ The programme is organised in partnership with Qantas, Australia Unlimited and Tourism Australia, as well as American Australian Association, the United States Studies Centre at the University of Sydney and the Perth USAsia Centre.⁹¹</p> <p>In other locations embassy maintains different networks of foreign citizens who have spent time in Australia. For example, the embassy in the Netherlands has an ‘Australia-Netherlands Alumni Network’ that connects Dutch citizens that have studied in an institute of higher education in Australia.⁹² Furthermore, the embassy partners with local organisations such as the Dutch Australian and New Zealand Club, and offers information on Australian sporting activities and teams in the Netherlands, including Australian football, cricket and netball.⁹³</p>
Population served		
32	What is the estimated number of citizens living abroad?	According to a DFAT official, the Australian authorities do not maintain accurate statistics for the number of citizens living abroad, but they estimate that a 1 000 000 Australians live abroad. ⁹⁴

B. Australia		
#	Question	Information available
33	What is the estimated number of citizens who travel abroad?	10 759 300 in 2017 ⁹⁵
34	What is the number of applications for consular assistance?	In 2017, 11 880 Australians were provided with consular care, and the Consular Emergency Centre handled 62 000 calls. ⁹⁶
35	What is the number of citizens who are admitted to a hospital abroad?	1 585 Australians that were hospitalised were given advice in 2017. ⁹⁷
36	What is the number of citizens who are imprisoned abroad?	386 in 2017 ⁹⁸
37	What is the number of citizens repatriated due to death or illness abroad?	In 2017, 44 Australians were assisted in making their travel arrangements back to the country. ⁹⁹ The Department estimates that the number of Australian deaths abroad is around 1,000. ¹⁰⁰
38	How many passport applications are made by citizens abroad?	n/a
39	What is the number of missing citizens abroad?	Currently, there are 62 whereabouts cases. ¹⁰¹

¹ Australian Department of Foreign Affairs and Trade (DFAT). 2016a. 'Development of the Consular Strategy.' Available at: <https://dfat.gov.au/about-us/our-services/consular-services/Documents/consular-strategy-2017-19-issues-paper.pdf>

² DFAT 2017d. 'Annual Report 2017-2018.' As of 20 September 2019: <https://dfat.gov.au/about-us/publications/corporate/annual-reports/Documents/dfat-annual-report-2017-18.pdf>.

³ DFAT 2017a. '2017-2018 Corporate Plan.' As of 19 September 2019: <https://dfat.gov.au/about-us/publications/Documents/corporate-plan-2017-18.pdf>.

⁴ Written input from a DFAT official, 7 August 2019.

⁵ DFAT 2017a, Op. cit.

⁶ DFAT 2017b. 'Consular Strategy 2017-2019.' As of 20 September 2019: <https://dfat.gov.au/about-us/our-services/consular-services/Pages/consular-strategy-2017-19.aspx>.

⁷ Written input from a DFAT official, 7 August 2019.

⁸ DFAT 2019a. 'Organisational Structure: August 2019.' As of 18 July 2019: <https://dfat.gov.au/about-us/department/Documents/dfat-org-chart-executive.pdf>.

⁹ DFAT 2019b. 'Consular State of Play'. As of 18 September 2019: <https://dfat.gov.au/about-us/our-services/consular-services/Documents/consular-state-of-play-2017-18.pdf>.

¹⁰ Written input from a DFAT official, 7 August 2019.

¹¹ DFAT 2017d, Op. cit.

¹² Government of Canada. 2019. 'Canada-Australia Consular Services Sharing Agreement.' As of 20 September 2019: <https://travel.gc.ca/assistance/emergency-info/consular/framework/canada-australia>.

¹³ 2019f. 'Australia-Canada Joint Declaration on Enhanced Diplomatic Network Cooperation.' As of 20 September 2019: <https://dfat.gov.au/geo/canada/Pages/australia-canada-joint-declaration-on-enhanced-diplomatic-network-cooperation.aspx>.

¹⁴ Written input from a DFAT official, 7 August 2019.

¹⁵ Written input from a DFAT official, 7 August 2019.

¹⁶ DFAT 2019g. 'Romanian Embassy in Syria.' As of 20 September 2019: <https://dfat.gov.au/about-us/our-locations/missions/Pages/romanian-embassy-in-syria.aspx>.

¹⁷ DFAT 2016b. 'Consular Services.' As of 20 September 2019: <https://dfat.gov.au/about-us/publications/corporate/annual-reports/annual-report-2014-2015/home/section-2/outcome-2/consular-services/index.html>.

¹⁸ DFAT 2017d, Op. cit.

¹⁹ Australian Legal Information Institute. 2019. 'Agreement on Consular Relations between Australia and the People's Republic of China, done at Canberra on 8 September 1999: National Interest Analysis.' As of 20 September 2019: <http://www.austlii.edu.au/au/other/dfat/nia/1999/25.html>.

- ²⁰ DFAT 2018a. 'CONSULAR: 2018 Australia-China Consular Consultations: Outcomes.' As of 20 September 2019: <https://dfat.gov.au/about-us/corporate/freedom-of-information/Documents/dfat-foi-1812-f2105.pdf>.
- ²¹ Australian National Audit Office. 2015. 'Delivery of Australia's Consular Services.' 10 February 2015. As of 20 September 2019: <https://www.anao.gov.au/work/performance-audit/delivery-australias-consular-services>.
- ²² Global Consular Forum 2019. 2019. 'Mission & Overview.' As of 21 August 2019: <http://globalconsularforum.com/mission-overview/>.
- ²³ DFAT 2017d, Op. cit.
- ²⁴ DFAT 2019c. 2019c. 'Consular Services Charter.' As of 18 September 2019: <https://smartraveller.gov.au/services/Pages/consular-services-charter.aspx>.
- ²⁵ 2019e. 'Portfolio Budget Statements 2019-20.' As of 18 September 2019: <https://dfat.gov.au/about-us/corporate/portfolio-budget-statements/Documents/2019-20-foreign-affairs-and-trade-pbs.pdf>, 37.
- ²⁶ DFAT 2017d, Op. cit., 104.
- ²⁷ DFAT 2019b, Op. cit.
- ²⁸ Australian National Audit Office 2015, 2015. 'Delivery of Australia's Consular Services.' 10 February 2015. As of 20 September 2019: <https://www.anao.gov.au/work/performance-audit/delivery-australias-consular-services>.
- ²⁹ DFAT 2019h, 'Eswatini.' 24 January 2019. As of 20 September 2019: <https://smartraveller.gov.au/Countries/africa/southern/Pages/eswatini.aspx>.
- ³⁰ DFAT 2019i. 'Where are you going?' As of 20 September 2019: <https://smartraveller.gov.au/Pages/default.aspx>
- ³¹ DFAT 2019j. 'Information sheets and brochures.' As of 20 September 2019: <https://smartraveller.gov.au/brochures/Pages/default.aspx>.
- ³² DFAT 2019c, Op. cit.
- ³³ DFAT 2017a, Op. cit.
- ³⁴ DFAT 2019k 'Smartraveller ads.' YouTube video playlist. As of 20 September 2019: <https://www.youtube.com/playlist?list=PLCAAD65E30F4FC1C3>; DFAT 2019l. 'Smartraveller.gov.au.' Facebook page. As of 20 September 2019: <https://www.facebook.com/smartraveller.gov.au>.
- ³⁵ DFAT 2019m. 'Information sheets and brochures.' As of 20 September 2019: https://smartraveller.gov.au/brochures/pages/default.aspx#travel_brochures.
- ³⁶ DFAT 2019n. 'Travel smart: Hints for Australian Travellers.' As of 20 September 2019: <https://smartraveller.gov.au/brochures/Documents/travel-smart.pdf>.
- ³⁷ DFAT 2017d, Op. cit., 98.
- ³⁸ DFAT 2017d, Op. cit., 102
- ³⁹ Australian Embassy in Sweden. 2019. 'Passport Services.' <https://my.setmore.com/bookingpage/26962c6c-5afc-4adb-8908-9cc0920b14bc/resourcebookingpage/r81581463744511799>. Accessed 20 September 2019.
- ⁴⁰ Australian High Commission in Papua New Guinea. 2019. 'Services for Australians.' As of 20 September 2019: <https://png.embassy.gov.au/pmsb/consular.html>.
- ⁴¹ Australian Embassy in Sweden. 2019. 'Passport Services.' <https://my.setmore.com/bookingpage/26962c6c-5afc-4adb-8908-9cc0920b14bc/resourcebookingpage/r81581463744511799>. Accessed 20 September 2019.
- ⁴² Australian Passport Office. 2019. 'How long to get a passport.' As of 20 September 2019: <https://www.passports.gov.au/passports-explained/how-long-get-passport>.
- ⁴³ Australian Passport Office 2019, Op. cit.
- ⁴⁴ Australian Passport Office 2019b. 'Urgent applications.' As of 20 September 2019: <https://www.passports.gov.au/urgent-applications>.
- ⁴⁵ DFAT 2019b, Op. cit.
- ⁴⁶ DFAT 2017d, Op. cit, 98.
- ⁴⁷ DFAT 2019c, Op. cit.
- ⁴⁸ Written input from a DFAT official, 7 August 2019.
- ⁴⁹ DFAT 2019c, Op. cit.
- ⁵⁰ Written input from a DFAT official, 17 July 2019.
- ⁵¹ DFAT 2016a, Op. cit.
- ⁵² Written input from a DFAT official, 7 August 2019.
- ⁵³ DFAT 2019c. Op. cit.
- ⁵⁴ Written input from a DFAT official, 7 August 2019.
- ⁵⁵ DFAT 2019o. 'I can't pay my medical bills.' As of 20 September 2019: <https://smartraveller.gov.au/help/me/overseas/something-happened/Pages/medical-bills.aspx>.
- ⁵⁶ DFAT 2019p. 'An Australian has died overseas.' As of 20 September 2019: <https://smartraveller.gov.au/help/me/overseas/Pages/death-of-an-australian.aspx>.
- ⁵⁷ Written input from a DFAT official, 7 August 2019.

- ⁵⁸ DFAT 2019n, Op. cit., 28.
- ⁵⁹ Written input from a DFAT official, 17 July 2019.
- ⁶⁰ Written input from a DFAT official, 7 August 2019.
- ⁶¹ Written input from a DFAT official, 17 July 2019.
- ⁶² Written input from a DFAT official, 17 July 2019.
- ⁶³ DFAT 2016b, Op. cit.
- ⁶⁴ Australian Public Service Commission. 2019. 'Managing crises and their consequences.' As of 20 September 2019: <https://www.apsc.gov.au/7-managing-crises-and-their-consequences..>
- ⁶⁵ Written input from a DFAT official, 17 July 2019.
- ⁶⁶ Written input from a DFAT official, 17 July 2019.
- ⁶⁷ Written input from a DFAT official, 17 July 2019.
- ⁶⁸ Written input from a DFAT official, 17 July 2019.
- ⁶⁹ Written input from a DFAT official, 17 July 2019.
- ⁷⁰ Australian High Commission in Papua New Guinea (homepage). As of 20 September 2019: <https://png.embassy.gov.au>.
- ⁷¹ DFAT 2019r. 'My account.' As of 20 September 2019: <https://orao.dfat.gov.au/pages/userlogin.aspx>
- ⁷² Written input from a DFAT official, 7 August 2019.
- ⁷³ Written input from a DFAT official, 7 August 2019.
- ⁷⁴ Australian National Audit Office 2015, Op. cit.
- ⁷⁵ Australian National Audit Office 2015, Op. cit.
- ⁷⁶ Australian National Audit Office 2015, Op. cit.
- ⁷⁷ Australian National Audit Office 2015, Op. cit.
- ⁷⁸ Australian National Audit Office 2015, Op. cit.
- ⁷⁹ Australian National Audit Office 2015, Op. cit.
- ⁸⁰ Australian National Audit Office 2015, Op. cit.
- ⁸¹ DFAT 2017a, Op. cit., 21.
- ⁸² DFAT 2017b, Op. cit. 8.
- ⁸³ DFAT 2019b, Op. cit.
- ⁸⁴ Australian National Audit Office 2015.
- ⁸⁵ Australian National Audit Office 2015b, 50.
- ⁸⁶ DFAT 2019b, Op. cit.
- ⁸⁷ Australian Electoral Commission 2019.
- ⁸⁸ Australian Electoral Commission 2019b.
- ⁸⁹ <http://www.ausnexus.co.uk/about/> Accessed 18 July 2019
- ⁹⁰ DFAT 2019s. 'G'Day USA.' As of 20 September 2019: <http://www.gdayusa.org/about/>.
- ⁹¹ DFAT 2019s, Op. cit.
- ⁹² Australian Embassy in the Netherlands. 2019. 'Study in Australia.' As of 20 September 2019: <https://netherlands.embassy.gov.au/thag/study.html>.
- ⁹³ DFAT 2019b. 'Passport Services.' Accessed 20 September 2019: <https://my.setmore.com/bookingpage/26962c6c-5afc-4adb-8908-9cc0920b14bc/resourcebookingpage/r81581463744511799>.
- ⁹⁴ Written input from a DFAT official, 7 August 2019.
- ⁹⁵ DFAT 2019d, Op. cit., 98.
- ⁹⁶ DFAT 2019d, Op. cit., 5.
- ⁹⁷ DFAT 2019d, Op. cit., 5.
- ⁹⁸ DFAT 2019d, Op. cit., 98.
- ⁹⁹ DFAT 2019d, Op. cit., 5.
- ¹⁰⁰ DFAT 2019t, 'Death Overseas.' Available at: <https://smarrtraveller.gov.au/guide/all-travellers/birth-death-marriage/Pages/death-overseas.aspx>. Accessed 26 July 2019
- ¹⁰¹ Written input from a DFAT official, 7 August 2019.

Bijlage C. Landprofiel Duitsland (Germany)

This country profile has not been validated by a representative of the German Federal Foreign Office.

C. Germany		
#	Question	Information available
Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	<ul style="list-style-type: none"> • The 1974 Consular Law (<i>Konsulargestz</i>), most recently amended in 2018,¹ sets out consular officers' duties and responsibilities. <ul style="list-style-type: none"> ○ Article 1 of the consular law states that consulate officers provide advice and assistance to German nationals and national bodies at their discretion (but it is not a citizens' right to receive assistance). ○ The amendment to the consular law was made to implement the rules set out in the 2015 EU directive on consular protection for unrepresented European citizens living or travelling outside the EU.² • Tasks and organisation of the Foreign Service, along with the legal status of members of the Foreign Service, are set out in the Foreign Service Act – FSA (<i>Gesetz über den Auswärtigen Dienst - GAD</i>) of 30 August 1990, most recently amended in 2017.³
1b	What are the applicable government policies or strategy documents?	Not identified.
1c	What are the applicable internal manuals or guidelines?	Not identified.
1d	Other?	n/a
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	Not identified.
2	Which government agency is responsible for consular services and what is its position within government?	Federal Foreign Office (<i>Auswärtiges Amt</i>), Directorate General 5 – Legal (<i>Rechtsabteilung</i>), Directorate 5-B-2 – Directorate for legal and consular issues including migration (<i>Beauftragter für Rechts- und Konsularwesen, legale Migration und Rückkehrfragen</i>), Division 511 : Emergency Assistance for Germans Abroad - Financial Assistance in Emergency Situations, Repatriation, Evacuation, Missing Persons Searches, Assistance with the Repatriation of Deceased Persons; Social Welfare of Germans Abroad; European Council Working Group on Consular Cooperation (<i>Nothilfe für Deutsche im Ausland - Konsularische Sofortbetreuung bei Terroranschlägen, Finanzielle Hilfe in Notlagen, Heimführungen, Evakuierungen, Vermisstensuche, Mithilfe bei der Überführung Verstorbener; Sozialhilfe für</i>

C. Germany		
#	Question	Information available
		<i>Deutsche im Ausland; Ratsarbeitsgruppe konsularische Zusammenarbeit (COCON)</i> ⁴
3	How is the network of diplomatic missions organised?	<p>There are 227 German representations abroad:</p> <ul style="list-style-type: none"> • 153 embassies • 54 consulates-general • 7 consulates • 12 permanent missions to international organisations • 1 other mission.⁵ <p>Bilateral missions offer the full range of consular services. There are a few exceptions (17 in total):</p> <ul style="list-style-type: none"> • Very small embassies (for instance in Asmara in Eritrea); • In selected countries where Germany maintains multiple representations, consular services may have been consolidated in one of their representations. For example, in Australia, the German consular services are coordinated from the consulate general in Sydney.⁶ <p>Additionally, Germany has 337 honorary consuls, volunteers who as local points of contact. They do not perform all consular duties.⁷ The range of consular services offered by honorary consuls therefore may vary depending on the office holder as well as specific considerations and needs assessments in the region.⁸</p>
4	What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?	78 per cent.
5	Is citizens' access to consular services regulated in geographically large-sized countries?	Not identified.
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	<p>Pursuant to the 2015 EU Directive on consular protection, a representation of an EU member state will be required to provide consular assistance to German nationals, should there be no German representation in the country.⁹</p> <p>If there is no German representation in a given country, consular services may be provided by the German representation nearest to it.¹⁰ The network of German honorary consuls complements one of German representations. Some of the honorary consulates act as points of first contact in consular cases in countries where there are no German representations.¹¹</p>
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	Not identified.
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	<p>Pursuant to the 2015 EU Directive on consular protection, German representations are required to offer consular services to citizens of EU member states, if that country is unrepresented in the consular district.¹² The German Consular Law was amended on 24 April 2018 to incorporate the requirements set forth by the 2015 Directive.¹³</p>
9	What is the total financial budget available for consular services?	<p>According to a member of the German consular services, the total financial budget for consular services is not made available to the public.¹⁴</p> <p>The total budget for the Federal Foreign Office is EUR 5.2 billion, with EUR 1.164 million for operating costs.¹⁵</p>
Travel advice		

C. Germany		
#	Question	Information available
10	For how many countries is travel advice available?	201 ¹⁶
11	How often are travel recommendations reviewed and, when necessary, updated?	All travel advice has been reviewed in 2019. In general, travel advice is updated every three months or more frequently if required by developments in the respective country. For example, in 2018, there were 1357 updates on travel advice. ¹⁷ Travel advice was updated most often on the United States, given the occurrence of natural disasters and extreme weather (52 times). ¹⁸
12	Which topics are covered in the travel advice?	<ul style="list-style-type: none"> • Information and advice related to recent developments • Safety Information about the country, including: terrorism, crime, political situation and other risks related to the country's specific context • General travel information, including: infrastructure and traffic, driving license, LGBTIQ issues, local laws and regulations, and currency. • Entry requirements and customs regulations including requirements on entry documents, considerations related vehicles and veterinary issues. • Advice on the public health situation in the country, including any current trends, any vaccinations that are necessary, and disease outbreaks. • The contact details for the German representation responsible for providing consular services in the country, background information on bilateral relations between Germany and the country, as well as any important issues related to political developments in the country that may affect German travellers or expatriates.¹⁹
13	Are there any new developments in the way travel advice is drafted or disseminated?	The Consular App 'Travelling Safely' (<i>Sicher Reisen</i>) provides country-related news; travel advice; contact details and opening hours of German representations; and information on crisis preparedness. ²⁰ The Crisis Response Centre (<i>Krisenreaktionszentrum</i>) is responsible for most of this content, but the Press Department is responsible for its operational management. ²¹ Updates on travel advice are disseminated as an email newsletter for those travellers and expatriates who have registered their travel through the Federal Foreign Office website. Those travellers or expatriates, who have downloaded the 'Travel Safely' app and allowed it to use location data or saved a certain region as their 'favourite', will also receive a push notification on their mobile phone. ²²
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	In general, passport applications are processed at German embassies, consulate generals and consulates. However, some German representations do not process passport applications, for example the embassies in Brasilia and Ottawa, consulates general in Lyon or Bordeaux and some representations in Africa (all together about 15 to 20). In some cases, honorary consuls are able to accept passport applications including fingerprint data and forward them to the representation in charge of application processing. There are about 150 honorary consuls equipped with the technical facilities do take fingerprints. Application requires presence in person, but passports may be delivered to applicants by post. Since January 2013, it is also possible for some diplomatic missions to issue ID cards to Germans residing abroad. ²³
15	What is the average turnaround time of a (regular) passport application?	Production takes about two weeks from the moment the passport producer receives the relevant data. The passports are forwarded by diplomatic post to the embassy or consulate, which may take between two days up to two weeks; depending on when and how often diplomatic post is sent. This adds up to three to four weeks until the passport may be handed out. ²⁴
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	Assistance is defined by Article 5 of the Consular Law: 'Consular officers shall help German citizens in a situation of distress if no other source of assistance is available to them. The nature of assistance depends on conditions in the receiving state and the vital needs of the German citizen living here.' ²⁵ Assistance may consist of legal protection or enabling the citizen in distress to travel to his place of residence or to a different place. Citizens in distress are under obligation to reimburse expenses incurred when requiring

C. Germany		
#	Question	Information available
		consular assistance – as established in article 5 of the consular law. ²⁶ ‘The scope of financial assistance is not laid down by law. The prerequisite is always that granting assistance permanently relieves an acute state of distress.’ ²⁷ If the state of distress lasts longer than two months, the citizen shall be given assistance according to the Federal Law on Social Assistance (<i>Bundessozialhilfegesetz</i>), which will be delivered based on cooperation between social assistance agencies and consular service. ²⁸
17	Which criteria must citizens meet to qualify for this assistance?	<ul style="list-style-type: none"> • Non-German member of a German citizen’s family may receive assistance if they share the same household or did so for a long time.²⁹ • Provision of assistance does not apply to Germans residing abroad, if they and one of their parents also hold citizenship of the state they are residing (although consular officers may provide assistance if deemed appropriate).³⁰ • Assistance can be refused if it can be proven that the citizen in distress has abused it in the past, unless it would place their health or life in danger.³¹ • In the case of a state of distress lasting over two months, social assistance won’t be granted if it is already delivered, or can be expected to be delivered, by services in the receiving country or other services. It also won’t be delivered if it requires the repatriation of the citizen.³²
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	Yes, according to Article 5 of the Consular Law, assistance depends ‘on the conditions prevailing in the receiving state, taking into consideration the vital needs of a German living there.’ ³³
Consular assistance to citizens in detention abroad		
19	What kind of consular assistance is provided to citizens in detention abroad?	<ul style="list-style-type: none"> • Article 7 of the Consular Law states that consular officers shall provide assistance and legal protection if required to Germans in custody abroad pending trial, or serving a prison sentence.³⁴ • According to article 5 of the Consular Law, provision of assistance does not apply to Germans residing abroad, if they and one of their parents also hold citizenship of the state they are residing (although consular officers may provide assistance if deemed appropriate).³⁵ Otherwise, ‘Germans with dual nationality are to be treated as if they only had German nationality.’³⁶ • ‘Imprisoned persons with insufficient funds (including the absence of family, friends or institutions, which are able to provide the necessary funds) may apply for social welfare payments. If the state of distress continues for more than two months, the regional provider of social assistance in Germany is responsible.’³⁷ • - ‘The scope of financial welfare assistance for German nationals in detention is decided by the regional social assistance agency. It varies according to the local and personal conditions in each individual case (possibility to work within detention, price level in the foreign country, etc.).’³⁸
<ul style="list-style-type: none"> • Consular assistance to citizens who require immediate medical care or who need repatriation 		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	This falls under Article 5 of the Consular Law: Consular officers shall help German citizens in situations of distress if no other source of assistance is available to them. The nature of assistance depends on conditions in the receiving state and the vital needs of the German citizen living here. ³⁹
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	For citizens in need of medical support, Article 5 of the Consular Law applies. According to Article 9 of the Consular Law, consular officers are required to inform the relatives of a German citizen who died in their district if no other possibility exist and to provide assistance in repatriating the remains if requested. ⁴⁰
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	‘In case of forced marriage, consular officers give advice, refer to competent lawyers or may support the individual to return to Germany. There are no statistics available.’ ⁴¹ Cases are treated individually, as there is no general policy. ⁴²

C. Germany		
#	Question	Information available
23	What is the policy in case of suspected child abduction?	<p>German missions abroad have very limited means of intervening in these situations. The Consular Service section of the Federal Foreign Office provides advice on how to address such situations.</p> <p>In cases of child abductions in a country signatory to the Hague Convention on the Civil Aspects of International Child Abduction, the Federal Office of Justice acts as a point of contact.</p> <p>In the EU, Council Regulation (EC) No. 2201/2003 (Brussels IIA Regulation) states that ‘all decisions on parental responsibility including measures to protect the child shall be automatically recognised in the other EU member states (with the exception of Denmark) without the need for a special recognition procedure.’⁴³</p> <p>The German Branch of International Social Service has a Central Contact Point for Cross-border Family Conflicts (<i>Zentrale Anlaufstelle für grenzüberschreitende Kindschaftskonflikte</i>) which provides information and advice, free of charge, in order to solve cross-border family conflicts.⁴⁴</p>
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	<ul style="list-style-type: none"> • According to the Consular Law, all consular officers are required to maintain a register of German citizens living in their consular district as well as other persons under protection, and their families, up to date in order to be able to assist immediately and effectively.⁴⁵ • The Crisis Response Centre (<i>Krisenreaktionszentrum</i>) in the Federal Foreign Office responds to crises and large-scale emergencies abroad. • NOAH (<i>Koordinierungsstelle Nachsorge, Opfer- und Angehörigenhilfe</i>) is the agency responsible for caring for victims and their relatives in the aftermath of an attack or a crisis.⁴⁶
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	<ul style="list-style-type: none"> • There is a 24/7 telephone line in the Crisis Response Centre in the Federal Foreign Office in Berlin.⁴⁷ • There is an online platform for German citizens (ELEFAND) to register themselves before travelling abroad, which include a crisis prevention list. This is used to contact Germans abroad in case of a crisis.⁴⁸
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	<p>According to Article 6 of the Consular Law, consular officers shall take the necessary measures to provide help and protection to injured and threatened German citizens in the event of a natural catastrophe, war, or revolutionary developments or similar events. This also applies to descendants of German citizens and non-German family members of a German citizen, provided they live in the same household or did for a long time.</p> <p>The claim for reimbursement of expenses incurred by assistance provided to German citizens in this case may be waived depending on the circumstances.⁴⁹</p> <p>According to article 9 of the Consular Law, consular officers are required to inform the relatives of any German who died in their consular district and provide assistance in transferring the body if this is asked for.⁵⁰</p>
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens’ satisfaction) and efficiency?	<p>Consulate services gather feedback submitted by citizens on their own initiative through various channels (letters, social media, online forum, in person etc.) but it is not systematic. ‘Our tools to measure the effectiveness of our consular communications and outreach only cover a limited range of aspects.’⁵¹</p>
28	Have IT systems been developed to register consular assistance requests and monitor their progress?	<p>ELEFAND is an online platform that is used as a registry of German citizens abroad. According to the Consular Law (Article 6), consulate officers should keep a record of German citizens living abroad. ELEFAND has simplified this process, as each citizen living abroad can access the password-protected platform and register themselves. ELEFAND is used to keep track of German citizens in case of crisis in the host country. It is also used for communications about elections, or specific tips from the consulate.⁵²</p>
29	What is the role of diplomatic missions in	<p>German citizens abroad cast their ballot by postal vote. Diplomatic missions may be involved in providing official courier service for:</p>

C. Germany		
#	Question	Information available
	facilitating participation in elections held in the country of origin?	<ul style="list-style-type: none"> • Applications for entry in the voters' registry, sent from abroad to Germany (this is the case for 31 missions – to circumvent long mail delivery times); • Postal ballot documents, sent by election offices in Germany to the German missions (This is the case for all missions, except 5); and • Postal ballot letters, sent to election offices from abroad (all except Beirut).⁵³
30	Are consular services provided to businesses from Germany operating abroad?	Not identified.
31	To what extent and in what way do diplomatic missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	Not identified.
Population served		
32	What is the estimated number of citizens living abroad?	4,000,000. ⁵⁴
33	What is the estimated number of citizens who travel abroad?	40,000,000 yearly. ⁵⁵
34	What is the number of applications for consular assistance?	60,000-70,000 cases. Consular Assistance Statistics worldwide in 2018: 64,000 cases + 2750 detention cases. ⁵⁶
35	What is the number of citizens who are admitted to a hospital abroad?	Not identified.
36	What is the number of citizens who are imprisoned abroad?	Consular Assistance Statistics worldwide in 2018: 2750 detention cases. ⁵⁷
37	What is the number of citizens repatriated due to death or illness abroad?	Not identified.
38	How many passport applications are made by citizens abroad?	Not identified.
39	What is the number of missing citizens abroad?	Not identified.

¹ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974). *Gesetz über die Konsularbeamten, ihre Aufgaben und Befugnisse (Konsulargesetz)*, 1974. As of 9 July 2019: <http://www.gesetze-im-internet.de/konsg/KonsG.pdf>.

² European Commission (2019a). 'Consular protection'. Retrieved on 10 July 2019: https://ec.europa.eu/info/policies/justice-and-fundamental-rights/eu-citizenship/consular-protection_en#development-of-eu-consular-protection; Council of the European Union (2015), *Directive (EU) 2015/637 of 20 April 2015 on the coordination and cooperation measures to facilitate consular*

protection for unrepresented citizens of the Union in third countries and repealing, Decision 95/553/EC, 2015. As of 20 July 2019: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015L0637>

³ Bundesministerium der Justiz und für Verbraucherschutz (1990). ‘Gesetz über den Auswärtigen Dienst’. As of 18 July 2019: <http://www.gesetze-im-internet.de/gad/>.

⁴ Auswärtiges Amt (2019a). *Organisationsplan des Auswärtigen Amtes*. As of 12 July 2019: <https://www.auswaertiges-amt.de/blob/215270/761eb94d13bd9e30e7e9981e5ac9608c/organisationsplan-data.pdf>; English translation: Auswärtiges Amt (2019a), *Organisation chart of the Federal Foreign Office*. As of 12 July 2019: <https://www.auswaertiges-amt.de/blob/215272/a1ca96f7e3349eca0c71707153f4cb76/organigramm-en-data.pdf>.

⁵ Federal Foreign Office (2019a), ‘The German Missions Abroad’. Retrieved on 12 July 2019: <https://www.auswaertiges-amt.de/en/aamt/auslandsvertretungen>

⁶ ⁸ Written input from a Federal Foreign Office, Directorate-General of Central Services official, 12 August 2019.

⁷ Federal Foreign Office (2019b), ‘Honorary Consuls’. Retrieved on 12 July 2019: <https://www.auswaertiges-amt.de/en/aamt/auslandsvertretungen/-/232156>

⁸ ⁸ Written input from a Federal Foreign Office, Directorate-General of Central Services official, 12 August 2019.

⁹ European Commission (2019b). ‘Consular protection outside the EU’. Retrieved 12 July 2019: https://ec.europa.eu/info/policies/justice-and-fundamental-rights/eu-citizenship/consular-protection_en

¹⁰ Auswärtiges Amt (2017). ‘Botschaften’. Retrieved on 12 July 2019: <https://www.auswaertiges-amt.de/de/aamt/auslandsvertretungen-node/botschaften/217690>

¹¹ Federal Foreign Office (2019c). ‘Honorary Consuls’. Retrieved on 12 July 2019: <https://www.auswaertiges-amt.de/en/aamt/auslandsvertretungen/-/232156>

¹² European Commission (2019b), Op. cit.

¹³ Eur-Lex (2019). ‘National transposition measures communicated by the Member States concerning: *Council Directive (EU) 2015/637 of 20 April 2015 on the coordination and cooperation measures to facilitate consular protection for unrepresented citizens of the Union in third countries and repealing Decision 95/553/EC*’. Retrieved 12 July 2019: <https://eur-lex.europa.eu/legal-content/EN/NIM/?uri=CELEX:32015L0637>

¹⁴ Written input from a Federal Foreign Office, Directorate-General of Central Services official, 12 August 2019.

¹⁵ Auswärtiges Amt (2018a). *Das Auswärtige Amt im Überblick*. Retrieved 18 July 2019: <https://www.auswaertiges-amt.de/blob/216872/27a0438882064e2201febcc7d24ecf9b/aa-im-ueberblick-data.pdf>

¹⁶ Auswärtiges Amt (2019b). ‘Reise- und Sicherheitshinweise’. Retrieved 18 July 2019: <https://www.auswaertiges-amt.de/de/ReiseUndSicherheit/reise-und-sicherheitshinweise?>

¹⁷ Written input from a Federal Foreign Office Crisis Response Centre official, 2 August 2019.

¹⁸ Written input from a Federal Foreign Office Crisis Response Centre official, 2 August 2019.

¹⁹ Written input from a Federal Foreign Office Crisis Response Centre official, 2 August 2019.

²⁰ Global Consular Forum, 2016, *Questionnaire on Development of the Consular Model Practice Guide*. Shared with RAND Europe with an employee in the Federal Foreign Office.

²¹ Auswärtiges Amt (2016). ‘Das Krisenreaktionszentrum’. Retrieved 18 July 2019: <https://www.auswaertiges-amt.de/de/aamt/krisenreaktionszentrum-node>.

²² Written input from a Federal Foreign Office Crisis Response Centre official, 2 August 2019.

²³ Auswärtiges Amt (2018b). ‘Reisepässe und Personalausweise’. Retrieved 18 July 2019: https://www.auswaertiges-amt.de/de/ReiseUndSicherheit/reise-und-sicherheitshinweise/konsularinfo/reisepaesse-und-personalausweise#content_2; Written input from a Legal Directorate General of the Federal Foreign Office official, 9 August.

²⁴ Written input from a Legal Directorate General of the Federal Foreign Office official, 9 August.

²⁵ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

²⁶ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

²⁷ Global Consular Forum (2016).

²⁸ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

²⁹ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

³⁰ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

³¹ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

³² Deutsche Gesetzestexte (1994). Abschnitt 11: Sonstige Bestimmungen’, *Bundessozialhilfegesetz*. Retrieved 18 July 2019: <https://www.gesetzesweb.de/BSHG.html>

³³ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

³⁴ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 7.

³⁵ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.

³⁶ Global Consular Forum (2016), Op. cit.

³⁷ Global Consular Forum (2016), Op. cit.

³⁸ Global Consular Forum (2016), Op. cit.

- ³⁹ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 5.
- ⁴⁰ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 9.
- ⁴¹ Written input from a Federal Foreign Office Directorate of Legal Affairs (civil law) official, on 30 July 2019.
- ⁴² Written input from a Federal Foreign Office Directorate of Legal Affairs (civil law) official, on 30 July 2019.
- ⁴³ Federal Foreign Office (2019d). 'Abduction of children'. Retrieved on 18 July 2019: <https://www.auswaertiges-amt.de/en/newsroom/konsularisches/kindesentziehung-node>
- ⁴⁴ ISD ZanK (homepage). As of 18 July 2019: <https://zank.de/en-website/index.php>
- ⁴⁵ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 6.
- ⁴⁶ Bundesamt für Bevölkerungsschutz und Katastrophenhilfe (2019). 'Koordinierungsstelle Nachsorge, Opfer- und Angehörigenhilfe (NOAH)'. Retrieved 18 July 2019: https://www.bbk.bund.de/DE/AufgabenundAusstattung/Krisenmanagement/PsychKM/NOAH/NOAH_einstieg.html
- ⁴⁷ Global Consular Forum (2016), Op. cit.
- ⁴⁸ Auswärtiges Amt (2019b), Op. cit.
- ⁴⁹ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 6.
- ⁵⁰ Ein Service des Bundesministeriums der Justiz und für Verbraucherschutz sowie des Bundesamts für Justiz (1974), Abschnitt 9.
- ⁵¹ Global Consular Forum, 2016, *Questionnaire on Development of the Consular Model Practice Guide*. Shared with RAND Europe by Interviewee A
- ⁵² Deutscher Botschaft Algier (2017). 'Krisenvorsorgeliste (ELEFAND)'. Retrieved 18 July 2019: <https://algier.diplo.de/dz-de/service/15-Elefand>; Auswärtiges Amt (2019c). 'Elektronische Erfassung von Deutschen im Ausland'. Retrieved 18 July 2019: <https://elefand.diplo.de/elefandextern/home/login!form.action>
- ⁵³ Bundeswahlleiter.de, (2019). 'Germans abroad'. Retrieved 18 July 2019: <https://www.bundeswahlleiter.de/en/europawahlen/2019/informationen-waehler/deutsche-im-ausland.html#50b9ef33-4c82-4d94-872e-2830eeb62eef>
- ⁵⁴ Auswärtiges Amt (2018c). 'Aufgaben des Auswärtigen Dienstes'. Retrieved 18 July 2019: <https://www.auswaertiges-amt.de/de/aamt/auswdienst/aufgaben-node?openAccordionId=item-214924-0-panel>
- ⁵⁵ Auswärtiges Amt (2018c).
- ⁵⁶ Written input from a Federal Foreign Office Directorate of Legal Affairs (civil law) official, on 30 July 2019.
- ⁵⁷ Written input from a Federal Foreign Office Directorate of Legal Affairs (civil law) official, on 30 July 2019.

Bijlage D. Landprofiel Estland (Estonia)

D. Estonia		
#	Question	Information available
Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	Protection for Estonian citizens abroad is guaranteed by the Estonian Constitution (Art. 13) ¹ 2006 Foreign Service Act ² 2009 Consular Act ³
1b	What are the applicable government policies or strategy documents?	The Ministry of Foreign Affairs mentions ‘consular protection in countries of residence; promotion of the rights of Estonian citizens abroad; the accessibility of information on consular issues and foreign relations; coping with cross-border problems’ as some of the key objectives of Estonian foreign policy. ⁴ The provision of consular services is also mentioned as an ‘important activity’ for the implementation of the state objectives in 2019-2022, as enumerated in the State Budget Strategy 2019-2022 and Stability programme. ⁵
1c	What are the applicable internal manuals or guidelines?	The Ministry of Foreign Affairs explained that ‘internal manuals and guidelines are classified information and are not public.’ ⁶
1d	Other?	None identified.
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	Not identified
2	Which government agency is responsible for consular services and what is its position within government?	Ministry of Foreign Affairs, Office of the Undersecretary of Legal and Consular Affairs, Consular Department (1 st Division: Consular Services, 2 nd Division: Consular Assistance), Information Monitoring and Crisis Management Department. ⁷
3	How is the network of diplomatic missions organised?	Embassies and consulates: 34 ⁸ Consulate generals: 3 Representations to International Organisations: 7 Honorary consulates: 200 ⁹
4	What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?	22 per cent An official of the Ministry of Foreign Affairs highlighted that the country has “no embassies in South America, and only one embassy in Africa,” which is in Cairo, Egypt. ¹⁰

D. Estonia		
#	Question	Information available
5	Is citizens' access to consular services regulated in geographically large-sized countries?	Not regulated. ¹¹ Council Directive 7228/15 regulates that a EU citizen may be considered unrepresented in a given country even if their home country has a representation in that country, but if that representation is not accessible due to "local circumstances or lack of resources" (Art. 8). ¹²
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	Estonians that find themselves in distress can contact the Ministry of Foreign Affairs 24-hour manned telephone line. The officers at the Ministry will give advice on how to seek for consular protection from the representatives of partner countries: primarily Latvia and Lithuania, and secondarily other EU countries.
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	The Art. 54 Consular Act foresees the negotiation of international arrangements delegating the responsibility of organising consular services for Estonian citizens to another country, if Estonia does not have representation in a given country. ¹³ In countries where Estonia does not have a representation, Estonian citizens may seek protection primarily from the representations of Latvia or Lithuania, or secondarily from the representations of other EU countries. See below. ¹⁴
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	Treaty on the Functioning of the EU Arts. 20(2)(c) and 23 mandate representations of EU member states to provide consular protection to EU citizens who are unrepresented in any given country. ¹⁵ Consular assistance is provided in cases of arrest, detention, serious accident, illness, crime, death, repatriation in case of mass emergency, and the provision of emergency travel documents. ¹⁶ Consular services to unrepresented EU citizens are regulated by Council Directive 7228/15. ¹⁷ Estonian consular officers may provide protection to a national of an EU member state, if that state does not have a representation in the receiving state. In case "other unforeseeable and extraordinary circumstances arise", protection may be offered to an EU national even if their state had a representation in the receiving. ¹⁸ Financial assistance can only be provided to an EU national if the authorities of their state have formally requested Estonian Ministry of Foreign Affairs to grant aid to their citizens. Country. The authorities of that state are responsible for arranging the repayment. ¹⁹ Services provided to EU citizens include the issuance of emergency travel documents, contacting next of kin in case of serious accident or illness, accompanying the individual when reporting a crime, notifying next of kin in case of death, providing information on local legal system and assisting in finding a local lawyer, and assisting in the repatriation of citizens in case of a large-scale emergency. ²⁰ Estonia has also negotiated an agreement on consular assistance and cooperation with Latvia and Lithuania. ²¹ This allows Estonian citizens to seek consular protection from Lithuanian and Latvian representations, should Estonia not be represented in a given country (Art. 2). Assistance is given in cases death, serious accident and illness, arrest, detention or imprisonment, violent crime, relief and repatriation of distressed nationals, issuing emergency travel documents, and provision of administrative and notary services (Art. 3). Assistance provided is comparable to the levels of service Estonia guarantees to its own citizens. The three countries convened in May 2018 to revise the agreement and to deepen cooperation. ²²
9	What is the total financial budget available for consular services?	The total annual budget for the Ministry is EUR 73.9 million. ²³ An official of the Ministry of Foreign Affairs explained that a "detailed MFA budget is not public." ²⁴
Travel advice		
10	For how many countries is travel advice available?	Travel advice is available for 222 countries and regions. ²⁵
11	How often are travel recommendations reviewed and, when necessary, updated?	An official of the Ministry of Foreign Affairs explained that "travel advice is updated when necessary", and while "there is no set interval for regular updates [...] country files are renewed every 2-3 years." ²⁶

D. Estonia		
#	Question	Information available
12	Which topics are covered in the travel advice?	Travel advice includes information on entry documents, bilateral agreements and contact details for consular officers. ²⁷ The travel advice may also include recommendations relating to safety and security of travel, including the risks associated with road travel and natural hazards. The Ministry may also recommend avoiding all travel to countries or regions that are deemed unsafe. If Estonia does not have a representation in a given country, the advice recommends travellers to contact a representation of an EU member state for consular protection. Further, the travel advice recommends the travellers to acquaint themselves with the advice given by other countries. Links are provided to the travel advisories of the United Kingdom, Germany, Finland, France, the United States, Canada and Australia.
13	Are there any new developments in the way travel advice is drafted or disseminated?	Since the beginning of 2019, updates on travel advice are published on the Ministry's social media channels, such as the Facebook account 'Veebikonsul.' Estonians who have registered their travel online can receive these updates also through text messaging. The Ministry has also developed a ReisiTargalt mobile application, which allows the travellers to download all the travel advice, information on what to do if they need consular assistance, contact details of the Ministry of Foreign Affairs and Estonian representations. ²⁸
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	An Estonian national can apply for a passport abroad by post or by email from the Estonian Police and Border Guard, if their previous passport has been issued within the last five years. Passport application can also be submitted in person at any Estonian embassy or consulate general. Honorary consulates do not accept passport applications. ²⁹ A passport application must be submitted in person if it concerns a minor aged less than 12, or the Estonian Police and Border Guard requests to collect the individual's fingerprints. ³⁰ Fingerprints can only be collected at an embassy. ³¹ All embassies and consulate generals accept passport applications. Passports, when issued, "can be collected (in person) at any embassy or honorary consulate." ³²
15	What is the average turnaround time of a (regular) passport application?	Processing for passport applications may take up to 30 days. Expedited processing is not available for applications for passport made abroad. An official of the Ministry of Foreign Affairs confirmed that the "processing time of an application depends on the overall workload of the issuing authority." ³³ The Estonian Police and Border Guard or the Ministry of Foreign Affairs do not provide any estimates for the duration of international delivery.
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	Providing Estonian citizens with consultation and assistance "in order for them to contact their families or other persons close to them, or return to Estonia, or in order for their rights to be protected, or hospitalisation, or other issues to be arranged for them." (Consular Act, Art. 52 (1)).
17	Which criteria must citizens meet to qualify for this assistance?	The person in distress is defined as a person "who finds himself or herself in a temporary emergency situation as a result of an accident, an illness, falling victim to a crime or other circumstances and who is unable to resolve the situation by himself or herself." (Consular Act, Art. 52(2)).
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	No ³⁴
Consular assistance to citizens in detention abroad		
19	What kind of consular assistance is provided to citizens in detention abroad?	In case of illegal detention, the Estonian consular officers will notify Estonian authorities and liaise with local ones, "organise communication between the person in distress and his or her family, other persons close to him or her and the authorities of the consular district," and monitor the situation (Consular Act, Art. 52(4)). An Estonian national has the right to request that the consular officer visits them at the location of detention. The consular officers may represent the national in front of local authorities (Consular Act, Art. 61).
Consular assistance to citizens who require immediate medical care or who need repatriation		

D. Estonia		
#	Question	Information available
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	<p>The Estonian representation will contact Ministry of Foreign Affairs, who will notify the individual's next of kin in case of serious injury or illness (Consular Act, Art. 57 (1)). If an Estonian citizen needs to travel back to Estonia due to their condition, the consular officers "shall provide consultation and assistance to the person's family or other persons close to him or her in organising the person's travel to Estonia."³⁵</p> <p>Visits are limited to exceptional cases, for example when "the patient is in need of an emergency travel document but is unable to come to the embassy."³⁶</p>
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	<p>Should repatriation be deemed necessary, the Estonian consular officers will provide the individual with consultation and assistance on how to organise travel back to Estonia (Consular Act, Art. 55(2)).</p> <p>The consular officers are also required to support the repatriation of a person's remains by providing consultation and assistance (Consular Act, Art. 58).</p> <p>The consular officers may provide financial assistance in the form of a loan. Any assistance needs to be requested by a written application, and the individual in distress needs to show proof of sufficient securities. In the absence of appropriate securities, the consular officers may use their discretion on whether or not disburse assistance. (Consular Act, Art. 64 (1-3)).</p> <p>Financial assistance need to be paid back to the Ministry ninety days after receiving it. In case the person is at the state of personal insolvency, or if any Estonian state or local authority so requests, the Ministry may "reduce the sum to be refunded" (Consular Act, Art. 64 (1-3)).</p> <p>The consular officers also refuse applications for financial assistance. This can happen when the national has "knowingly submitted false or distorted information or has knowingly concealed information," "previously received financial assistance without a just cause," "failed to use previous assistance for its intended purpose" or has not repaid any assistance received previously (Consular Act, Art. 65).</p>
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	<p>Consular officers can only register a marriage which fulfils Estonia's Family Law Act (Consular Act, Art. 31). Family Law Act regulates that a marriage will be annulled in case it was forced (Art. 9 (5)), if there are grounds that the marriage was contracted for the primary purpose of obtaining a residency permit for Estonia (Art. 9 (6)).³⁷</p>
23	What is the policy in case of suspected child abduction?	<p>The country is "party to the Hague Convention on the Civil Aspects of International Child Abduction."³⁸</p> <p>Generally, Estonia will follow the policies agreed at the level of the EU. The competent authority in issues relating to child abduction is the International Judicial Cooperation Division of the Ministry of Justice.³⁹</p> <p>The Republic of Estonia Social Insurance Board also maintains a 24-hours manned telephone line for inquiries on issues relating to child welfare. The 'Lasteabi' service is also reachable from abroad.⁴⁰</p>
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	<p>The Ministry of Foreign Affairs.</p>
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	<p>The Ministry of Foreign Affairs maintains a 24-hours manned telephone line for questions relating to consular protection.⁴¹</p> <p>There is also a dedicated portal, ReisiTargalt, which includes up-to-date security and consular information on most countries.⁴² ReisiTargalt provides travellers easy-to-read basic information on how to travel safely, with sections such as "Travelling ABC", "Travelling with Children". The portal also connects to relevant databases on health information in different countries, made available by Republic of Estonia Health Board.⁴³</p> <p>The portal provides information on the procedures relevant to travel documents, sickness, detention, crisis and death. The Ministry also provides detailed information on how to react in the case of a terrorist attack.⁴⁴</p> <p>ReisiTargalt can also be downloaded as an Android and IOS app, making all the information available even in the case of network issues.⁴⁵</p> <p>The portal prompts Estonian nationals to register their travel with the Ministry. Registration</p>

D. Estonia		
#	Question	Information available
		can be done online or through the app. Should a crisis occur abroad, the Estonian consular officers will use the registration information to locate nationals in need of protection. Information is also disseminated through a Facebook account, Valisministeeriumi veebikonsul. ⁴⁶ The veebikonsul is used to inform Estonian citizens about changing travel conditions (heatwave in Western Europe, political instability in Georgia), strikes and disruptions that may affect travellers, specified information on large-scale public events (European Games in Minsk, Eurovision in Tel Aviv), and voting abroad.
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	An official from the Ministry of Foreign Affairs confirmed that “depending on the number of citizens in need of repatriation, Estonia will either cooperate with other EU countries asking them to help Estonian citizens or in case of large number of citizens (need) to be evacuated, a Government decision will be made in regard of sending Estonian aircraft to repatriate Estonian citizens.” ⁴⁷ This was done in 2008, when approximately 100 Estonian citizens were transported from Baku, Azerbaijan, after the outbreak of the Georgian war. ⁴⁸
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens’ satisfaction) and efficiency?	The Ministry of Foreign Affairs undertakes internal assessments and audits, which are not made available to the public. ⁴⁹
28	Have IT systems been developed to register consular assistance requests and monitor their progress?	In 2004, the Ministry of Foreign Affairs’ CONSUL database became operational. The database includes information on all consular cases and it interoperates with a number of other databases, allowing consular officers to send and extract information from them. This allows the consular officers to “update person’s address, issue duplicates of birth, marriage, divorce or death certificates” and make inquiries on identification documents. ⁵⁰
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	Art 28 Consular Act authorise a consular officer or honorary consuls to organise elections or voting in their consular districts in order to ensure Estonian citizens’ right to vote. ⁵¹ Voting is generally organised for parliamentary and European elections at the different foreign missions. ⁵² In order to vote, an Estonian national who resides in a foreign country permanently needs to register to an electoral district based on “their former place of residence in Estonia or their parents’ or ancestors’ place of residence.” ⁵³ Voting can also be done by post or online. For postal voting from abroad, the voter needs to apply for the relevant permission thirty days before the voting day from the Estonian representation. The application needs to include a copy of the voter’s identity document. Should the permission be granted, the voter will be mailed a ballot paper. The ballot must be mailed to the Estonian representation, which is responsible for sending all the received ballot papers to Estonia for counting. For online voting, the needs to have an Estonian ID-card and a card reader or a Mobile-ID with two different sets of PIN codes, provided by the Police and Border Guard. ⁵⁴
30	Are consular services provided to businesses from country Estonia operating abroad?	None
31	To what extent and in what way do diplomatic missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	Estonian Ministry of Education and Research maintains a contact list of organisations that teach Estonian language. ⁵⁵ Some of these organisations are supported by the Ministry by providing financial support or teaching materials, training teachers of Estonian language, organising language courses for Estonian children living abroad, offering scholarships for those willing to study Estonian in Estonia and organising international theme days on Estonian language and culture. ⁵⁶ These actions implement the 2014-2020 Compatriots programme, which is jointly funded by the Ministry of Education and Research, Ministry of Culture ministry of the Interior, and the Government Office. ⁵⁷ The overall budget of the programme is 3 442 785 for the implementation period. ⁵⁸

D. Estonia		
#	Question	Information available
Population served		
32	What is the estimated number of citizens living abroad?	120 000 (2015) ⁵⁹
33	What is the estimated number of citizens who travel abroad?	In 2018, Estonians made 3 607 325 visits abroad. ⁶⁰
34	What is the number of applications for consular assistance?	In 2018, there were 1294 consular cases. Of these, honorary consuls received 245 cases. Two thirds of the cases were related to lost or stolen identity documents.” ⁶¹
35	What is the number of citizens who are admitted to a hospital abroad?	In 2018, 69 Estonians were admitted to hospitals abroad. ⁶²
36	What is the number of citizens who are imprisoned abroad?	In 2018, 94 Estonians were detained, arrested or incarcerated abroad. ⁶³
37	What is the number of citizens repatriated due to death or illness abroad?	These statistics are not available for Estonia. Nevertheless, “in 2018, there were 87 cases of death abroad in connection to which assistance was requested by the next of kin from the embassies or the honorary consulates.” ⁶⁴
38	How many passport applications are made by citizens abroad?	In 2018, the Estonian embassies and honorary consulates handled 12 951 passport applications. ⁶⁵
39	What is the number of missing citizens abroad?	These statistics are not available for Estonia. ⁶⁶

¹ Riigi Teataja (2019). “The Constitution of the Republic of Estonia.” Accessed 23 September 2019:

<https://www.riigiteataja.ee/en/eli/530102013003/consolide>

² Riigi Teataja (2009). ‘Consular Act.’ As of 30 September 2019: <https://www.riigiteataja.ee/en/eli/525032019007/consolide>

³ Riigi Teataja (2009), Op. cit.

⁴ Valisministeerium (2013). ‘Estonia’s Foreign Policy Objectives.’ Accessed 23 September 2019: <https://vm.ee/en/estonia-foreign-policy-objectives>

⁵ Rahandusministeerium (2018). ‘State Budget Strategy 2019-2022 and Stability Programme 2018.’ Accessed 23 September 2019: https://www.rahandusministeerium.ee/system/files_force/document_files/state-budget-strategy-2019-2022-stability-programme-2018.pdf?download=1

⁶ Written input from an MFA official on 31st July 2019.

⁷ Valisministeerium (2019). Foreign Ministry Structure. Accessed 23 September 2019:

https://vm.ee/sites/default/files/Estonia_for_UN/Rasmus/struktuuri_joonis_01-01-2019_eng.pdf

⁸ Valisministeerium (2019b). ‘The Foreign Ministry.’ 23 September 2019: <https://vm.ee/en/foreign-ministry>

⁹ Valisministeerium (2019c). ‘Foreign Ministry Mikser: Estonia to strengthen its foreign service.’ Accessed 23 September 2019:

<https://vm.ee/en/news/foreign-minister-mikser-estonia-strengthen-its-foreign-service>

¹⁰ Written input from an MFA official on 31st July 2019.

¹¹ Written input from an MFA official on 31st July 2019.

¹² Council of the European Union (2015). ‘COUNCIL DIRECTIVE on the coordination and cooperation measures to facilitate consular protection for unrepresented citizens of the Union in third countries and repealing Decision 95/553/EC’. Available at:

<https://register.consilium.europa.eu/doc/srv?l=EN&f=ST%207228%202015%20INIT/>

¹³ Riigi Teataja (2009), Op. cit.

¹⁴ Latvijas Republikas Tiesību Akts (2019). Agreement on the consular assistance and co-operation between the Government of the Republic of Latvia, the Government of the Republic of Estonia and the Government of the Republic of Lithuania.’ Available at: <https://m.likumi.lv/doc.php?id=224482>

¹⁵ European Union. Treaty on the Functioning of the European Union

¹⁶ Council of the European Union (2015b). 'EU citizens to enjoy improved access to consular protection abroad.' 20 April 2015. Accessed 23 September 2019: <https://www.consilium.europa.eu/en/press/press-releases/2015/04/20/eu-citizens-consular-protection/>

¹⁷ Council of the European Union (2019). 'Consular protection.' 20 June 2019. Accessed 23 September 2019: <https://www.consilium.europa.eu/en/policies/consular-protection/>

¹⁸ Council of the European Union (2015), Op. cit.

¹⁹ Valisministeerium (2009), Art. 64.

²⁰ European Commission (2019). 'The EU, your lifeline abroad.' Accessed 23 September 2019: https://ec.europa.eu/info/sites/info/files/live_work_travel_in_the_eu/consumers/documents/eujus15a-1818-i01_-_campaign_on_consular_protection_a4_accessibility_en_v04_1_0.pdf

²¹ Latvijas Republikas Tiesību Akts. (2019), Op. cit.

²² LSM.LV. (2018). 'Baltic states working on further consular coordination.' 25 May 2018. Accessed 23 September 2019: <https://eng.lsm.lv/article/politics/diplomacy/baltic-states-working-on-further-consular-coordination.a279638/>

²³ Valisministeerium (2019c), Op. cit.

²⁴ Written input from an MFA official on 31st July 2019.

²⁵ ReisiTargalt. (2019). 'Riikide Info.' Accessed 23 September 2019: <https://reisitargalt.vm.ee/riikide-info/>

²⁶ Written input from an MFA official on 31st July 2019.

²⁷ ReisiTargalt (2019). 'Afghanistan.' Accessed 23 September 2019: <https://reisitargalt.vm.ee/riigid/afganistan/>

²⁸ Written input from an MFA official on 31st July 2019.

²⁹ Eesti Suursaatkond, Helsinki (2019). 'Eesti passi ja ID-kaardi taotlemine.' Accessed 23 September 2019: <https://helsinki.mfa.ee/konsulaarinfo/eesti-passi-ja-id-kaardi-taotlemine/>

³⁰ Politsei- ja Piirivalveamet. (2019). 'Estonian citizen's passport for an adult.' 23 September 2019. Accessed 23 September 2019: <https://www2.politsei.ee/en/teenused/isikut-toendavad-dokumendid/eesti-kodaniku-pass/taiskasvanule/index.dor>

³¹ Written input from an MFA official on 31st July 2019.

³² Written input from an MFA official on 31st July 2019.

³³ Written input from an MFA official on 31st July 2019.

³⁴ Written input from an MFA official on 31st July 2019.

³⁵ Written input from an MFA official on 31st July 2019.

³⁶ Written input from an MFA official on 31st July 2019.

³⁷ Riigi Teataja (2009). 'Family Law Act.' 18 November 2009. Accessed 23 September 2019: <https://www.riigiteataja.ee/en/eli/530102013016/consolide>

³⁸ Written input from an MFA official on 31st July 2019.

³⁹ European e-Justice (2019). 'Matrimonial matters and matters of parental responsibility – Estonia.' Accessed 23 September 2019: https://e-justice.europa.eu/content_matrimonial_matters_and_matters_of_parental_responsibility-377-ee-en.do?init=true&member=1

⁴⁰ Social Insurance Board (2019). 'Child helpline 116111.' Accessed 23 September 2019: <https://www.sotsiaalkindlustusamet.ee/en/child-helpline-116111>

⁴¹ Valisministeerium (2019). 'Services, Documents and Forms.' Accessed 23 September 2019: <https://vm.ee/en/services-documents-and-forms>

⁴² ReisiTargalt (homepage). Accessed 23 September 2019: <http://reisitargalt.mfa.ee/>

⁴³ Vaktsineeri (homepage). Accessed 23 September 2019: <https://www.vaktsineeri.ee/en>

⁴⁴ ReisiTargalt (2019b). 'Valisriigis kriisilukorda sattumine.' Accessed 23 September 2019: <http://reisitargalt.mfa.ee/terrorismirunnak/>

⁴⁵ ReisiTargalt (2019c). 'Registreeri Oma Reis.' Accessed 23 September 2019: <http://reisitargalt.mfa.ee/registreerimine/>

⁴⁶ Valisministeeriumi veebikonsul. Facebook page. Accessed 23 September 2019: <https://www.facebook.com/veebikonsul/>

⁴⁷ Written input from an MFA official on 31st July 2019.

⁴⁸ Written input from an MFA official on 31st July 2019.

⁴⁹ Written input from an MFA official on 31st July 2019.

⁵⁰ Written input from an MFA official on 31st July 2019.

⁵¹ Valisministeeriumi (2009).

⁵² Valimised (2019a). 'Voting abroad.' Accessed 23 September 2019: <https://www.valimised.ee/en/estonian-elections-nutshell/voting-abroad>

⁵³ Valimised (2019a), Op. cit.

⁵⁴ Valimised (2019b). 'Requirements to the voter and their computer.' Accessed 23 September 2019: <https://www.valimised.ee/en/internet-voting/requirements-voter-and-their-computer/>

⁵⁵ Haridus- ja Teadusministeerium. (2018). 'Eestlased valismaal.' Accessed 23 September 2019: <https://www.hm.ee/et/tegevused/eestlased-valismaal>

⁵⁶ Haridus- ja teadusministeerium. (2019a). 'Eesti keele ope valismaal.' Accessed 23 September 2019:

<https://www.hm.ee/et/tegevused/eestlased-valismaal/eesti-keele-ope-valismaal>

⁵⁷ Haridus- ja Teadusministeerium (2019b). 'Rahvuskaaslaaste programm.' Accessed 23 September 2019:

<https://www.hm.ee/et/tegevused/eestlased-valismaal/rahvuskaaslaaste-programm>; Aksel, Merli et al. 2015. 'Rahvuskaaslaaste programme moju-uuring.' (2015). Accessed 23 September 2019: https://www.hm.ee/sites/default/files/rkp_moju-uuring_lopparuanne.pdf

⁵⁸ Haridus- ja teadusministeerium (2014). 'Rahvuskaaslaaste programmi (2014-2020): 2014.2017. aasta vahearuanne.' Accessed 23 September 2019: https://www.hm.ee/sites/default/files/lisa_2_2014-2017_aasta_vahearuanne.pdf

⁵⁹ Eesti randeajastul (2016). 'Estonians in the World.' Accessed 23 September 2019: <https://inimareng.ee/en/open-to-the-world/estonians-in-the-world/>

⁶⁰ Eesti Pank (2019). 'Outbound travel.' Accessed 6 August 2019: <http://statistika.eestipank.ee/#/en/p/1410/r/2832/2621>

⁶¹ Written input from an MFA official on 31st July 2019.

⁶² Written input from an MFA official on 31st July 2019.

⁶³ Written input from an MFA official on 31st July 2019.

⁶⁴ Written input from an MFA official on 31st July 2019.

⁶⁵ Written input from an MFA official on 31st July 2019.

⁶⁶ Written input from an MFA official on 31st July 2019.

Bijlage E. Landprofiel Frankrijk (France)

E. France		
#	Question	Information available
Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	<p>There is no specific law defining and regulating the work of consular services. The framework for the work of French consular services is that of international law, and EU regulations:</p> <ul style="list-style-type: none"> – Vienna Convention on Diplomatic Relations, 1961¹ – Vienna Convention on Consular Relations, 1963² – A 2012 decree on the central organisation of the Ministry of Foreign Affairs (<i>Décret n° 2012-1511 du 28 décembre 2012 portant organisation de l'administration centrale du ministère des affaires étrangères</i>), most recently amended in January 2019.³ – A 2018 decree on consular protection for EU citizens in third countries (<i>Décret n° 2018-336 du 4 mai 2018 relatif à la protection consulaire des citoyens de l'Union européenne dans des pays tiers</i>) implements the rules set out in the 2015 EU directive on consular protection for unrepresented European citizens living or travelling outside the EU.⁴ – Additionally, a 2013 law defined the framework for the representation of French citizens abroad: – Law on the representation of French citizens living abroad (<i>LOI n° 2013-659 du 22 juillet 2013 relative à la représentation des Français établis hors de France</i>), last amended on 2 February 2018.⁵ <p>The absence of a unique law defining consular services means that every law passed in France need to also be considered in terms of its meaning for French citizens living abroad (which sometimes translates into the adoption of specific adaptations for French citizens abroad only).⁶</p>
1b	What are the applicable government policies or strategy documents?	There is no governmental strategy specifically for consular services. In practice, the DFAE and the Ministry of Foreign Affairs ensure that the interests of French citizens abroad are taken into consideration within broader governmental strategies. For example, within the current strategy to reform institutional representation (<i>Action Publique 2022</i>), the DFAE is considering the impact it may have on French citizens abroad, how to best ensure their interests in future reforms and what reforms of representation and voting should be considered for the consular network. ⁷
1c	What are the applicable internal manuals or guidelines?	Not identified.
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	Not identified.
2	Which government agency is responsible for	The agency responsible for consular services is part of the Foreign Ministry's secretariat, it is the direction general for French citizens abroad and consular administration :

E. France		
#	Question	Information available
	consular services and what is its position within government?	<ul style="list-style-type: none"> – Ministère de l'Europe et des Affaires Etrangères - Secretariat Général - Direction des Français à l'étranger et de l'Administration Consulaire (DFAE).⁸ Additionally, the Centre for Crisis and Support is a separate agency, which depends directly from the Foreign Ministry's cabinet: <ul style="list-style-type: none"> – Ministère de l'Europe et des Affaires Etrangères – Centre de crise et de soutien (CDCS)⁹
3	How is the network of diplomatic missions organised?	As of 2018, there are 267 French missions abroad (206 consular posts): <ul style="list-style-type: none"> – Embassies: 160 <ul style="list-style-type: none"> ○ Consular sections of embassies: 112 – consular sections are in charge of French administration abroad, exactly like a consulate within an embassy (i.e. delivering visas, requests for new passports, birth declarations etc.)¹⁰ – 71 Consulates-general – 18 consulates – Permanent representations: 16 There are also 512 honorary consuls (although this number varies from year to year). Among them, 315 possess the French nationality. ¹¹ Additionally, the consular network is also composed of lighter, more flexible structures, which are installed or removed according to occasional needs (such as a detached chancellery – <i>chancellerie détachée</i> – or <i>antennes consulaires</i>). An example would be in Adelaide in Australia, where an important defence contract was signed between the French and Australian defence ministries for the construction of submarines. This will involve multiple French workers temporarily relocating to Australia, who may need the provision of administrative services, even if this does not justify the establishment of a permanent consulate. ¹² Finally, there are also 18 'influence consulates' (<i>Consulat d'influence</i> or <i>postes à gestion simplifiée</i>). These are posts which have a diplomatic mission only ('diplomatic influence'), and involve the presence of one General Consul (like in Naples) but deliver consular services only in cases of emergency. ¹³ The evolution of the consular network is determined mainly by two criteria: 1) the size of the French community in a given region, and 2) the evolution of the visa demand in a given region. Other criteria that come into play are historical tradition, punctual interest (such as currently in Adelaide) and the commercial importance of a city (such as Naples, Boston or St Petersburg). ¹⁴
4	What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?	82 per cent.
5	Is citizens' access to consular services regulated in geographically large-sized countries?	In large-sized countries with large French populations, such as Canada, Russia or China, there may be an insufficient number of consular posts/an uneven coverage. This is the case in Canada, where most of the French community is located in Montreal and Quebec. There are therefore four consular posts, but these cannot cover the full size of the country. The French consular services try to limit the citizens' need to travel to representations as much as possible. This is done in two ways: <ol style="list-style-type: none"> 1) Current efforts towards digitalising administrative tasks aim to ensure French citizens who have access to internet can do as much as possible online to maximise convenience; 2) Consular tours (<i>tournées consulaires</i>) are regularly organised: these tours take place at regular frequency (monthly if possible), and even more frequently during periods before elections. Specific material was developed to fit this format of consular services, for instance portable machinery with the necessary electronic

E. France		
#	Question	Information available
		material to record biometrical data for passports. ¹⁵
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	<p>Provided that the local authorities agree, an honorary consul can also provide assistance to French citizens living in a region remote from the closest diplomatic mission. They may be entitled to an allowance if their own means do not allow them to cover their responsibilities. Their tasks increasingly include those that would usually be carried out by an actual consulate (passport delivery, polling station maintenance). The network of honorary consuls currently spans over 103 countries. Of the 514 honorary consuls, 311 possess French nationality. Only French honorary consuls are allowed to carry out certain tasks, such as delivering passports.¹⁶</p> <p>Other mechanisms in place (digitalisation and consular tours) are described above, under question 5.</p>
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	<p>The provision of consular services to citizens is not outsourced to consular representations of other countries.¹⁷</p> <p>The only case in which consular services may outsource their work is to deliver entry documents abroad. This is the case in some African countries, where there may not be French representations and therefore representation of another country would deliver entry documents to allow travel to France. This happens with countries that France has signed agreements of visa representation with for example Belgium.¹⁸</p>
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	<p>According to the 2015 EU Directive on consular protection, EU citizens are entitled to seek assistance from the diplomatic mission of any other EU Member State if their own country is not in a position to assist them (i.e. there is no diplomatic mission from their home country, or it is unable to provide help or protection because of distance for instance).¹⁹ In France, a decree on consular protection for EU citizens in third countries (<i>Décret n° 2018-336 du 4 mai 2018 relatif à la protection consulaire des citoyens de l'Union européenne dans des pays tiers</i>) was adopted on 4 May 2018.²⁰</p>
9	What is the total financial budget available for consular services?	<p>The 2019 budget for the Ministry of European and Foreign Affairs is EUR 4,891 million. Of this amount, EUR 2,872 million cover 'External action of the State' which includes consular services for French citizens abroad (as well as external action, cultural diplomacy and French presidency of the G7).²¹</p> <p>The budget for the Direction for French Citizens Abroad (DFAE) in 2019 is EUR 374,240,368 in total. It is allocated as detailed below:²²</p> <ul style="list-style-type: none"> - Public services for French citizens abroad: EUR 214,170,044; <ul style="list-style-type: none"> o Assembly of French citizens abroad (2 annual sessions in Paris, website maintenance, travels of advisers to the Assembly, studies: EUR 2,297,000 o Consular services: EUR 4,058,128 <ul style="list-style-type: none"> ▪ DFAE maintenance: EUR 336,128 ▪ Consular documents, delivery of passports and IDs (only travel costs): EUR 1,060,000 ▪ Activities related to civil status: EUR 970,000 ▪ Local judiciary expertise to support the fight against civil status fraud: EUR 50,000 ▪ International adoption (functioning): EUR 60,000 ▪ Communication to French citizens abroad: EUR 92,000 ▪ Consular agencies (i.e. honorary consuls); EUR 1,300,000 ▪ Maintenance of French civil cemeteries (mostly in Algeria): EUR 140,000 ▪ Other (mostly studies and legal disputes): EUR 50,000 o Digital administration/digital consular services: EUR 2, 500,000 <ul style="list-style-type: none"> ▪ Dematerialisation of civil status: EUR 600,000 ▪ Creation of a call centre: EUR 100,000 ▪ Modernisation and maintenance of administration tools: EUR 990,000

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		<ul style="list-style-type: none"> ▪ Electronic voting: EUR 800,000 ▪ Other IT matters: EUR 10,000 ○ Elections: EUR 3,730,000 <ul style="list-style-type: none"> ▪ European Parliament elections: EUR 3,500,000 (of which EUR 2,500,000 are paid for by the Interior Ministry) ▪ Partial consular elections: EUR 200,000 ▪ Creation of the unique electoral repertory (<i>REU</i>): EUR 30,000 ○ Intervention costs <ul style="list-style-type: none"> ▪ International adoptions – subventions: EUR 425,000 ▪ International adoptions – international cooperation: EUR 305,000 ▪ Social assistance to French citizens abroad: EUR 13,333,000 ▪ Local solidarity associations (OLES): EUR 408,000 ▪ Social security fund for French citizens abroad: EUR 380 000 ▪ Support associations based in France (like France Horizon): EUR 10,000 ▪ Repatriation and emergency hospitalisation: EUR 1,000,000 ▪ Subventions for medical centres (for French citizens in country in African, in the Indian Ocean and in Beijing where sanitary standards in local centres are not satisfactory): EUR 200,000 – French students’ access to the network of the French Agency for Education Abroad (AEFE): EUR 105,300,000 <ul style="list-style-type: none"> ○ School fee support: EUR 105,000,00 ○ Access to education for children with special needs who require an assistant: – Visa requests: EUR 54,770,324²³ <p>In 2017, the budget for Centre for Crisis and Support CDCS was EUR 4,374,600. ²⁴</p>
Travel advice		
10	For how many countries is travel advice available?	190 countries and regions – there are also 20 thematic reports. ²⁵ Additionally, regional maps highlighting the levels of threat are also available. ²⁶
11	How often are travel recommendations reviewed and, when necessary, updated?	Travel advice is checked for accuracy daily.
12	Which topics are covered in the travel advice?	<ul style="list-style-type: none"> – Useful contact details (including the French representations, local authorities such as the police or emergency services) – Security information – Information on necessary travel and entry documents – Health information – Other useful information: transport, locals laws, traditions, payments etc. – Considerations concerning business travel ²⁷ – Thematic reports on: role of consulate, preparation for travel (insurance, health, flight safety, border control etc.), general risks (piracy, natural risks, nuclear safety, cybersecurity, sanitary risks)
13	Are there any new developments in the way travel advice is drafted or	The website France Diplomatie (https://www.diplomatie.gouv.fr/fr/) is the main source for travel advice. An app, <i>Conseil aux Voyageurs</i> , allows access to similar travel advice as on the website and provides notifications in real time of any new alert. A Twitter account,

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	disseminated?	@ConseilsVoyages, also provides regular updates. ²⁸
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	<p>Number of diplomatic posts with facilities to do this: 206</p> <p>Biometric data required to issue a passport: electronic fingerprints</p> <p>Any new developments to improve procedures: Since 15 September 2017, French citizens living in some countries can receive their passports by secure mail if they can cover the costs. This development was implemented to avoid multiple travels. This is only available in countries that can offer optimal conditions for secure mail. An electronic tracking system, which respects privacy rules, allows the agency delivering passports and the MEAF to ensure passports are safely delivered. Countries where this service is available are: EU Member States, Argentina, Australia, Brazil, Canada, USA, Japan, Norway, New Zealand and Switzerland.²⁹</p> <p>Application for a passport always requires physical presence. Collection of a passport requires physical presence, except in countries listed above (and except for children under 12 years old who do not need to be present to pick up the passport – but their presence is compulsory for the application).³⁰</p> <p>Extent to which passport issuance process has been digitised or automatised: It is possible to track application processing online.³¹ As part of current efforts to digitalise the services offered to French citizens abroad, developments in 2019 include the possibility to pre-request passports and to pay the fee online.³²</p> <p>Passports must be picked up from the mission in the three months following their issuance, after which they will be destroyed.³³</p>
15	What is the average turnaround time of a (regular) passport application?	<p>11.7 days in 2017, provisional number for 2018 and 2019 is 11.5 days, with an aim of reducing the time to 10 days by 2020.³⁴</p> <p>As of June 2019, 236,000 passports, 100,980 national identity cards, and 17,200 emergency travel documents allowing return to France had been issued.³⁵</p>
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	<p>Assistance to citizens in distress, whether travelling or residing abroad, can take different forms: money transfer through a diplomatic mission (<i>transfert par voie de chancellerie</i>), repayable advance or repatriation.³⁶ The consulate can also deliver a <i>laissez-passer</i> (emergency travel document, an authorisation to return to France without a passport) or a new passport depending on the circumstances. The consulate also serves an intermediary in situations of distress and get in touch with citizens' families, provide them with useful addresses or contacts (such as local French-speaking lawyers, affiliated doctors, etc.).³⁷</p> <p>The unit in charge of repatriation and assistance to citizens in distress in the DFAE (<i>Pôle Rapatriements et Assistance aux Français en difficulté</i>) can provide advice an support to diplomatic missions, citizens in distress and their families in case of accidents, money transfers, information request on administrative procedures, scams etc.).³⁸</p>
17	Which criteria must citizens meet to qualify for this assistance?	The criteria for French citizens to qualify for assistance are the same as outlined in the Vienna convention. ³⁹
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	<p>Yes, mostly in terms of communication about risks. According to perceived levels of risk, communication may be more frequent and more details in certain regions, for example where natural catastrophes are more likely.⁴⁰</p> <p>Additionally, ad hoc circumstances may require additional support. In these cases, a support mission is sent to support consular staff. An example of such has been recent developments in the UK, where Brexit has led a surge in administrative requests at consular posts.⁴¹</p>
Consular assistance to citizens in detention abroad		
19	What kind of consular assistance is provided to citizens in detention abroad?	<p>According to Article 34 of the Vienna Convention and based on other bilateral conventions with 23 countries, consular assistance is provided to French citizens detained abroad through the network of diplomatic missions as well as the a dedicated unit for the protection of detained citizens (<i>bureau de la protection des détenus – PDD</i>).⁴²</p> <p>This is done mainly by consular visits to incarcerated French citizens, monitoring detention conditions, ensuring citizens in detention have access to legal representation, and</p>

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		<p>facilitating communication with their relatives. In some cases, consular services can take charge of money transfers (in 2017, 246 operations were carried out for a total of EUR 77,534). If allowed by local authorities, consular services can also ensure that different supplies, such as medicines, are delivered to detained citizens. Consular officers may also attend judiciary hearings, if necessary and possible.⁴³</p> <p>According to a member of the French consular services, there is no framework for differences in the kind of assistance provided in different regions: consuls do their best to provide assistance to citizens in detention, depending on local conditions and needs their assistance may vary.⁴⁴</p> <p>If a detainee holds multiple passports, they are always considered French and therefore guaranteed consular assistance. In cases where a detainee is also a national of the country where they are detained, consular services do their best to provide assistance like with any other French citizen, which usually relies on dialogues with the country of detention. For example, such situations are solved on a case by case basis in conversation with the local authorities in Morocco.⁴⁵</p>
Consular assistance to citizens who require immediate medical care or who need repatriation		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	<p>For citizens in need of medical care, consular services can offer a repayable advance to pay for the necessary care. In 2017, 27 repayable advances were issued to solvent French citizens abroad. Additionally, 23 people used the system to transfer funds through a diplomatic mission (<i>transfert par voie de chancellerie</i>).⁴⁶</p> <p>Immediate medical care may be preferable to repatriation in the following cases:</p> <ul style="list-style-type: none"> – Impossible to transport the person; – Local care is cheaper than repatriation; and – Social or familial circumstances make it preferable for the person to stay where they are.⁴⁷
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	<p>Repatriations can be carried out for medical reasons or financial reasons (such as the loss of employment). There is no single policy or legal basis to the approach to adopt as circumstances often vary – instead consular services adopt a case by case approach to determine the level of intervention.⁴⁸ Depending on the situation (insurance subscription, family support etc.), the Ministry may cover the total expenses for a repatriation, or only partially.⁴⁹</p> <p>According to a member of the French consular services, internal procedures aim at determining the level of financial support that is required. The French consular officers first assess if the citizen is covered by insurance. If not, then they assess whether the citizen can cover expenses (by contacting the family). If not, the DFAE will cover expenses required for repatriation or emergency medical support with a repayable advance, i.e. upon the condition of reimbursement. Cases for repatriations are also determined internally based on the circumstances (state of health, type of injury etc.). In the EU, there are also procedures in place to request social services from other Member States. The only case which does not require reimbursement of expense for repatriation is that of an emergency evacuation.⁵⁰</p> <p>In 2017, EUR 596,925 were spent for a total of 234 repatriations – of these, 206 were covered (in total or partially) by the Ministry and 28 did not require expenses to be covered. In all of the cases, however, the Ministry provided logistical support to organise citizens' return to France, and to ensure appropriate conditions for their return (including medical support). The NGO France Horizon plays a key role in ensuring a functioning return system for citizens repatriated urgently.⁵¹</p> <p>In case of death of a French citizen abroad, consular services can provide assistance by indicating costs for local inhumation or repatriation – but the costs will be covered by the deceased's family – and transferring funds to the country of death. Additionally, they will keep families informed of any development related to the circumstances of death and repatriation. The consular services' Centre for Crisis and Support (<i>Centre de crise et de soutien</i> – CDCS) can also redirect families to a local support association for victims. Depending on the circumstance of death, the MEAE will also ensure that a support system is in place, for instance by providing the service of a psychiatrist.⁵²</p> <p>In case of murder, the CDCS is an intermediary between the diplomatic mission, the family of the deceased, the justice system, the police, insurance etc. The CDCS will also advise</p>

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		relatives on whether to open any judicial procedures at home or abroad. ⁵³
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	The DFAE includes a specific unit for the protection of minors (<i>Bureau de la protection des mineurs et de la famille - PMF</i>), which assesses, case by case, events of (suspected) forced marriage together with the network of diplomatic missions. There is a dedicated email address (mariageforce.fae@diplomatie.gouv.fr) to be contacted in case of a forced marriage. ⁵⁴ Assistance can take the form of repatriation. ⁵⁵
23	What is the policy in case of suspected child abduction?	In countries that have not signed any convention on judiciary cooperation with France, the PMF deals with cases of child abduction, in collaboration with the children's rights ombudsperson, social services and the relevant authorities. They can provide information on mediation organisations abroad that may be able to help and on French-speaking specialised lawyers in the country. They can also, in certain cases, send an agent to be an intermediary with the other parent suspected of child abduction. Consular services do not cover expenses for legal fees or travel fees. ⁵⁶
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	The Centre for Crisis and Support (<i>Centre de crise et de soutien – CDCS</i>) is responsible for ensuring the monitoring of potential threats, responding to crises abroad, and supporting efforts for stabilisation following the crisis. ⁵⁷ It does so in collaboration with the DFAE, which provides support for the dissemination of information and actions required locally. ⁵⁸
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	A telephone line is set up in the event of a crisis and shared through social media and traditional media for relatives. Through this line, relatives can leave their contact details to be contacted if the person they are looking for is found by the consular services. This service is carried out by voluntary agents of the consular services as well as volunteers of the French Red Cross, under the supervision of the CDCS. Additionally, an online platform, Ariane, allows travellers to sign up and signal their upcoming travel plans to the Ministry. Through the platform, they can be contacted in the event of a crisis in the country they are travelling in, declare an emergency contact to inform in case of emergency, and receive safety recommendations by email or text depending on the situation. In 2017, 850,000 travel declarations were made through the platform, and 334 safety recommendations sent. ⁵⁹
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	There is no legal or pre-established framework for these cases. According to a member of the French consular services, the decision for the need for evacuation in the event of crises is a punctual decision, made by the government collectively with consular services and the local consular post. It is the only case in which repatriation is carried out without the need for reimbursement. ⁶⁰
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens' satisfaction) and efficiency?	As part of wider effort to improve transparency and efficiency of public services, consular services were evaluated in 2018. 102,693 French citizens living abroad took part in an electronic survey between 15 October 2018 and 30 November 2018. Overall, citizen's satisfaction was a little above average. ⁶¹ The same quality framework applied in other public services, Marianne, has been implemented over the consular network. It is based on 4 principles: <ul style="list-style-type: none"> – Provision of guidance and precise, up to date information; – Communication with politeness and mutual respect; – Provision a clear answer within the timeframe announced; and – Regular evaluation of the public's satisfaction rate and take suggestions for improvement into account.⁶² Regarding travel advice, a 2017 online satisfaction survey shows that 68 per cent of users found the information they were looking for, and that 95 per cent of companies and tourism agencies use the travel advice for their professional activities. ⁶³

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28	Have IT systems been developed to register consular assistance requests and monitor their progress?	<p>Since June 2016, the online portal (www.service-public.fr) has made the dematerialisation of administrative requests possible, in particular inscription to the repository of French citizens living abroad. Around 10 diplomatic missions are in charge of dealing with online requests through this service (London, Montreal, Geneva, Brussels, Sydney, New-York, Madrid, Munich, Berlin and Luxembourg). This system has enabled a diminution of the workload for the DFAE, allowing some of the workforce to focus on other tasks (in particular, reinforcing the fight against fraud).⁶⁴</p> <p>In 2019, this system is being further developed to make as many administrative processes available online as possible. Developments include pre-request for passports online and online payment for consular fees (<i>droits de chancellerie</i>). The current rate of digitalisation for consular services is 39 per cent as of 2017, with a projection for 2019 of 42 per cent, and a target of 45 per cent by 2020. As part of these dematerialisation efforts, communications on opportunities for online processes are increasingly communicated to citizens on the DFAE website (France Diplomatie), websites of consular posts and in consulates.⁶⁵</p> <p>Additionally, a member of the French consular services mentioned that a project for a single call centre for French consular services globally is currently in development – a project that was adopted as a result of learning from other governments' consular services.⁶⁶</p>
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	<p>Consular services organise the participation in French elections for French citizens living abroad. In June 2019, 1.250.000 citizens were registered on the consular electoral list. They are able to vote in 6 types of elections: presidential elections, parliamentary elections, European Parliamentary elections, elections of consular advisors, and referendum.⁶⁷</p> <p>Diplomatic missions are supported by the electoral bureau (<i>bureau des élections</i>) within the DFAE. They are also in charge of the Assembly of French citizens abroad (<i>Assemblée des Français à l'Étranger</i>) which meets in a plenary session twice a year.⁶⁸</p> <p>French citizens abroad can vote:</p> <ul style="list-style-type: none"> – In person at polling stations set up by consular services – for all election types listed above; – By proxy, arranged with someone on the same consular electoral list. Consulates arrange consular tours to collect proxy for people living in remote zones – for all election types listed above; – By post – for parliamentary elections; and – Online – for parliamentary and consular elections.⁶⁹ <p>In early 2019, the unique electoral repertory (<i>repertoire electoral unique</i> – REU) came into application for all French voters. For French citizens abroad, this means they can now be registered only on one list, rather than on the consular list and on a local list in France. This reform aims to simplify the management of electoral lists in order to allow for more flexibility.⁷⁰</p> <p>Additionally, work towards online voting continues. Online voting was suspended in 2017 for cybersecurity reasons; the aim is now for the 2020 consular elections to offer the possibility to vote online. According to a member of the French consular services, as it stands now, online voting will only be available for national parliamentary elections and consular elections so as to avoid compromising a national poll such as the presidential elections.⁷¹</p>
30	Are consular services provided to businesses from France operating abroad?	<p>Yes, consular officers support French businesses' efforts to export internationally: in 2017, 6,821 actions were carried out to promote French exports, and helped conclude 100 contracts with a value exceeding EUR 10 million.</p> <p>A French governmental agency, Business France, also supports French SMEs abroad by providing information and communication tools on their website and in their offices around the world.⁷²</p> <p>Additionally, the CDCS provides designated security advice for companies operating abroad. This includes around 150 analyses on over 50 countries every year developed for companies that request this. Working with multiple actors (including tourism agencies, international societies and HR networks), the CDCS organises a meeting every year to address issues related to security and expatriation.⁷³</p>
31	To what extent and in what way do diplomatic	<p>According to a member of the French consular services, diplomatic missions carry out cultural and educational activities but there are no data on the type or number of activities</p>

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	missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	<p>they organise. This is at the discretion of each post.⁷⁴</p> <p>Education: The agency for French education abroad (AEFE) is an autonomous agency within the Foreign Ministry. The organisation of French educational institutions abroad is therefore independent from consular services. However, managing scholarships falls under the responsibility of the DFAE, and it is one of the main actions of the DFAE to ensure all French students abroad have access to French education: according to a member of the French consular services, it represents 90 per cent of the DFAE budget.⁷⁵ Criteria to be eligible for a scholarship are as follow:</p> <ul style="list-style-type: none"> – The student must have French nationality; – The student must be a resident in the country of the educational institution, with their family; – The student and their parents must be registered on the repertory of French citizens living abroad held by the consulate in their country of residence; – The student must be at least three years old within the year they start school; – The student must attend an institution approved by the Education Ministry or, in cases where this is not possible, an institution providing at least 50 per cent of teaching in French; – The student cannot have more than a two year delay on the curriculum if they are above 16.⁷⁶ <p>Culture: Consular services provide support for cultural projects outside of France: STAFE is a support fund for projects with educational, charity, cultural or inclusion purposes that contribute to France’s cultural influence and to supporting French citizens abroad. Local NGOS and French NGOs that do not exercise activity in France are eligible for this fund and receive up to EUR 20,000. The selection process is carried out by consular advisors.⁷⁷ This initiative was set up in 2018, after it was announced by the French President to the Assembly of French citizens abroad in October 2017. Its annual budget is EUR 2 million.⁷⁸ There are several agencies delivering or promoting French cultural and educational activities as well as the French language, which serve both the interests of French citizens abroad and the goals of France’s cultural diplomacy. However, these are not related to the consular services: diplomatic posts may naturally work with them on occasions, but their organisation and strategies do not fall under the responsibilities of consular services.⁷⁹</p>
Population served		
32	What is the estimated number of citizens living abroad?	In 2018, 2.5 million French citizens were registered as living abroad. ⁸⁰ In 2017, there 1.82 million French citizens registered in the consular registry. ⁸¹
33	What is the estimated number of citizens who travel abroad?	13 million. ⁸²
34	What is the number of applications for consular assistance?	Not available.
35	What is the number of citizens who are admitted to a hospital abroad?	Not available.
36	What is the number of citizens who are imprisoned abroad?	1,270 as of 2018. Around 1,200 every year. ⁸³
37	What is the number of citizens repatriated due to death or illness abroad?	As of 2017, 81 citizens were repatriated for medical reasons – including 7 by medical plane and 46 for psychiatric reasons. ⁸⁴
38	How many passport applications are made by citizens abroad?	230,000 in 2017. ⁸⁵

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#	Question	Information available
39	What is the number of missing citizens abroad?	Not available.

¹ United Nations (1963). *Vienna Convention on Diplomatic Relations*. As of 22 July 2019:

http://legal.un.org/ilc/texts/instruments/english/conventions/9_1_1961.pdf

² United Nations (1963), Op. cit.

³ La Service Public de la Diffusion du Droit (2019). *Décret n° 2012-1511 du 28 décembre 2012 portant organisation de l'administration centrale du ministère des affaires étrangères*. As of 30 July 2019 :

<https://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000026858905>

⁴ Council of the European Union (2015). *Directive (EU) 2015/637 of 20 April 2015 on the coordination and cooperation measures to facilitate consular protection for unrepresented citizens of the Union in third countries and repealing Decision 95/553/EC, 2015*. As of 22 July 2019: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015L0637>; La Service Public de la Diffusion du Droit (2018). *Décret n° 2018-336 du 4 mai 2018 relatif à la protection consulaire des citoyens de l'Union européenne dans des pays tiers*. As of 30 July 2019 :

<https://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000036877051&categorieLien=id>

⁵ La Service Public de la Diffusion du Droit (2013). *LOI n° 2013-659 du 22 juillet 2013 relative à la représentation des Français établis hors de France*, As of 5 August 2019 :

⁶ RAND Europe interview with a member of the French consular service, 2 August 2019

⁷ RAND Europe interview with a member of the French consular service, 2 August 2019

⁸ France Diplomatie (2018a). 'Organigramme de l'administration centrale'. As of 22 July 2019 :

<https://www.diplomatie.gouv.fr/fr/le-ministere-et-son-reseau/missions-et-organisation-62169/organigramme-de-l-administration-centrale/>

⁹ RAND Europe interview with a member of the French consular service, 2 August 2019; France Diplomatie (2018a).

¹⁰ France Diplomatie (2018b). 'Le ministère en chiffres'. As of 22 July 2019 : <https://www.diplomatie.gouv.fr/fr/le-ministere-et-son-reseau/missions-et-organisation-62169/le-ministere-en-chiffres/>

¹¹ Ministère de l'Europe et des Affaires étrangères (2018a). *Rapport du gouvernement sur la situation des français établis hors de France*. As of 30 July 2019 : https://www.diplomatie.gouv.fr/IMG/pdf/rapportgouvernement2018_ok_cle4bba53.pdf

¹² RAND Europe interview with a member of the French consular services, 2 August 2019

¹³ RAND Europe interview with a member of the French consular services, 2 August 2019

¹⁴ RAND Europe interview with a member of the French consular services, 2 August 2019

¹⁵ RAND Europe interview with a member of the French consular services, 2 August 2019

¹⁶ Ministère de l'Europe et des Affaires étrangères (2018a); RAND Europe interview with a member of the French consular services, 2 August 2019; Forum de la Performance (2019). *Extrait du bleu budgétaire de la mission : action extérieure de l'état*. As of 30 July 2019 : <https://www.performance-publique.budget.gouv.fr/sites/performance-publique/files/farandole/ressources/2019/pap/pdf/DBGPGM151.pdf>

¹⁷ RAND Europe interview with a member of the French consular services, 2 August 2019

¹⁸ RAND Europe interview with a member of the French consular services, 2 August 2019

¹⁹ European Commission (2019). 'Consular protection outside the EU'. Retrieved 12 July 2019:

https://ec.europa.eu/info/policies/justice-and-fundamental-rights/eu-citizenship/consular-protection_en

²⁰ Council of the European Union (2015); La Service Public de la Diffusion du Droit (2018). *Décret n° 2018-336 du 4 mai 2018 relatif à la protection consulaire des citoyens de l'Union européenne dans des pays tiers*. As of 30 July 2019 :

<https://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000036877051&categorieLien=id>

²¹ France Diplomatie (2018c). 'Budget du ministère de l'Europe et des Affaires étrangères'. As of 22 July 2019 :

<https://www.diplomatie.gouv.fr/fr/le-ministere-et-son-reseau/missions-et-organisation-62169/le-ministere-en-chiffres/article/budget-du-ministere-de-l-europe-et-des-affaires-etrangeres>

²² Forum de la Performance (2019), Op. cit.

²³ Forum de la Performance (2019), Op. cit.

²⁴ Ministère de l'Europe et des Affaires étrangères (2018a), Op. cit.

²⁵ Ministère de l'Europe et des Affaires étrangères (2018a), Op. cit.

²⁶ France Diplomatie (2019a), 'Conseils aux Voyageurs'. As of 30 July 2019 : <https://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/>

²⁷ France Diplomatie (2019a), Op. cit.

- ²⁸ France Diplomatie (2016). 'L'offre de service public en ligne du ministère'. As of 22 July 2019 : <https://www.diplomatie.gouv.fr/fr/politique-etrangere-de-la-france/diplomatie-numerique/l-offre-de-service-public-en-ligne-du-ministere/>
- ²⁹ Ministère de l'Europe et des Affaires étrangères (2018a).
- ³⁰ Passeport/Carte d'identité (2019), Op. cit.
- ³¹ Passeport/Carte d'identité (2019), Op. cit.
- ³² Forum de la Performance (2019), Op. cit.
- ³³ Passeport/Carte d'identité (2019), Op. cit.
- ³⁴ Forum de la Performance (2019), Op. cit.
- ³⁵ France Diplomatie (2019b). 'Infographie : que font les consulats pour vous ?'. As of 22 July 2019 : <https://www.diplomatie.gouv.fr/fr/services-aux-citoyens/publications/article/infographie-que-font-les-consulats-pour-vous>
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Bijlage F. Landprofiel Ierland (Ireland)

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Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	<p>A number of laws and regulations define certain parts of Ireland's consular services, including:</p> <ul style="list-style-type: none"> • Consular Conventions Act of 1954, granting consular officers with certain powers, privileges and immunities;¹ • Irish Nationality and Citizenship Act of 1956, defining Irish citizenship and associated rights (amended in 2004);² • The Vienna Convention on Consular Relations of 1963, which is the basis for Irish consular services. Obligations under this convention have been given effect by the 1967 Diplomatic Relations and Immunities Act (amended in 2006);³ • Diplomatic and Consular Officers (Provision of Services) Act of 1993, allowing consular officers to charge fees for their services and providing them with, for example, the powers to conduct notarial acts abroad;⁴ and • Passports Act 2008, providing the legal framework for issuing passports and emergency travel certificates abroad;⁵ • EU Directive 2015/637 on the coordination and cooperation measures to facilitate consular protection for unrepresented citizens of the Union in third countries;⁶ • Diplomatic Relations (Miscellaneous Provisions) Act of 2017, updating (i.e. amending) some of the above listed Acts (albeit of limited relevance in the context of this study).⁷
1b	What are the applicable government policies or strategy documents?	<p>The Department of Foreign Affairs and Trade, DFA (sometimes DFAT) has published a number of strategic/policy documents, including:</p> <ul style="list-style-type: none"> • The Global Island: Ireland's Foreign Policy for a Changing World (2015);⁸ • Global Irish: Ireland's Diaspora Policy (2015);⁹ • Statement of Strategy 2017-2020 (2017);¹⁰ • Global Ireland: Ireland's Global Footprint to 2025 (2018);¹¹ • Consular Strategy 2019-2022 (2019);¹² and • Global Ireland: Ireland's Strategy for the US and Canada 2019–2025 (2019).¹³
1c	What are the applicable internal manuals or guidelines?	<p>The DFA encourages its consular staff in Ireland and in their missions abroad to use the internal guidance notes and videos on various consular assistance scenarios that is available to them.¹⁴ In this way, DFA aims to achieve “consistency in response and best practice in the delivery of consular assistance to our citizens abroad.”¹⁵</p>
1d	Other?	<p>DFA also cooperates with the UK in the field of consular services and published two reviews, laying the ground for potential future strategic decisions, to be precise:</p> <ul style="list-style-type: none"> • A 2012 Memorandum of Understanding between the UK and Ireland, deepening

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		<p>consular (and crisis) cooperation between the two countries;¹⁶</p> <ul style="list-style-type: none"> • A Focused Policy Review of Ireland’s Bilateral Diplomatic Mission Network in the United States of America (2017);¹⁷ and • Ireland in Germany: A Wider and Deeper Footprint (2018).¹⁸
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	<p>Senior representatives of the DFA pointed out that Ireland has a common-law legal system and that a legal basis is only needed in exceptional circumstances.¹⁹ Therefore, Ireland does not have a law on consular services and consular assistance and, according to the DFA representatives, they are much happier and better able to respond because of it. For example, consular assistance is sometimes extended to people who are not Irish citizens, such as household members. A legal base would introduce barriers to who DFA can and cannot (consider to) help on humanitarian grounds. In addition, they mentioned the people living in Northern Ireland who may identify as Irish but have no Irish passport. Their view is that the restrictions or the difficulties that arise from codifying consular services would outweigh the limited legal protection it offered. They concluded by saying that consular services are provided in line with Ireland’s Consular Assistance Charter. It is a political guarantee to citizens that they take their responsibility to help, but it is not a duty of care. This is echoed in DFA’s written inputs to our questions, stating their “Consular Assistance Charter sets out our goals, commitments and principals in providing practical support to citizens in distress abroad which benefits citizens by clearly outlining the assistance we can provide. We also put the onus on our citizens to download our Travelwise App and adopt a “know before you go” approach before they travel.”²⁰</p>
2	Which government agency is responsible for consular services and what is its position within government?	<p>Department of Foreign Affairs and Trade (DFA); Consular directorate.²¹ DFA explained that “the head of the Department is the Minister for Foreign Affairs and Trade who is assisted by two Ministers of State, The Minister of State for European Affairs and Minister of State for the Diaspora and International Development. DFA provide the Government with the capabilities, analysis and influence to ensure that Ireland derives the maximum benefit from all areas of its external engagement.”²²</p>
3	How is the network of diplomatic missions organised?	<p>In June 2018, Ireland had:²³</p> <ul style="list-style-type: none"> • 61 Embassies; • 12 Consulates General; • 7 other missions (e.g. permanent representations); • 94 Honorary Consuls (in 59 countries). <p>These are geographically spread as follows:²⁴</p> <ul style="list-style-type: none"> • 73 in Europe; • 42 in the Americas; • 24 in Asia Pacific; • 18 in Africa; • 17 in the Middle East and North Africa. <p>In 2018, the Irish government announced it wanted to expand the diplomatic network with at least 26 new diplomatic missions in the coming years (e.g. in North and West Africa, Asia-Pacific and the Middle East), scaling up the country’s global presence as part of the Global Ireland 2025 initiative.²⁵</p> <p>Senior representatives of the DFA pointed out that the considerable expansion of the diplomatic network is almost invariably for economic and political reasons.²⁶ However, in their experience, providing (a minimum level of) consular services may take up a large part of the staff’s time (as Ireland does not differentiate between diplomatic and consular staff). This is not seen as problematic. Expansion of the diplomatic network out of commercial interest therefore goes hand in hand with expanding Ireland’s capacity to provide consular services to its citizens abroad.</p>
4	What is the coverage ratio of the network of diplomatic missions? Where are the most	<p>Ireland has a diplomatic network of 80 missions. Including other state agency offices, Ireland is present in 96 overseas locations, maintaining diplomatic relations with 178 countries.²⁷</p> <p>Ireland has few embassies or consulates general in Central America and the Caribbean,</p>

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	important geographic gaps?	South America, Africa (particularly the Southern Mediterranean coast), the Middle East and Central Asia. Senior representatives of the DFA mentioned South East Asia (e.g. Bangladesh), the Philippines, and the Middle East (e.g. Kuwait, Iran and Pakistan) as current gaps in the network. ²⁸ These areas have (historically had) a reasonably large Irish community, but are light on representation, which is becoming “increasingly untenable”. Indigenous Irish citizens, but also those with dual citizenship of one of these countries are exposed in these areas.
5	Is citizens’ access to consular services regulated in geographically large-sized countries?	DFA mentioned Ireland has Consul Generals and Honorary Consuls in geographically large countries, in addition to “resident embassies”, extending their ability to provide consular assistance to their citizens. ²⁹
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	EU citizens who need assistance outside the EU, but have no access to a diplomatic post of their country of origin that would be able to help them, are entitled to assistance from the embassy or consulate of another EU Member State. ³⁰
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	Irish citizens can apply for consular assistance at a diplomatic post from another EU member state where there is no Irish representation in a certain jurisdiction. ³¹ According to DFA, this has happened “on occasion”. ³²
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	Ireland is obliged to provide consular assistance to unrepresented EU citizens under the EU Treaty, the EU Charter of Fundamental Rights and Council Directive 2015/637. ³³
9	What is the total financial budget available for consular services?	<p>The DFA explained their total budget for 2019 amounted to €659,420.00, which includes:³⁴</p> <ul style="list-style-type: none"> • Travel and Subsistence • Incidental Expenses (Legal, translation, Honorary Consul honorarium) • Office machinery and stationary <p>The main costs are made through the employment of consular staff, which amount to 35 full-time staff in Ireland and several hundred abroad.³⁵ Their time, training and expertise are considered key by the DFA.³⁶ However, DFA representatives pointed out that calculating the costs of consular services is not helpful, as it would be better to avoid public discussions around the financial costs of the vulnerabilities of Irish citizens abroad. Hence, consular services have not been included as a separate post on the budget. Furthermore, DFA representatives stated that they did not experience resources a restriction on what they can offer to their citizens abroad.</p> <p>Some indication of relative spending can be gathered from the DFA website and the Department of Public Expenditure and Reform. According to the former, the budget is allocated across six expenditure programmes.³⁷ Five of these programmes correspond to the Department’s five high-level goals in DFA’s Statement of Strategy 2017-2020, of which the first is the most relevant with respect to consular services to Irish citizens abroad:³⁸</p> <ul style="list-style-type: none"> • Our People (“To serve our people at home and abroad and to promote reconciliation and cooperation”) • Our Place in Europe (“To protect and advance Ireland’s interests and values in Europe”) • Our Values (“to work for a fairer, more just, secure and sustainable world”)

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		<ul style="list-style-type: none"> • Our Prosperity (“To advance Ireland’s prosperity by promoting our economic interests internationally”) • Our Influence (“To strengthen our influence and our capacity to deliver our goals”) <p>The total estimated expenditures of DFA in 2018 (under Vote 28) was €192,898,000 (deducted by €45,243,000 appropriations-in-aid), disaggregated as follows:³⁹</p> <ul style="list-style-type: none"> • Our People €78,883,000 <ul style="list-style-type: none"> ○ Administration - pay €24,463,000 ○ Administration - non-pay €36,497,000 ○ Fulbright commission €254,000 ○ Emergency consular assistance: €79,000 ○ Support for Irish emigrant services €11,595,000* ○ North-south and Anglo-Irish co-operation €2,745,000 ○ International fund for Ireland €2,650,000 ○ Diaspora affairs €600,000 • Our Place in Europe €27,346,000 • Our Values €51,598,000 • Our Prosperity €34,139,000 <ul style="list-style-type: none"> ○ Including: Promoting Ireland € 4,315,000 • Our Influence €46,175,000 <p>The sixth expenditure programmes relates to DFA’s work on poverty and hunger reduction (Vote 27 of the Budget).⁴⁰</p>
Travel advice		
10	For how many countries is travel advice available?	<p>Ireland provides travel advice for 200 countries through 3 channels:⁴¹</p> <ul style="list-style-type: none"> • The DFA website (www.dfa.ie); • The “TravelWise” app; and • Twitter (@dfatravelwise). <p>Advice is based on (i) reports from Irish Embassies and Consulates, (ii) EU and “like-minded partners” and (iii) local authorities.⁴² In addition, DFA provides real-time updates on major crises.⁴³</p>
11	How often are travel recommendations reviewed and, when necessary, updated?	<p>The DFA explained it regularly reviews travel advice based on “the reports from Irish missions, local contacts, EU partners and a wide range of other sources”.⁴⁴ In 2018, Travel advice pages were updated 279 times. On 24 July 2019, already 264 updates had been made for 2019.</p>
12	Which topics are covered in the travel advice?	<p>Travel advice for each destination is divided into sections, using varying (sub)categories, for example:⁴⁵</p> <ul style="list-style-type: none"> • Overview <ul style="list-style-type: none"> ○ Security status ○ Latest Travel Alert; ○ (how to get) Emergency assistance; ○ Tips for Safe Travels • Safety and Security; <ul style="list-style-type: none"> ○ Unrest; ○ Terrorism; ○ Sectarian violence; ○ Demonstrations; ○ Kidnapping; ○ (Reporting) Crime; and ○ Driving;

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		<ul style="list-style-type: none"> ○ Cyclists; • Local Laws and Customs; <ul style="list-style-type: none"> ○ Local culture & religion; ○ Ramadan; ○ LGBT; ○ Co-habitation by an unmarried couple; ○ Illegal drugs; ○ Forbidden products; • Visas and Additional Information; <ul style="list-style-type: none"> ○ Entry requirements; ○ Photo copies of passports; ○ Travelling with children; • Natural Disasters and Climate; <ul style="list-style-type: none"> ○ Earthquake; ○ Sandstorms. • Health; <ul style="list-style-type: none"> ○ Vaccinations; ○ Travel insurance; ○ Emergency expenses • Additional Information (including information that does not fit under any of the previous heading)⁴⁶; and • Embassy Contact <ul style="list-style-type: none"> ○ Contact details embassy ○ Honorary consulate contact <p>The security status of the country in question is immediately visible and colour-coded:</p> <ul style="list-style-type: none"> • Normal precautions (green); • High degree of caution (yellow); • Avoid non-essential travel (amber); and • Do not travel (red). <p>Under the name of the country it is shown when the travel advice was last updated. No maps are included in the travel advice.</p>
13	Are there any new developments in the way travel advice is drafted or disseminated?	<p>A relative new form of disseminating travel advice and improving assistance to Irish citizens to be informed while abroad is DFA’s Travelwise smartphone app, which was launched in June 2016.⁴⁷ Through the app, people can access all travel advice on their phone, set favourite countries, receive instant security updates through push messages, quickly find emergency contact information and use a checklist to help preparing for their upcoming journey.⁴⁸ All content gets downloaded to the phone to ensure that information remains accessible when the user does not have a connection to the internet abroad. Users can register with the nearest Embassy, enabling DFA to proactively approach the citizen in case of unforeseen crisis (e.g. natural disaster or civil unrest) and provide assistance. The app also includes topical articles providing advice for people travelling abroad for major events such as the Olympics or festivals.</p> <p>Improving “the TravelWise smartphone app as a primary means of communication with Irish people travelling abroad” was set as a priority in Ireland’s 2019 Consular Strategy for the period 2019–2022.⁴⁹ In addition, the app should facilitate the targeting of key demographics to expand DFA’s public outreach. DFA aims to build a “TravelWise” brand, promoting “a TravelWise approach to travel” through online and social media promotion and by deepening their cooperation with the travel industry and other stakeholders to better inform Irish people abroad and make sure they take optimal precautions.</p> <p>The Consular Strategy also notes that the age at which Irish citizens are travelling is decreasing.⁵⁰ Therefore, DFA believes the scope for travel advice should be expanded by</p>

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		<p>making it more accessible to younger age groups.</p> <p>Lastly, DFA explained they monitor the travel advice of their EU partners through the EEAS CoOL platform.⁵¹ DFA added that, generally speaking, their travel advice is in line with other EU MS.</p>
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	<p>Irish citizens living abroad can submit a passport application through a number of channels. Irish citizens who have previously held an Irish passport (provided it has not expired by more than five years) can renew their passport book, passport card, or apply for their first passport card through the Online Passport Renewal Service.⁵² This service was launched in 2017 and offers faster processing times for citizens residing in Ireland and overseas.⁵³ The Online Passport Renewal Service incorporates a number of digitised features.⁵⁴ However, no decision regarding an applicant's entitlement to an Irish passport is made wholly by automated means.⁵⁵ All applications submitted through our online channel are subject to identity checks by an entitlement officer.</p> <p>DFA representatives further explained that where the applicant is residing in a country where the postal service is considered reliable, the online channel allows for a passport to be dispatched directly to the applicant.⁵⁶ Where the postal service is unreliable, passports are sent to the applicant's nearest mission via diplomatic bag for onward dispatch.⁵⁷</p> <p>Irish citizens residing overseas can also submit offline (paper) applications. At present, first time applications must be submitted in paper format.⁵⁸ First time passport applications for Irish citizens residing outside Ireland or the UK must be submitted through an Irish Embassy or consulate in the applicant's country of residence (or accrediting Embassy where there is no direct representation). While renewal applications can be submitted in paper format, applicants are encouraged to use the online service where possible.⁵⁹</p> <p>Embassies and Consulates receive most of their paper applications via post.⁶⁰ In person applications can also be facilitated. When applications are received by a mission, they are registered and then sent to Ireland for processing and production. When the passport is issued, it is sent back to the mission via diplomatic bag for onward dispatch to the applicant. DFA representatives explained that Ireland will eventually move the application process for all passports online, including first time applications.⁶¹</p> <p>Citizens resident in the UK have further options for submitting applications.⁶² The Northern Ireland Passport Express service allows applicants resident in Northern Ireland to submit a paper passport application through a network of over 70 post offices in Northern Ireland. Applicants resident in Great Britain can post applications directly to the Passport Service's Cork office. Applicants resident in Great Britain can also submit applications through a dedicated Passport Office in London.</p> <p>DFA explained that embassies, consulates and honorary consuls can offer assistance in the event that an Irish citizen loses their passport abroad: "where a citizen does not have time to apply for a replacement passport, emergency travel documents can be issued. Emergency Travel Certificates can be issued to allow citizens to return to their country of residence. Some embassies and consulates have facilities to issue Emergency Passports. These travel documents allow travel to more than one country and are usually issued with a validity of 7 months)."⁶³</p> <p>Applications need to be accompanied by a passport photo (digital photos are used for online applications).⁶⁴ These photos are used to generate an ICAO compliant Biometric Image.⁶⁵ No other biometric data are required. This process is considered by DFA to be more secure than finger printing.⁶⁶ No in person presence is required during the application process.⁶⁷</p>
15	What is the average turnaround time of a (regular) passport application?	<p>The average turnaround time of an online application is 10 working days (excluding postage time).⁶⁸ For online applications, the fee charged for a standard 10-year adult passport is €75.⁶⁹ A standard 5-year child passport has a €20 fee. There is an additional €5 postal fee for citizens residing outside Ireland. For domestic applicants, online renewal applications are cheaper than paper applications (an application fee of €80 applies to domestic applications).⁷⁰</p> <p>For domestic paper applications, turnaround times range from 15 working days for standard renewal applications to 20 working days for first time applications. Paper applications submitted through Ireland's mission network take longer to process. The current average turnaround time for such applications is 36 working days.⁷¹ A fee of €95 (or</p>

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		local currency equivalent) applies to applications submitted through an embassy or consulate. ⁷² DFA staff explained that in exceptional circumstances, mission applications may be expedited. ⁷³ To expedite an application, mission staff must contact the processing teams in Ireland. No additional fees are applicable for expediting such applications.
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	<p>In Ireland’s Consular Strategy 2019–2022, the Consular Assistance Unit writes: “As people travel more often and to more remote places, providing support can be more difficult. We promise to make sure that those who need our help most get it. Prioritising our assistance on those who need it most will allow us to help and support those who are most in distress, and in situations that cannot be resolved by people themselves. We will ensure that we are well prepared to provide this assistance, and we will work with our partners to ensure we are giving the best possible advice and assistance. . . . Prioritisation will be based on a number of factors, such as the capacity of the individual asking for assistance, their location, whether we have an Embassy or Consulate in the area, and local conditions.”⁷⁴</p> <p>DFA further explained in reaction to this question that “all possible consular assistance is provided to Irish Citizens in distress as appropriate. The extent of this support varies depending on the nature of the Consular case. Assistance provided can include providing a list of English speaking lawyers, speaking with family on your behalf, visiting prisoners, assisting in engagements with local police and medical authorities, facilitating the transfer of funds to citizens from families, and directing citizens to appropriate support services among others.”⁷⁵</p> <p>Ireland’s Consular Assistance Charter lists 7 broad categories of consular support that Irish citizens in distress abroad can rely on – DFA can:⁷⁶</p> <ul style="list-style-type: none"> • “Advise and support you in the case of a family bereavement, serious illness, detention, or other emergency; • Offer linguistic and cultural support on who to contact and how things are done locally; • Issue emergency travel documents; • Provide details of English-speaking doctors and lawyers; • Contact your family or friends on behalf of the citizen abroad; • Respond decisively to major crises abroad; • Provide comprehensive travel advice on health, security and other topics.” <p>The charter also lists what services DFA does not offer to Irish citizens abroad:⁷⁷</p> <ul style="list-style-type: none"> • “We cannot provide medical or legal advice or interfere in judicial processes; • We do not have a budget for medical, legal, or other expenses; • We cannot influence the visa decision of other countries; • We do not deal with commercial or insurance disputes.”
17	Which criteria must citizens meet to qualify for this assistance?	Consular assistance is “available to all Irish Citizens where possible and appropriate”, as DFA explained. ⁷⁸ DFA further mentioned that “the assistance we can and cannot provide is outlined on our Consular Assistance Charter which can be provided on request. We do not provide legal advice nor intervene in commercial disputes however we can provide our citizens with a list of local lawyers who can ably assist.” ⁷⁹
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	DFA explained they “do prioritise cases according to the perceived risk to the citizen. In priority cases, we will consider repatriating the citizen if we have serious concerns for their wellbeing and all efforts to get family/friends to assist have been unsuccessful. In some instances, our capacity to provide consular assistance is limited by factors in the region such as an active war zone, or an area that a natural disaster has occurred.” ⁸⁰
Consular assistance to citizens in detention abroad		
19	What kind of consular assistance is provided to citizens in detention	To Irish citizens in detention abroad, DFA offers “non-judgemental advice and practical help, regardless of the alleged offence and no matter whether you’re innocent or found guilty, on remand or already sentenced by a court of law”. ⁸¹ This could include: ⁸²

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	abroad?	<ul style="list-style-type: none"> • Informing family and loved ones about their situation and ensure contact is maintained; • Assisting them in receiving information about prison arrangements; • Providing them with a list of local English-speaking lawyers; • Arranging for the funds sent to them to arrive; • Helping to ensure that the Irish citizen is not discriminated against as foreign prisoner; • Alerting the relevant authorities to any concerns they may have about their safety and treatment; • Putting them in touch with relevant NGOs (e.g. the Irish Commission for Prisoners Overseas). <p>DFA cannot offer legal advice, financial support, recommend or reimburse lawyer costs, interfere in local judicial processes, or support criminal investigations on their behalf.⁸³ DFA also cooperates with Irish civil society partners, such as the Irish Council for Prisoners Overseas (ICPO), to deepen the assistance to Irish citizens in detention abroad.⁸⁴ ICPO is an organisation that advocates for the rights of Irish prisoners abroad. DFA considers the ICPO as a “vital resource”, assisting some of Ireland’s most vulnerable citizens.⁸⁵ DFA provides funding to the ICPO who in some cases provide hardship grants to prisoners. The transfer of these grants is facilitated through DFA’s Consular Accounts.</p> <p>Visiting rights Irish Embassies and Consulates aim to make at least one visit to our prisoners in a calendar year.⁸⁶ A consular officer may visit the Irish citizen in detention abroad, provided the prison authorities allow it.⁸⁷ Where an in-person visit is not possible, the detainee may be contacted by phone instead. In addition, the ICPO may visit prisoners up to several times a year.⁸⁸</p> <p>Dual citizenship With regard to dual citizenship, DFA notes that “while consular assistance may be provided to dual nationals, the right of an Irish dual national to receive consular assistance from our Missions is effectively determined by the attitude of the host country. In circumstances where the Irish citizen is detained either in the country of their other nationality, or is travelling on the passport of another country, we may not be able to provide consular assistance.”⁸⁹ DFA explains that the reason for this is that some countries do not recognise dual citizenship if the citizen concerned is a national of that country, which “limits our ability to meaningfully assist”.⁹⁰ DFA will attempt to offer assistance, but may be preventing from providing it.⁹¹</p> <p>In the Consular Strategy, DFA further explains that it is commonly decided which state can provide consular assistance based on which passport was used to enter a country.⁹² In addition, DFA observes an increase of almost 90% between 2011 and 2016 in the number of people in Ireland who hold dual Irish nationality. DFA representatives further pointed out that most cases of dual nationality among Irish citizens have English or Welsh nationality and have relatively fewer cases, as compared to the Netherlands, of dual citizens where this becomes an issue for consular services.⁹³</p>
Consular assistance to citizens who require immediate medical care or who need repatriation		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	<p>Where Irish citizens become ill or are hospitalised abroad, DFA can help by:⁹⁴</p> <ul style="list-style-type: none"> • Contacting family, loved ones and/or designated emergency contacts; • Identifying English-speaking local doctors, medical facilities, air ambulance companies and English-language translators and interpreters; • Communicating with medical personnel and/or hospital authorities; and • Transferring funds from family and friends to the sick or injured Irish person abroad. <p>According to DFA, consular officials visit Irish citizens in hospitals and clinics wherever possible, staffing resources allowing.⁹⁵ DFA does not provide medical advice under any circumstance, nor does it have the budget to provide financial support in the payment of medical fees.⁹⁶ In addition, DFA explained it cannot assist in hospital to hospital transfers and highlighted that their main role in a</p>

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		medical or hospitalisation case is “to speak with the citizen’s family on their behalf should they request it, provide details for an English speaking doctor or nurse where possible, and advise of appropriate support services that may be available to the citizen.” ⁹⁷
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	<p>DFA does not pay for repatriation in the event of death on an Irish citizen abroad.⁹⁸ However, DFA can help with establishing contact with organisation that may be able to help, such as local undertakers (who, in turn, could liaise with an undertaker in Ireland) or the police and/or judicial authorities in the case of a suspicious death or fatal accident. DFA will liaise with the HSE (Health Service of Ireland) in those cases where a patient’s health requires a return to Ireland via an air ambulance.⁹⁹ In such cases DFA will link the HSE in with the corresponding hospital in-country. DFA also noted that a medical repatriation would not be provided by HSE if “the standard of healthcare in the area is equal to or greater than what would be received in Ireland”.¹⁰⁰</p> <p>More generally, DFA does not provide any financial support, such as reimbursing funeral expenses or the travel costs of family members and loved ones to where the death occurred.¹⁰¹ Nor is legal advice provided.</p> <p>Similarly, DFA does not cover the financial costs for repatriation (or any medical expenses).¹⁰²</p> <p>However, DFA does cooperate with Irish civil society partners such as the Kevin Bell Repatriation Trust (KBRT), increasing the scope of assistance DFA can provide.¹⁰³ DFA will provide the family with KBRT’s contact details in cases where the deceased Irish citizen did not have travel insurance.¹⁰⁴</p>
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	<p>Preventing and protecting women and girls from gender based violence around the world, including forced marriage is an ambition expressed in the government’s “Women, Peace and Security Ireland’s third National Action Plan for the implementation of UNSCR 1325” of 2019.¹⁰⁵ In Ireland’s foreign policy as set out in the government’s “The Global Island” of 2015, it was noted that forced marriage had also emerged as a “new challenge” in Ireland’s consular landscape.¹⁰⁶</p> <p>Despite the commitments to eliminate forced marriage, it was not explicitly covered under Irish law before the introduction of the Domestic Violence Act 2018, and those under 18 year old were still allowed to marry under certain conditions.^{107 108} This is no longer possible under the new Act, which also made forced marriage a punishable offence liable to a fine or a term of imprisonment of up to 7 years.¹⁰⁹ The Act also covers situations where an adult or child is lured away from Irish territory.</p> <p>DFA explained that a suspected forced marriage is treated as a high priority case.¹¹⁰ The Consular Director would be notified immediately. To ensure cases are handled in line with best practice, DFA’s consular team will “seek the advice of expert authorities and other EU Missions”.¹¹¹ Thus far, DFA has encountered one consular case involving a forced marriage, which was brought to a “successful conclusion” where the Irish citizens safely returned to Ireland.¹¹² DFA noted that they had been assisted in this case by an EU Counterpart with “great experience of such cases”.¹¹³</p>
23	What is the policy in case of suspected child abduction?	<p>In Ireland, international child abduction cases under the Hague Convention on International Child Abduction are the responsibility of the Central Authority for Child Abduction at the Department of Justice and Equality.¹¹⁴ The Hague Convention is a multilateral treaty that provides a procedure for returning children abducted by a parent within Ireland and taken across international boundaries from one signatory country to another, allowing Irish courts to decide on custody and guardianship. DFA leads on those cases where a child is abducted to a country not party to the Hague Convention.¹¹⁵ DFA noted that “child Abduction cases are often difficult and can entail lengthy legal proceedings before the situation is resolved. We will provide a list of local lawyers and also encourage mediation between the parties (almost always co-parents) as the best chance of resolution of these cases.”¹¹⁶</p> <p>In addition, DFA advises Irish citizens travelling with their children who have dual citizenship to be particularly careful if the destination is a country that “is not party to the Hague Convention on International Child Abduction” or “has a legal system with a reputation for favouring one gender or religion above the other in relation to family</p>

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		matters". ¹¹⁷
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	The Crisis Unit within the Consular Division of the DFA. ¹¹⁸
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	<p>According to DFA "each mission has their own Consular Emergency Response Plan (CERP) designed to guide them through what they need to do in the event of a major crisis. Each plan has 10 Priority Crisis Response Steps."¹¹⁹</p> <p>On both the dedicated websites of the individual representations and the travel advice for each country there is a section on what assistance the diplomatic post can offer in the event of crises and large-scale calamities and how to get in touch with them or the DFA in Dublin. This section may also include information such as where shelters are located, what one should do if they are at home and which foreign media could be consulted.</p> <p>Updates about the situation are shared through:</p> <ul style="list-style-type: none"> • The TravelWise smartphone app; • The Twitter account of the diplomatic mission(s) in the area affected by the crisis or large-scale calamities; • Travel advice on the DFA website. <p>In addition, the mission will provide the Department in Dublin with situation reports and a Crisis Centre can be opened from the Department in Dublin if the situation requires it (initially from 09.30 to 5pm).¹²⁰ According to the DFA, this would be continually reviewed to increase or decrease the capacity as appropriate. At the time of writing DFA has 22 desks, and 186 registered crisis response volunteers.¹²¹</p> <p>In the event of crises and large-scale calamities abroad, Irish citizens can contact the local Irish embassy or consulate or call DFA's Consular Assistance in Dublin (on +35314082000).¹²² In the event the embassy is closed during an emergency situation, the main embassy contact number has an option to leave a message on the voice mailbox of the duty officer, which is encouraged to use during out-of-hours of the diplomatic post. These voice mailboxes are monitored frequently. Similarly, there is an online contact form on the website of the DFA.¹²³ However, queries through the contact form are not monitored outside of office hours and Irish citizens abroad in emergency situations are advised to get in touch by phone.</p> <p>DFA also encourages Irish citizens travelling abroad (particularly in case of a remote destinations or locations considered to be of higher risk) to register their details with the DFA, regardless whether a person is travelling or residing overseas.¹²⁴ The information allows DFA to get in touch in the event of crises, large-scale calamities or family emergency to provide assistance where possible and needed. Moreover, it enables the nearest embassy or consulate to include Irish citizens who have registered with the DFA in their contingency planning.</p>
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	<p>In addition to Ireland's policy as discussed under question 21, DFA can:¹²⁵</p> <ul style="list-style-type: none"> • Support Irish citizens to leave affected areas, by Issuing travel documents; • Support injured Irish citizens and their families or visit injured Irish people in hospital if necessary; • Assist with a medevac or repatriation; • Liaise regarding the identification of an Irish citizen, e.g. DNA samples through Interpol; and • Provide contact details of local lawyers, doctors etc.
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for	<p>According to the 2018 Revised Estimates for Public Services, 90% of citizens were satisfied with the quality of consular services in 2016 (considerably exceeding the 75% target).¹²⁶ However, no reference is provided to how this was measured.</p>

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	effectiveness (including citizens' satisfaction) and efficiency?	<p>DFA also has an Audit Committee which is dedicated to evaluating and auditing the Department's work, including the delivery of consular services.¹²⁷ Evaluation of consular services on effectiveness and efficiency in the latest Annual Report is limited.¹²⁸ In recent years, only the Annual Report of 2015 had a designated (albeit short) section on consular services:</p> <p>"The scope of the audit addressed the consular services provided by the Department namely Foreign Birth Registrations (FBR), marriages abroad / Certificat de Coutume and authentication of documents. The audit concluded that the system of internal controls was good. A number of recommendations were made to strengthen systems, including:</p> <ul style="list-style-type: none"> – Optimising the use of the capability of the Náisiún system to manage resource allocation and workflow. – Introduction of an online card payment to be taken at the time of application to improve efficiency. – Consideration of the medium term resourcing of the delivery of these consular services, in particular the processing of FBR applications, in order to avoid backlogs. – These recommendations have been accepted are being and are being addressed by the Department.¹²⁹
28	Have IT systems been developed to register consular assistance requests and monitor their progress?	<p>DFA's Consular Case Tracking System logs all consular assistance cases.¹³⁰ Once created in the system, cases can be updated with notes as the case progresses. DFA further explains that, "with respect to GDPR, each Mission only has access to their own cases, while Consular HQ has oversight and monitoring capability of the whole consular network. Consular HQ will liaise with our IT Division should there be any issues with the system."¹³¹</p>
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	<p>Only eligible voters and their families serving in diplomatic, civil service or military positions overseas are allowed to vote from abroad, and do so by postal vote.¹³² The voting process follows the same procedures as "normal" voting, with a person authorised by the Secretary of the Department of Foreign Affairs acting as witness of the declaration of identity. Other Irish citizens living abroad cannot vote in elections.</p> <p>A referendum is planned for this year on the question whether voting rights in presidential elections should be extended to Irish citizens living abroad.¹³³ ¹³⁴ In a 2017 Options paper, the Irish government concluded that due to the size and distribution of the Irish diaspora, voting at embassies would not be a feasible option, and preferred postal voting.¹³⁵ The referendum is expected to be held in October 2019.¹³⁶</p>
30	Are consular services provided to businesses from Ireland operating abroad?	<p>Upon request, DFA provides second passports for business purposes when a current passport of a business traveller is being held by an Embassy for visa issuing purposes.¹³⁷ In this case, consular services are provided to business travellers, not businesses directly. DFA also mentioned that "a basis notarial service is provided to Businesses from Ireland operating abroad".¹³⁸</p>
31	To what extent and in what way do diplomatic missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	<p>In DFA's 2017-2020 Statement of Strategy, "cultural diplomacy" is considered "a key work area for the Mission network. The Department and Missions liaise with State Agencies, as well as cultural providers to maximise Ireland's brand overseas."¹³⁹ Example of this would be the annual St. Patricks day celebration and Greening Event.¹⁴⁰</p> <p>Similarly, DFA representatives named it a "standard embassy function" in the interview.¹⁴¹ However, they also mentioned that the organisation of cultural events is generally perceived as promotional work rather than a consular service provided to Irish citizens abroad.</p> <p>According to the Department of Public Expenditure and Reform, 369 cultural events were organised or supported by diplomatic missions in 2016, promoting Irish culture, arts and creative industries.¹⁴² Costs of organising these events were most likely covered under D3 (Promoting Ireland) expenses, with an estimated amount of €4,315,000.</p> <p>In addition, Ireland has a relatively new dedicated State agency to promote Irish Arts worldwide: Culture Ireland.¹⁴³ In 2018, Culture Ireland had a budget of €4,000,000. In the 2018 "Global Ireland: Ireland's Global Footprint to 2025" the Irish Government set out its ambitions as follows: "In 2016 alone, it [Culture Ireland] supported Irish artists at over 450 events in 60 countries, with over 4.5 million live audience members and an audience of 15.5 million through online, radio and television channels. Investment by Culture Ireland at these events generated the equivalent of 260 full-time jobs for Irish artists abroad.</p>

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		Culture Ireland is advancing several innovations to promote Irish arts and culture to new audiences and new generations. In North America, it is engaging with over 60 Irish cultural centres to establish a network to promote Irish arts and artists outside of the main cultural hubs. It is also promoting GB18, a programme to celebrate and renew the unique cultural relationship between Ireland and Great Britain, which expands the reach of Irish culture to new audiences in cities and towns outside of the main culture hubs. The Creative Ireland Programme is aiming to create a compelling and imaginative proposition about Ireland, based on our culture and creativity, so as to enhance our international reputation and increase our influence in the world. The international events of the 2016 Centenary celebrations demonstrated the added value of taking a strategic and curated approach to the promotion of our culture overseas. We will develop mechanisms to ensure that curated programming is focused on areas of strategic value. ¹⁴⁴
Population served		
32	What is the estimated number of citizens living abroad?	Ireland has a diaspora of 70 million people, of which just over half live in the US. ¹⁴⁵ However, this concerns people with Irish ancestry, not necessarily Irish emigrants or Irish citizens. Around 1.47 million Irish citizens live abroad. Excluded from this number is the population of Northern Ireland and their descendants in Great Britain, who, under the Good Friday Agreement, have the right to be British, Irish or both.
33	What is the estimated number of citizens who travel abroad?	In 2018, over 8.2 million trips abroad were made. ¹⁴⁶
34	What is the number of applications for consular assistance?	In 2018, a total of 2343 successful applications for consular assistance were made by Irish citizens in distress abroad to the Department of Foreign Affairs and Trade. ¹⁴⁷
35	What is the number of citizens who are admitted to a hospital abroad?	In 2018, 335 Irish citizens sick or injured abroad were assisted by the Department of Foreign Affairs and Trade. ¹⁴⁸
36	What is the number of citizens who are imprisoned abroad?	In 2018, 50 Irish citizens in detention abroad successfully applied for consular assistance. ¹⁴⁹ The Irish Council for Prisoners Overseas estimates that 1,100 Irish citizens are imprisoned abroad (in 26 countries). ¹⁵⁰
37	What is the number of citizens repatriated due to death or illness abroad?	In 2018, DFA provided consular assistance to 292 families following the death of a loved one abroad. ¹⁵¹ DFA has no role in repatriation of citizens in either situation. ¹⁵²
38	How many passport applications are made by citizens abroad?	54,595 passports were issued via missions abroad in 2016, which is about 8 per cent of all passports issued overseas that year. ¹⁵³ Another 8 per cent of passports were issued from London. Excluding Ireland and the UK, top five application countries in 2017 were: ¹⁵⁴ <ul style="list-style-type: none"> • USA (17,017); • Australia (5,373); • South Africa (4,650); • Canada (2,553); • New Zealand (2,034). <p>However, no total, recent figures are provided as DFA does not differentiate between Ireland and abroad when statistics on passport applications are prepared, and online applications and applications in person are amalgamated into final figures.¹⁵⁵</p>
39	What is the number of missing citizens abroad?	In 2018, consular assistance was provided in 103 cases of reported missing persons. ¹⁵⁶

¹ Consular Conventions Act, 1954. As of 17 July 2019: <http://www.irishstatutebook.ie/eli/1954/act/10/enacted/en/index.html>

² Irish Nationality and Citizenship Act, 1956. As of 17 July 2019: <http://www.irishstatutebook.ie/eli/1956/act/26/enacted/en/html>. As amended in 2004: Irish Nationality And Citizenship Act, 2004. As of 17 July 2019: <http://www.irishstatutebook.ie/eli/2004/act/38/enacted/en/html>

- ³ Diplomatic Relations and Immunities Act, 1967. As of 17 July 2019: <http://www.irishstatutebook.ie/eli/1967/act/8/enacted/en/print>
- ⁴ Diplomatic and Consular Officers (Provision of Services) Act, 1993. As of 17 July 2019: <http://www.irishstatutebook.ie/eli/1993/act/33/enacted/en/html>
- ⁵ Passports Act 2008. As revised in 2018 and published by Law Reform Commission, as of 17 July 2019: <http://revisedacts.lawreform.ie/eli/2008/act/4/revised/en/html>
- ⁶ Council Directive (EU) 2015/637 of 20 April 2015 on the coordination and cooperation measures to facilitate consular protection for unrepresented citizens of the Union in third countries and repealing Decision 95/553/EC. OJ L 106, 24.4.2015, p. 1–13. As of 29 July 2019: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015L0637>
- ⁷ Diplomatic Relations (Miscellaneous Provisions) Act 2017. As of 17 July 2019: <http://www.irishstatutebook.ie/eli/2017/act/33/enacted/en/html>
- ⁸ Government of Ireland. 2015. *The Global Island: Ireland's Foreign Policy for a Changing World*. As of 17 July 2019: <https://www.dfa.ie/media/dfa/alldfawebsitemedia/ourrolesandpolicies/ourwork/global-island/the-global-island-irelands-foreign-policy.pdf>
- ⁹ Department of Foreign Affairs and Trade [DFA]. 2015. *Global Irish: Ireland's Diaspora Policy*. As of 17 July 2019: <https://www.dfa.ie/media/globalirish/global-irish-irelands-diaspora-policy.pdf>
- ¹⁰ DFA. 2017a. *Statement of Strategy 2017-2020*. As of 17 July 2019: <https://www.dfa.ie/media/dfa/alldfawebsitemedia/aboutus/DFAT-Statement-of-Strategy-2017-2020.pdf>
- ¹¹ Government of Ireland. 2018. *Global Ireland: Ireland's Global Footprint to 2025*. As of 17 July 2019: <https://www.ireland.ie/media/ireland/stories/globaldiaspora/Global-Ireland-in-English.pdf>
- ¹² DFA. 2019a. *TravelWise: Staying safe and informed while travelling abroad, Ireland's Consular Strategy 2019–2022*. Dublin, Ireland: Consular Assistance Unit, Department of Foreign Affairs and Trade. As of 17 July 2019: <https://www.dfa.ie/media/dfa/travel/Consular-Strategy-2019-2022.pdf>
- ¹³ Government of Ireland. 2019a. *Global Ireland: Ireland's Strategy for the US and Canada 2019–2025*. As of 17 July 2019: https://www.dfa.ie/media/dfa/ourrolepolicies/ourwork/US-and-Canada-Strategy_Short_Version_Online-3.pdf
- ¹⁴ Written input from DFA official, 29 July 2019
- ¹⁵ Written input from DFA official, 29 July 2019
- ¹⁶ UK Parliament. 2017. *Analysis of UK-Ireland Relationship*. As of 17 July 2019: [https://www.parliament.uk/documents/commons-committees/foreign-affairs/Correspondence/2017-19/OFFICIAL-Analysis-of%20UK-Ireland-bilateral-relationship-\(FAC\)-Final.pdf](https://www.parliament.uk/documents/commons-committees/foreign-affairs/Correspondence/2017-19/OFFICIAL-Analysis-of%20UK-Ireland-bilateral-relationship-(FAC)-Final.pdf)
- ¹⁷ DFA. 2017b. *A Focused Policy Review of Ireland's Bilateral Diplomatic Mission Network in the United States of America*. As of 17 July 2019: <https://igees.gov.ie/wp-content/uploads/2017/11/A-Focused-Policy-Assessment-of-Irelands-Bilateral-Diplomatic-Mission-Network-in-the-United-States-of-America.pdf>
- ¹⁸ DFA. 2018a. *Ireland in Germany: A Wider and Deeper Footprint*. As of 17 July 2019: https://www.dfa.ie/media/dfa/alldfawebsitemedia/newspress/publications/DFAT_IrelandinGermanyAWiderandDeeperFootprint.pdf
- ¹⁹ Interview with 2 senior representatives of DFA's Consular Division
- ²⁰ Written input from DFA official, 29 July 2019
- ²¹ Written input from DFA official, 29 July 2019 --
- ²² Written input from DFA official, 29 July 2019
- ²³ Government of Ireland 2018, Op. cit.
- ²⁴ Written input from DFA official, 29 July 2019
- ²⁵ Government of Ireland 2018, Op. cit.
- ²⁶ Interview with 2 senior representatives of DFA's Consular Division
- ²⁷ Government of Ireland 2018, Op. cit.
- ²⁸ Interview with 2 senior representatives of DFA's Consular Division
- ²⁹ Written input from DFA official, 29 July 2019
- ³⁰ European Commission. 2019. 'Consular protection'. As of 12 July 2019: https://ec.europa.eu/info/policies/justice-and-fundamental-rights/eu-citizenship/consular-protection_en
- ³¹ European Commission 2019, Op. cit.
- ³² Written input from DFA official, 29 July 2019
- ³³ European Commission 2019, Op. cit.
- ³⁴ Written input from DFA official, 29 July 2019
- ³⁵ Interview with 2 senior representatives of DFA's Consular Division
- ³⁶ Interview with 2 senior representatives of DFA's Consular Division
- ³⁷ DFA. 2019b. 'How we spend your money'. As of 10 July 2019: <https://www.dfa.ie/about-us/what-we-do/how-we-spend-your-money/>

- ³⁸ DFA 2017a, Op. cit.
- ³⁹ Department of Public Expenditure and Reform. 2018. *Revised Estimates for Public Services 2018*. Dublin Ireland: Government publications. As of 17 July 2019: <https://assets.gov.ie/4891/181218120838-5b3937518a9444368f7b99eb9e29c1c9.pdf>
- ⁴⁰ DFA 2019b, Op. cit.
- ⁴¹ DFA. n.d. *Consular Assistance Charter*. As of 8 July 2019: <https://www.dfa.ie/media/dfa/alldfawebstitemedia/travel/ourservices/Consular-Assistance-Charter.pdf>
- ⁴² DFA 2019a Op. cit. p.8
- ⁴³ DFA n.d. Op. cit.
- ⁴⁴ Written input from DFA official, 29 July 2019
- ⁴⁵ DFA. 2019c. 'Travel Advice'. As of 17 July 2019: <https://www.dfa.ie/travel/travel-advice/>
- ⁴⁶ Written input from DFA official, 29 July 2019
- ⁴⁷ DFA. 2019d. 'DFAT Launch TravelWise Smartphone App.' As of 17 July 2019: <https://www.dfa.ie/our-role-policies/our-work/casestudiesarchive/2016/june/launch-travelwise-smartphone-app/>
- ⁴⁸ DFA. 2019e. 'TravelWise.' As of 17 July 2019: <https://www.dfa.ie/travelwise/#>
- ⁴⁹ DFA 2019a, Op. cit. p.9.
- ⁵⁰ DFA 2019a, Op. cit. p.9.
- ⁵¹ Written input from DFA official, 29 July 2019
- ⁵² DFA. 2019f. 'Who can use the Online Passport Renewal Service?' As of 10 July 2019: <https://www.dfa.ie/passportonline/whocanapply/>
- ⁵³ DFA. 2019g. 'Online Passport Renewals Service receives National Adult Literacy Award'. As of 17 July 2019: <https://www.dfa.ie/news-and-media/press-releases/press-release-archive/2019/february/online-passport-renewals-service-receives-national-adult-literacy-award.php>
- ⁵⁴ Written input from DFA official, 29 July 2019
- ⁵⁵ Written input from DFA official, 1 August 2019
- ⁵⁶ Interview with 2 senior representatives of DFA's Consular Division
- ⁵⁷ Written input from DFA official, 1 August 2019
- ⁵⁸ Written input from DFA official, 1 August 2019
- ⁵⁹ Written input from DFA official, 1 August 2019
- ⁶⁰ Written input from DFA official, 1 August 2019
- ⁶¹ Interview with 2 senior representatives of DFA's Consular Division
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- ⁷⁶ DFA n.d. Op. cit. p.1.
- ⁷⁷ DFA n.d. Op. cit. p.1.
- ⁷⁸ Written input from DFA official, 29 July 2019
- ⁷⁹ Written input from DFA official, 29 July 2019
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Bijlage G. Landprofiel Verenigd Koninkrijk (United Kingdom)

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Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	<p>The United Kingdom's consular relations are generally regulated by the Vienna Convention on Consular Relations, other multilateral agreements, and bilateral consular conventions.¹ As of 2013, the United Kingdom has consular conventions and mandatory notification obligations with 32 countries.²</p> <p>'There is no duty in international or domestic law to provide consular assistance to British nationals, the rights being those of the State, rather than the individual. All assistance is provided at the UK's discretion in line with published policy and practice.'³</p> <p>'There are also EU laws relating to consular services, which apply so long as [the UK is] a member state (or during any implementation period). Domestically, the Consular Relations Act 1968 gives effect to the UK's obligations under the 1963 Convention.'⁴</p>
1b	What are the applicable government policies or strategy documents?	Foreign and Commonwealth Office: Helping British People Overseas 2016-2020 ⁵
1c	What are the applicable internal manuals or guidelines?	Internal manuals are not made public. ⁶
1d	Other?	None identified
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	'The above government documents: 'Helping British People Overseas 2016-2020' and 'Support for British National Abroad: A Guide' are online because the UK Government attempts to operate as transparently as possible. In addition, publishing our general approach to consular support online manages customers' expectations and encourages them to take personal responsibility when travelling abroad.' ⁷
2	Which government agency is responsible for consular services and what is its position within government?	Foreign and Commonwealth Office, Consular Crisis Directorate ⁸
3	How is the network of diplomatic missions organised?	Overall, the Foreign and Commonwealth Office maintains 274 posts in 169 countries and 9 multilateral organisations.
4	What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?	The United Kingdom maintains diplomatic representation in almost every country.

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5	Is citizens' access to consular services regulated in geographically large-sized countries?	'No. However [the FCO sets] out in travel advice where the level of consular support in a particular country/territory is limited, whether because of significant safety and security risks to [their] staff or because there is no British consular or diplomatic representation in the country/territory concerned.' ⁹
6	What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?	'When abroad, British people can get in touch with FCO consular staff 24 hours a day, 365 days a year by telephoning their nearest Embassy, High Commission or Consulate for the price of a local phone call.' ¹⁰
7	Has the provision of consular services to citizens been outsourced to consular representations of other countries?	'The UK government does not outsource consular services to consular representations of other countries. If necessary, [the FCO deploys] consular staff from neighbouring countries. In a few countries [they] have agreements with non-EU likeminded countries, such as Australia or Canada to assist [them] in providing consular assistance. Under Article 23 of TFEU, Member States are required to provide consular protection (which we refer to as consular assistance) to unrepresented EU citizens in third countries on the same conditions as their own nationals. This means that, in countries where there is no British representation, British nationals are entitled to ask for help from the Embassy or Consulate of any other EU Member State. [The FCO publishes] this information online (e.g. in <i>Support for British nationals abroad: A guide</i>). [They] also have a separate Memorandum of Understanding with the Republic of Ireland on provision of assistance to each other's citizens where they are unrepresented.' ¹¹
8	Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?	The United Kingdom can provide consular assistance to unrepresented citizens of EU member states, as well as those of Commonwealth nations 'who do not have an embassy of their own to get help from.' Assistance may also be provided to spouses, partners and dependent children of British nationals. ¹²
9	What is the total financial budget available for consular services?	In 2018-2019, the total costs for consular and crisis and assistance and support was GBP 96,825,000. ¹³ Consular assistance is generally financed not by tax revenue but rather by 'premium included in the price of every British passport,' as well as fee payments for some consular services. ¹⁴
Travel advice		
10	For how many countries is travel advice available?	Travel advice is available for 225 countries or territories. ¹⁵
11	How often are travel recommendations reviewed and, when necessary, updated?	'[They] keep [their] travel advice under constant review to ensure it reflects our current assessment of risk to British nationals and will update it as quickly as possible if [they are] aware of an incident that might significantly affect Britons travelling or living in the area. [Their] travel advice may be updated several times a day in a developing crisis.' ¹⁶
12	Which topics are covered in the travel advice?	Travel advice includes sections on safety and security, terrorism, local laws and customs, requirements for entry documents, health, money, and natural disasters. There is also a summary section which indicates when the advice has been last updated, including the reason for the update. The summary section 'highlights in brief the most important issues that visitors or residents should know about, directing the reader to more detail in the relevant section.' ¹⁷ Links are also provided to more dedicated advice on crisis response and management, as well as a checklist on what to do before travelling. ¹⁸ Special advice is provided for LGBT and women travellers, as well as travellers with disabilities. ¹⁹ Other detailed advice that apply to all countries include festival and gap year travel, travel during Ramadan, reduction of risk from terrorism, piracy and armed robberies on the sea, travel and mental health, and others. ²⁰ Travellers are also encouraged to retrieve country-specific health advice from the National Travel Health Network and Centre, which includes information on vaccine

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		recommendations, surveillance of disease outbreaks, and factsheets on different topics relating to public health issues. ²¹
13	Are there any new developments in the way travel advice is drafted or disseminated?	The Foreign and Commonwealth Office provides updates on travel advice by email to registered travellers, and also uses Twitter and Facebook to disseminate alerts. ²² Further, it strives to work with other stakeholders, including foreign governments, to reduce ‘preventable incidents affecting British people overseas.’ ²³ Examples of campaigns done in collaboration with other organisations include the 2017-2018 <i>Run, hide, tell</i> campaign raising awareness of counterterrorism practices. ²⁴ The Foreign and Commonwealth Office also implemented a <i>TravelAware</i> campaign with travel industry representatives. ²⁵
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	Since 2014, the agency responsible for issuing passports is the UK Passport Office. ²⁶ The applicant needs to provide the UK Passport Office with a digital passport photo, an application, a payment for the application and a courier fee depending on the location. These documents are then sent, by post, to the UK Passport Office in the United Kingdom, and the new passport will be mailed to the successful applicant. ²⁷
15	What is the average turnaround time of a (regular) passport application?	Turnaround time for a regular adult passport renewal from abroad is four weeks. ²⁸
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	The Foreign and Commonwealth Office may assist in cases of sickness, hospitalisation, falling victim to crime, providing emergency travel documents and information ‘so that [the travellers] can help [themselves] effectively.’ ²⁹ Consular officers may also contact the next of kin of the traveller, but do not ‘carry searches for missing people.’ ³⁰ In general, the FCO is ‘not prescriptive in defining the assistance it may provide.’ ³¹ When a British national contacts a consular call centre, the personnel screens the requests for assistance and forwards the most urgent ones to the nearest British representation or the Foreign and Commonwealth Office’s Global Response Centre. ³² In 2018, the country started procurement processes to establish two ‘global Emergency Travel Document Centres’, which will be capable of processing applications for emergency travel documents remotely. ³³
17	Which criteria must citizens meet to qualify for this assistance?	The consular assistance is available for British citizens, overseas territories citizens, overseas citizens, overseas nationals, subjects and protected persons. The Foreign and Commonwealth Office prioritises “those British nationals overseas that need (their) help the most.” When a distressed national contacts one of the consular call centres for assistance, the officers will assess the vulnerability of the traveller, and accordingly, offer the required level of services to ensure the wellbeing of the national. ³⁴ Further, ‘it is a long-held policy that [the FCO does] not provide consular assistance in the British Overseas Territories because it is the responsibility of the Overseas Territories Authorities to support visitors. [They] cannot help British nationals (overseas) of Chinese ethnic origin in China, Hong Kong and the Macao Special Administrative Regions. The Chinese authorities consider British nationals (overseas) of Chinese ethnic origin as Chinese nationals, and [the FCO has] no power to get involved in mainland China. However, [the FCO] can help British nationals (overseas) living or travelling outside China, Hong Kong and Macao.’ ³⁵
18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	The FCO retains ‘the flexibility to react to cases as is appropriate given individual circumstances and focus assistance on those we assess to be vulnerable.’ ³⁶ ‘All assistance is given based on the needs of the individual and their specific circumstances which include the context of where they are.’ ³⁷
Consular assistance to citizens in detention abroad		

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19	What kind of consular assistance is provided to citizens in detention abroad?	<p>Consular assistance cannot be normally provided to ‘dual nationals when they are in the country of their other nationality.’³⁸ Nevertheless, if the consular officers consider the dual national to be in a vulnerable state, or there are humanitarian concerns, assistance may be provided. Such situations include criminal charges that would carry death penalty. The assistance that can be provided “will depend on the circumstances and the country of (the traveller’s) other nationality agreeing to it.”³⁹</p> <p>The consular officers will attempt to contact the detained national as soon as possible after they have been notified by the local authorities. They will be able to contact the detainee’s next-of-kin, connect them with non-governmental organisations that offer advice and assistance to those detained abroad, “offer basic information about the local legal system, including whether a legal aid scheme is available.” The consular officers may also monitor the conditions in which the detainee is kept in, and in case these are considered substandard, contact the local authorities. They will organise visits to the detained depending on “local prison conditions and (the traveller’s) personal circumstances.”⁴⁰ Recently, the policy of not conducting visits to British nationals detained in other EU countries was revised. The current practice does not differentiate between the EU and non-EU countries, but according to the vulnerability of the client.⁴¹</p> <p>Consular officers may support pleas for pardon in case of “compelling compassionate circumstances [...], in case of children and young people imprisoned abroad, [...] [and] in cases where [there is] evidence that seems to point to a miscarriage of justice.”⁴²</p> <p>In case a British national is charged with a crime that carries the death penalty, the consular officers “will normally raise (the traveller’s) case at whatever stage and level (they) judge to be appropriate.”⁴³</p>
Consular assistance to citizens who require immediate medical care or who need repatriation		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	<p>Consular officers will contact a British national admitted to a hospital upon notification. They aim to “provide assistance according to [the traveller’s] individual needs.” If the traveller is considered to be in a vulnerable position, the consular officer may include them at the hospital.⁴⁴ In assessing the patient’s vulnerability, the consular officer will take the following factors into consideration: the traveller’s condition and ability to speak on the phone, ‘whether [they] have relatives or friends with [them], whether [they] have tour company representative and standard of medical facilities.’⁴⁵</p>
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	<p>Financial support, in the form of emergency loans, will only be granted in “very exceptional circumstances” and at the discretion of the Foreign and Commonwealth Office. In such a case, the consular staff may confiscate the traveller’s passport and issue an emergency travel document only valid for a return to the United Kingdom. The traveller may only be issued a new one once they have paid the emergency loan back in full.⁴⁶</p> <p>In case a British national has died due to natural causes, the British consular officers will have the UK Police inform the national’s next of kin.⁴⁷</p> <p>In the event that the death has occurred under “suspicious circumstances”, the Foreign and Commonwealth office may assign consular officer to the case. Consular officers may assist the deceased’s next of kin in helping “to visit the country where the death occurred,” and “helping to arrange (and attend) an initial round of meetings with the authorities. Organising the repatriation of the body of the deceased is the responsibility of their next of kin.”⁴⁸ However, ‘the Foreign and Commonwealth office provides information about local laws, customs and service providers that can assist.’⁴⁹</p>
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	<p>In the United Kingdom, British nationals may contact the Forced Marriage Unit by email or phone in case they are concerned about the possibility of forced marriage ‘or have been forced into marriage.’⁵⁰ Overseas, these individuals are encouraged to contact a British representation in order to discuss ways in which the consular officers may provide assistance. This may include helping with travelling back to the United Kingdom, or organising temporary, safe accommodation.⁵¹</p>
23	What is the policy in case of suspected child abduction?	<p>Parents that suspect that their children may have been abducted should contact the Foreign and Commonwealth Office or a British representation abroad. The British authorities will seek to work towards the return of the abducted children under The Hague Convention on International Parental Abduction. If the children are taken to a country that is not a</p>

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		signatory to this treaty, the consular officers may support the left-behind parent by providing a list of English-speaking lawyers in that country to begin proceedings for ensuring custody over the children. Consular staff may also “contact the local courts to express an interest in the case and ask about progress.” ⁵²
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	The Foreign and Commonwealth Office is the lead UK Government department in a crisis response overseas. The Department of International Development lead if the crisis is primarily humanitarian in nature. The FCO Crisis Centre enables it to handle two large scale events simultaneously; operating a centralised command structure, bringing different departments from across Government into a single place, with the necessary technology. ⁵³
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	The Foreign and Commonwealth Office will ‘mainly use its social media channels to disseminate information, including through Facebook and Twitter.’ ⁵⁴ British nationals may also contact the Foreign and Commonwealth Office’s consular assistance emergency telephone line. ⁵⁵ At the event of a crisis, consular officers may “offer a range of channels for (travellers) to request help”, including text messaging and special hotlines. It will also establish an “information desk at the airport or closest point of safety”, and “work with tour operators and airlines to give the best possible information.” Other means of communication include the use of “local radio, community notice boards, (and) warden networks.” ⁵⁶ Crisis task forces may include specialists from the British Red Cross and/or the UK Police. ⁵⁷
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	Depending on the gravity of the situation, the Foreign and Commonwealth Office may “organise an assisted departure where [they] will help [travellers] to access transport, or organise transport for an evacuation to an appropriate place of safety.” Repatriations are not organised during a pandemic. ⁵⁸ The FCO may “charge a reasonable fee for seats on charter flights which (they) would ask (the repatriated) to repay at a later day.” British nationals may also be evacuated by using military aircraft, but only under exceptional circumstances. The United Kingdom will also “work closely with other countries to make best use of charter flights and military transport where appropriate.” ⁵⁹ In 2017-2018, the Foreign and Commonwealth Office dealt with 13 crises overseas. ⁶⁰ These included two hurricanes in the Caribbean that made some 500 000 British nationals vulnerable in the region. The crisis response team included 500 staff representing 14 different government departments. ⁶¹
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens’ satisfaction) and efficiency?	The Foreign and Commonwealth Office reports a customer satisfaction rate of 84%. ⁶² The House of Commons’ Foreign Affairs Committee held a “consular services web forum” to harness British nationals’ experiences with consular services, which led to the publishing of a report in 2014. As a part of this process, Parliamentary Under-Secretary of State for the Foreign and Commonwealth Office Mark Simmonds, Director of Consular Services Joanna Roper and Head of Strategy and Network Development Susan Caldwell were summoned to the House of Commons to give evidence on the consular services. ⁶³ The report found that “despite efforts by the FCO to explain to the public what it can and cannot do, there is still a significant gap between the high expectations of the public and the reality of the consular services that the FCO can provide.” ⁶⁴ The National Audit Office did a comprehensive audit on the state of the consular services in 2005. The NAO found that “the FCO has made significant improvements in the consular service it provides, but further progress is need to deliver service which meets the changing needs of Britons overseas.” They recommended that the FCO should “remodel its passport operation (...)” and ensure that the levels of service are uniform across all British representations. ⁶⁵ In response, the provision of travel and identity documents was transferred to the HM Passport Office. In its most recent overview of the FCO operations, the National Audit Office expects a rise in consular cases due to the United Kingdom’s EU exit. ⁶⁶
28	Have IT systems been developed to register consular assistance	In 2012, the Foreign and Commonwealth Office drafted a Digital Strategy, which maintained that “digital [shall be] embedded in every element of foreign policy work.” ⁶⁷ The strategy laid down that “key standard elements around (the) diverse range of

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	requests and monitor their progress?	transactions, including application, appointment booking and payments” for consular services will be digitised. ⁶⁸ An updated strategy was drafted for internal use in 2018. ⁶⁹ The Foreign and Commonwealth Office maintains a portal that allows British nationals to book appointments with officers for certain consular services. ⁷⁰
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	
30	Are consular services provided to businesses from the United Kingdom operating abroad?	The Foreign and Commonwealth Office seeks to “work with British businesses on crisis preparedness.” ⁷¹
31	To what extent and in what way do diplomatic missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country of origin?	“The British Council leads for the UK Government overseas on cultural and educational events. This is not a Consular function.” ⁷²
Population served		
32	What is the estimated number of citizens living abroad?	1,300,000 UK citizens are expected to live in the European Union. ⁷³ No data were identified on the number of British citizens that live in non-EU countries.
33	What is the estimated number of citizens who travel abroad?	In 2018, the Office for National Statistics estimated that there were 71.7 million visits abroad by UK residents. ⁷⁴
34	What is the number of applications for consular assistance?	348,546 concerning 22,000 British citizens ⁷⁵
35	What is the number of citizens who are admitted to a hospital abroad?	In 2017/18, a total of 3,586 British nationals were hospitalised abroad. ⁷⁶
36	What is the number of citizens who are imprisoned abroad?	In 2017/18, a total of 5,287 British nationals were arrested or detained abroad. ⁷⁷
37	What is the number of citizens repatriated due to death or illness abroad?	The FCO does not collect these data. ⁷⁸
38	How many passport applications are made by citizens abroad?	In 2017/18, the British representations issued 30,132 emergency travel documents to British nationals. ⁷⁹
39	What is the number of missing citizens abroad?	According to FCO, they ‘logged a total of 929 cases of missing persons in 2018. The vast majority of these are resolved. As of July 2019 there are 86 ongoing missing person cases.’ ⁸⁰

- ¹ House of Commons Foreign Affairs Committee (2014). *Support for British nationals abroad: the Consular Service*. House of Commons, London, 14; Written input from an FCO official, 4 October 2019.
- ² Government of the United Kingdom (2013). 'Table of Consular Conventions and Mandatory Notification Obligations.' As of 30 July 2019: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/246235/Table_of_Consular_Conventions_and_Mandatory_Notification_Obligations.pdf.
- ³ Written input from an FCO official, 4 October 2019.
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Bijlage H. Landprofiel Verenigde Staten (United States)

H. United States		
#	Question	Information available
Historic, legal, organisational and financial context		
1	Codification and customary development of consular services	
1a	What are the applicable laws and regulations?	<p>U.S. Code 4802 Responsibility of the Secretary of State 22 CFR 71.1. – Protection of Americans Abroad¹ 22 CFR 71.6 –Services for Distressed Americans² ‘49 U.S.C. 44905 Information About Threats to Civil Aviation (No Double Standard) 22 U.S.C. 2656e Terrorism Related Travel Advisories Notification to Congress 49 U.S.C. 44908 Travel Advisories Threats to Civil Aviation Travel Advisory and Suspension of Foreign Assistance 22 U.S.C. 9227, P.L. 114-112 , Section 207 (2016), “North Korea Sanctions and Policy Enhancement Act of 2016”, Travel Recommendations For United States Citizens To North Korea</p> <p>22 U.S.C. 2651a, State Department Basic Authorities Act of 1956, as amended; sections 1, 2(j), and 4(d), Organization of the Department of State</p> <p>22 U.S.C. 2671(b)(2)(A) Crisis Evacuation Loans</p> <p>22 U.S.C. 2715 Procedures regarding major disasters and incidents abroad affecting United States citizens</p> <p>22 U.S.C. 4801b)(4) Findings and Purposes: Responsibility of the Secretary of State with Respect to the Safe and Efficient Evacuation of United States Government Personnel, Their Dependents, and Private United States Citizens When Their Lives are Endangered by War, Civil Unrest, or Natural Disaster</p> <p>22 U.S.C. 4802 (b) Responsibilities of the Secretary of State (Overseas Evacuation; Warden Systems; Registration; Communication with Nationals) 22 U.S.C. 4802(c) Oversight of Posts Abroad</p> <p>22 U.S.C. 5504 Designation of State Department Family Liaison and Toll-Free Family Communication System</p> <p>22 U.S.C. 5505 Disaster Training for State Department Personnel</p> <p>22 U.S.C. 5506 Department of State Responsibilities and Procedures at International Disaster Site</p> <p>22 U.S.C. 5507 Recovery and Disposition of Remains and Personal Effects</p> <p>22 U.S.C. 5509 Official Department of State Recognition (Terrorism Victims)</p> <p>22 U.S.C. 2715a Provision of Information on Certain Violent Crimes Abroad to Victims and Victims’ Families (Intelligence Reform Act)</p> <p>22 U.S.C. 2670(j) Emergency Medical and Dietary Assistance Loans for incarcerated and non-incarcerated U.S. citizens abroad;</p> <p>22 U.S.C. 2671(b)(2)(B) Loans made to destitute U.S. citizens abroad to provide for the</p>

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#	Question	Information available
		<p>return to the United States of its citizens</p> <p>22 U.S.C. 2671(d) Repatriation Loan Program, passport limitation, collection</p> <p>22 U.S.C. 2715b Notification of Next of Kin; Reports of Death</p> <p>22 U.S.C. 2715c Conservation and Disposition of Estates</p> <p>22 U.S.C. 2729 State Department Records of Overseas Deaths of United States Citizens from Non Natural Causes</p> <p>22 U.S.C. 4196 Notification of Death of Decedent; Transmission of Inventory of Effects (1792);</p> <p>22 U.S.C. 4197 Following Testamentary Directions; Assistance to Testamentary Appointee (1856);</p> <p>22 U.S.C. 4198 Bond as Administrator or Guardian; Action on Bond (1902);</p> <p>31 U.S.C. 702, note, Legislative Appropriation Act of 1996 (Transfer of Responsibility for Unclaimed Estates from GAO to CA/OCS)</p> <p>International Child Abduction Remedies Act (ICARA), 22 U.S.C. 9001-22 U.S.C. 9011, Public Law 100-300 of 1988, as amended by Public Law 105-277 of 1998, Public 106-113 of 1999, Public Law 108-370 of 2004 (the Prevention of Child Abduction Partnership Act); the International Child Abduction Prevention and Return Act of 2014 (ICAPRA), Public Law 113-150, 22 U.S.C. 9101 – 22 U.S.C. 9143, 6 U.S.C. 241 (2014), and implementing regulations (22 CFR)</p> <p>42 U.S.C. 659a International Support Enforcement (Bilateral Agreements)</p> <p>42 U.S.C. 5777 The Missing Children’s Act</p> <p>42 U.S.C. 5780 National Child Search Assistance Act (2003)</p> <p>18 U.S.C. 3181 Extradition Treaties Interpretation Act of 1998</p> <p>18 U.S.C. 1204 International Parental Kidnapping (2003)</p> <p>18 U.S.C. 1073 Parental Kidnapping Prevention Act (1980)</p> <p>22 U.S.C. 213 Notes, The Reid Amendment (“Two Parent Signature Law”): Section 236 Of The Admiral James W. Nance And Meg Donovan Foreign Relations Authorization Act, Public Law 106-113, 113 Stat. 1501A-420 (1999)</p> <p>42 USC 14901, 42 USC 14952, the Intercountry Adoption Act of 2000 (IAA), Public Law 106-279, October 6, 2000</p> <p>the International Adoption Simplification Act of 2010, Public Law 111-287, 8 U.S.C. 1101, 124 Stat 3058</p> <p>42 U.S.C. 14925 the Universal Accreditation Act of 2012, Public Law 112-276 (2013)</p> <p>22 CFR Part 94 International Child Abduction</p> <p>22 CFR Part 96 Accreditation of Agencies and Approval of Persons Under the Inter-Country Adoption Act of 2000 (IAA)</p> <p>22 CFR Part 97 Issuance of Adoption Certificates and Custody Declarations in Hague Convention Adoption Cases</p> <p>8 U.S.C. 2423, Protect Act (Child Exploitation) (2003)</p> <p>2015 Executive Order Hostage Recovery Activities</p> <p>2015 Presidential Policy Directive PPD-30 Hostage Recovery Activities</p> <p>5 U.S.C. 552a Records Maintained on Individuals (1974)</p> <p>49 U.S.C. 30301, the REAL ID Act (the Emergency Supplemental Appropriations Act for Defence, the Global War on Terror, and Tsunami Relief (2005)</p> <p>22 U.S.C. 4807, Intelligence Reform and Terrorism Prevention Act (IRTPA) (2004)</p> <p>42 U.S.C. 1973ff Overseas Citizens Absentee Voting Act (1986)</p> <p>18 U.S.C. 4100-4115 Transfer To or From Foreign Countries (1988)</p> <p>22 U.S.C. 4215 Notarial Acts, Oaths, Affirmations, Affidavits, and Depositions; Fees (1906, as amended)</p> <p>22 U.S.C. 4221 Depositions and Notarial Acts; Perjury (1856, as amended)</p> <p>28 USC 1608 Service on a Foreign State (1976)</p>

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#	Question	Information available
		<p>28 USC 1781 Transmittal of Letter Rogatory (1964) 28 USC 1782 Assistance to Foreign Tribunals (1996) 28 U.S.C. 1783 Subpoena of Person in Foreign Country (1964) 28 U.S.C. Appendix Rule 28 (b) Persons Before Whom Depositions May be Taken (1993) 28 U.S.C. Appendix Rule 44(a)(2) Proof of Official Record (1993) 28 U.S.C. Appendix Rule 902(3) Self Authentication (2000) 22 CFR Part 92 22 CFR Part 93</p> <p>Immigration and Nationality Act of 1952, as amended, sections 101(a)(11), 101(a)(15), 101(a)(27)(D), 104, 105, 201(a)(1)(B), 202(b)&(d), 203(c)(1)(E)(iv), 212(a) and (f), 219(a), 221(c), 222(f), 243(d), 244, 281, 301-309, 349, 358, and 359 (8 U.S.C. 1104 (INA 104), 8 U.S.C. 1105 (INA 105), 8 U.S.C. 1481 (INA 349), 8 U.S.C. 1501 (INA 358), and 8 U.S.C. 1502)(INA 359)</p> <p>8 U.S.C. 1104 (a) (3) Determination of the Nationality of a Person Not in the United States (1952, as amended).</p> <p>22 U.S.C. 2705 Documentation of Citizenship 8 U.S.C. 1431, Child Citizenship Act (2000) 8 U.S.C. 1501-1503 Acquisition of Citizenship (and prior statutes, 1940 Nationality Act; Revised Statutes, etc.) 8 U.S.C. 1481 Loss of Nationality (and prior statutes, 1940 Nationality Act, etc.) 22 U.S.C. 211a Passports 22 CFR Pats 50 and 51 (Nationality and Passports)³</p>
1b	What are the applicable government policies or strategy documents?	The Department of State and USAID Joint Strategic Plan ⁴
1c	What are the applicable internal manuals or guidelines?	The Foreign Affairs Manual and Foreign Affairs Handbook
1d	Other?	None identified.
1e	What was the reason for using this governance framework? And what benefits does it offer to the recipients of consular services?	Not identified.
2	Which government agency is responsible for consular services and what is its position within government?	<p>The Secretary of State, Bureau of Consular Affairs' Directorate of Overseas Citizens has three offices that offer services relevant to consular protection.⁵</p> <ul style="list-style-type: none"> - Office of American Citizens Service and Crisis Management, responsible for the provision of “assistance to U.S. citizens/nationals during periods of crisis such as transportation accidents, natural disasters, and civil unrest, including the evaluation of U.S. citizens.”⁶ - Office of Children’s Issues, responsible for the provision of assistance on “international parental child abduction and international adoption cases.”⁷ - Office of Legal Affairs, responsible for “formulating policies relating to emergency and non-emergency services to U.S. citizens residing or travelling abroad and to interested parties in the U.S.”⁸
3	How is the network of diplomatic missions organised?	<p>180 embassies, in addition to 12 representations to international organisations. The Department also provides consular assistance at numerous other locations through their consular agents and ‘maintains a network of Citizen Liaison Volunteers (CLVs). The Department has established 44 consular agencies in 26 countries throughout the world. Consular agents are part-time employees and not consular officers – and thus cannot provide the full range of consular services, such as passport adjudication and loan processing – but they can assist their constituent posts through other consular functions, such as</p>

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		<p>accepting passport applications and performing welfare and whereabouts visits.</p> <p>In April 2018, OCS improved and rebranded the warden system into the American Liaison Network (ALN) to better promote the safety and security of U.S. citizens overseas and to make the system more useful and relevant in an age of social media and advanced communication capabilities. Not every post has an ALN (comprised of CLVs), and there is no set number on exactly how many CLVs a given post should have, which allows posts to tailor the ALN to meet their needs. CLVs are volunteers who receive no compensation from the USG. CLVs can assist post in a variety of ways, such as information-sharing during a crisis, and occasionally visiting U.S. citizens in jail or the hospital when a consular officer or consular agent is unavailable. Posts are encouraged to hold CLV trainings and/or conferences on a regular basis.⁹</p>
4	<p>What is the coverage ratio of the network of diplomatic missions? Where are the most important geographic gaps?</p>	<p>92 per cent.</p> <p>The United States maintains diplomatic relations with all countries except Bhutan, Iran and North Korea. Apart from these countries, Guinea-Bissau and some countries in the Caribbean ‘which are covered by U.S. embassies in regional or neighbouring countries,’ the United States has diplomatic presence in all countries.¹⁰</p>
5	<p>Is citizens’ access to consular services regulated in geographically large-sized countries?</p>	<p>If a U.S. national requires consular assistance, and there is no U.S. representation in the region, the consular personnel from the nearest representation may travel to assist the national.¹¹</p>
6	<p>What mechanisms are in place to ensure that citizens have access to consular services in countries or territories with gaps in the diplomatic mission network?</p>	<p>In countries where there are no U.S. representations, the United States have arranged that their representation in a neighbouring country provides consular services also in that country. In some countries, the United States has agreed that another country assumes the responsibility protecting the interests of U.S. nationals. This is the case in ‘Iran where U.S. Interests are represented by Switzerland; Syria, where U.S. interests are represented by the Czech Republic and in the Democratic People’s Republic of Korea,’ where Sweden provides consular assistance to U.S nationals.¹²</p>
7	<p>Has the provision of consular services to citizens been outsourced to consular representations of other countries?</p>	<p>‘No. The United States has provided its “good offices” to third countries and on occasion consular officers of friendly States have likewise provided “good offices” to U.S. nationals.’¹³</p>
8	<p>Is consular assistance provided to nationals of other countries who have no access to their own network of diplomatic missions?</p>	<p>Citizens of foreign countries who lawfully and permanently reside in the United States are eligible for U.S. consular protection, if there are “overriding humanitarian and compassionate grounds.”¹⁴</p> <p>The United States may provide consular protection to citizens of foreign countries, but only under exceptional circumstances.¹⁵ Further, ‘the United States has served a Protecting Power for several States pursuant to a formal Protecting Power arrangement.’¹⁶</p>
9	<p>What is the total financial budget available for consular services?</p>	<p>In 2018, the Department of State ‘collected 4.5 billion USD in consular fees, of which it retained approximately 85 percent and remitted 15 percent to the Treasury General Fund.’¹⁷</p> <p>The Consular and Border Security Programs allocated 3,464,252,000 USD in support of consular services in FY 2018.’ The budget lines funded include diplomatic programs (210 202 000 USD), overseas buildings operations (251 057 000 USD), salaries and benefits (661 863 000 USD), diplomatic security (51 974 000 USD) and consular affairs (2 289 156 000 USD).¹⁸</p> <p>In 2018, the Department of State requested the Congress to allocate 17 467 000 USD to the Directorate of Overseas Citizen Services, which manages the Citizens Services Program, Consular Information Program, Consular Crisis Management, International Parental Child Abduction, and Intercountry Adoption programmes.¹⁹</p> <p>For the Bureau of Consular Affairs’ Overseas Support activities, the Department allocated</p>

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#	Question	Information available
		<p>894 129 000 USD. This budget line is used to fund “consular overseas posts allotments, including salaries and benefits for (locally employed) staff,” “officer post support and allowances, travel, and other required overseas funding, the Global Support Strategy Programme and International Cooperative Administrative Support Services contributions.”²⁰</p> <p>For repatriation loans, the Department requested 789 000 USD.²¹</p> <p>For emergency funding, the Department requested 7 900 000 USD. This funding is to be used to “meet unforeseen emergency requirements in the conduct of foreign affairs, including evacuations of personnel and their families overseas, (...) and private U.S. citizens and third country nationals, as well as other authorised activities that further the realisation of U.S. foreign policy objectives.”²²</p>
Travel advice		
10	For how many countries is travel advice available?	Travel advice is available for 209 countries and regions. ²³
11	How often are travel recommendations reviewed and, when necessary, updated?	<p>Travel advice is reviewed ‘annually for Level 1 and 2 countries and semi-annually for Level 3 and 4 countries, or otherwise as needed.’²⁴</p> <p>When new information on developments that may affect U.S. citizens abroad comes available, the CA/OCS/ACS Country Officer considers the revision of travel advices.²⁵ In general, the Bureau of Consular Affairs is responsible for ensuring the timeliness of travel advice.²⁶</p>
12	Which topics are covered in the travel advice?	<p>The Consular Information Programme includes information specific to the country or region, aiming to “enable travellers to make informed preparations for travel” and Alerts disseminating “information about relatively short-term conditions posing imminent security risks to American citizens,”²⁷ Other categories of information include “worldwide cautions” and “routine messages.”²⁸</p> <p>Travel advice includes one of the following assessments of threat level:</p> <ul style="list-style-type: none"> - Exercise normal precautions - Exercise increased caution - Reconsider travel: Travel only when absolutely necessary due to serious risks to safety and security - Do not travel.²⁹ <p>The criteria for assessing threat level includes:</p> <ul style="list-style-type: none"> - Events associated with higher levels of risks, such as elections - Crime - Terrorism - Civil unrest - Natural disasters - Health - Kidnapping or hostage taking - Other.³⁰ <p>Country advice always follows the same format. It starts with ‘quick facts’ on requirements for entry documents, vaccinations, and information on any information on currency restrictions. More detailed information is provided on the locations of the embassies and consulates, safety, security, and local laws, health, travel, transportation and issues relating to international child abduction. When required, the sections include specific information to groups of travellers that may face an increased risk, such as faith-based, LGBTI, student and women travellers.³¹</p> <p>Information on threats is assessed according to the 1990 Aviation Security Improvement Act, which maintains that “information on threats must be “specific, credible and non-counterable.” Further, the Act requires that “security information made available to government employees” must be publicly disseminated.³²</p> <p>The consular officers also prepare factsheets and information documents on issues and events that may pose danger to travellers. Historically, these have included the 2011</p>

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#	Question	Information available
		<p>earthquake in Japan, 2009 H1N1 pandemic influenza, 2005 Avian flu and 2003 SARS pandemic.³³</p> <p>Special travel advice fact sheets are also provided for travellers to Europe and high risk areas, as well as journalist, student, volunteer LGBTI, women, elderly travellers as well as travellers with disabilities, firearms and pets.³⁴</p> <p>Travel advice and updates are communicated through:</p> <ul style="list-style-type: none"> - The website of the consular affairs, travel.state.gov - Mass messaging to the registrants of the Smart Traveller Enrolment Programme - Websites and social media channels of the consular posts in the affected area - E-mail through an Electronic Notice Distribution system - Consular Affairs Call Centres - Overseas Security Advisory Council website.³⁵
13	Are there any new developments in the way travel advice is drafted or disseminated?	<p>“The information used to formulate Travel Advisories is collected from a range of sources, such as crime statistics and other information that is publicly available, information gathered from U.S. government sources, as well as assessments by our embassies and consulates. Travel Advisories also take into account decisions made to protect the security of U.S. government personnel overseas and ensure that U.S. citizens receive appropriate security information. This analysis is undertaken without regard to bilateral political or economic considerations. Travel Advisories represent our commitment to protect U.S. citizens traveling and residing abroad by providing them important safety and security information.</p> <p>In January 2018, the Department of State instituted new information products. Travel advice provided by the Department of State consists of two main products: Travel Advisories and Alerts. Both are found on Travel.state.gov and disseminated as appropriate via e-mail and other distribution methods. Every country has a Travel Advisory. Alerts are produced and disseminated as needed.</p> <p>Travel Advisories contain specific advice for U.S. citizens considering travel to a country. The four levels of standard advice offered U.S. citizens in Travel Advisories are:</p> <ol style="list-style-type: none"> (1) Level 1 – Exercise Normal Precautions: This is the lowest advisory level. (2) Level 2 – Exercise Increased Caution: Be aware of heightened risks to safety and security. (3) Level 3 – Reconsider Travel: Travel only when absolutely necessary due to serious risks to safety and security. (4) Level 4 – Do Not Travel: This is the highest advisory level due to greater likelihood of life-threatening risks. <p>Travel Advisories at Level 2-4 will show which risk indicators apply and provide more detail about security concerns in the specific country, such as:</p> <ol style="list-style-type: none"> (1) E – Time-limited Event: Short-term events, such as elections, sporting events, or other incidents which may pose risks. (2) C – Crime: Widespread violent crime and/or organized crime are present in country. Local law enforcement may have limited ability to respond to serious crimes. (3) T – Terrorism: Terrorist attacks have occurred and/or specific threats against civilians, groups, or other targets may exist. (4) U – Civil Unrest: Political, economic, religious, and/or ethnic instability exists and may cause violence, major disruptions and/or safety risks. (5) N – Natural Disaster: A natural disaster, or its aftermath, poses danger. (6) H – Health: Health risks, including current disease outbreaks or a crisis that

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#	Question	Information available
		<p>temporarily disrupts a country’s medical infrastructure, are present.</p> <p>(7) K - Kidnapping or Hostage Taking: Criminal or terrorist individuals or groups have threatened to and/or have seized or detained and threatened to kill, injure or continue to detain individuals.</p> <p>(8) O – Other: There are potential risks not covered by previous Risk Indicators.</p> <p>Alerts provide safety and security information of an urgent or immediate nature to U.S. citizens. Examples include alerting U.S. citizens to:</p> <ul style="list-style-type: none"> · Criminal activity; · Demonstrations, strikes, and protests; · Dangerous weather conditions; · Health threats of a short-term or localized nature; · Terrorist events ; · Terrorist threats; · Suspicious packages; · Natural disasters; · Extraordinary measures by local authorities, such as martial law; · Post closures, Authorized/Ordered Departures, and/or closures to the public; · Upcoming holidays (if there is a specific threat); and · Major events.³⁶
Travel documents issuance		
14	What are the procedures for issuing passports abroad?	<p>Passport applications ‘for first-time applicants, minors, and in cases of lost/stolen/damaged passports’ always require an in-person appointment at the representation.³⁷</p> <p>Within the U.S., passports may be renewed by mail, if the applicant is “16 or older and replacing a 10-year passport that was issued less than 15 years ago.”³⁸ Additionally, ‘, some Embassies and Consulates also allow applicants to renew their passports by mail’ overseas.³⁹</p> <p>Passports will be provided to applicants by “self-paid courier, the mail service”, or they can collect the passport at the representation.⁴⁰</p> <p>Number of diplomatic posts with facilities to do this: ‘All diplomatic posts have authority to accept and adjudicate passport applications.’⁴¹</p> <p>Biometric data required to issue a passport: ‘The applicant is required to submit a recent 2”x2” colour photo that meets Department requirements.’⁴²</p>
15	What is the average turnaround time of a (regular) passport application?	<p>Routine passports applications can be processed in 6-8 weeks.⁴³ Expedited service is not provided for passport applications made abroad.⁴⁴</p> <p>Emergency passports with limited validity can be printed on the day of the application.⁴⁵</p>
Consular assistance to distressed citizens		
16	What consular assistance is provided to citizens in distress?	<p>The United States offers ‘cradle-to-grave’ services to its citizens abroad, ranging from the registration of births to U.S. citizens to various forms of support when an U.S. national become vulnerable abroad. Detailed description of these services is included in volume 7 of the Foreign Affairs Manual.⁴⁶</p>
17	Which criteria must citizens meet to qualify for this assistance?	<p>‘The applicant must be a U.S. citizen, U.S. non-citizen national or (in some instances) U.S. lawful permanent resident alien. Generally, the U.S. citizen needs be in a vulnerable state to qualify for assistance. Financial assistance, including loans and fund transfers, can only be provided to U.S. citizens or non-citizen nationals.’⁴⁷</p> <p>Other criteria apply for granting financial assistance. Emergency financial assistance can only be granted if the traveller does not have a health or traveller’s insurance, access to other funds or personal support networks.⁴⁸</p> <p>When it is impossible to transfer funds to the distressed traveller by commercial means, the consular officer may establish an OCS Trust, a suspense deposit account.⁴⁹</p> <p>Only if the traveller is not capable of dealing with the situation on their own, will repatriation loans be considered. The loan applicant must have “little or no visible means of support or liquid assets, (...) no family, friends, neighbours, employers, charitable groups, etc., willing to provide adequate financial assistance, (...) inadequate food or shelter, and (...) no funds available to him or her to pay for the cost of repatriation.”⁵⁰</p>

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18	Does the level of consular services offered vary across countries according to the perceived levels of risk for citizens?	‘The level of consular services offered is the same at every U.S. embassy or consulate. However, security concerns may restrict the ability of consular officers to provide services outside of the Embassy or Consulate, or in some parts of a country. Host government laws relating to dual-nationality may also limit U.S. consular officers’ ability to provide services (for example, consular prison visits) to dual national U.S. citizens in their country of other nationality.’ ⁵¹
Consular assistance to citizens in detention abroad		
19	What kind of consular assistance is provided to citizens in detention abroad?	The U.S. consular officers may assist a U.S. national detained abroad by providing them with information on local lawyers, contact, on their behalf, their next of kin in the United States and visit the detainee in their place of detention. Other assistance includes providing the detained with reading materials or vitamin supplements, and organise “visits with a member of the clergy of the detainee’s choice.” ⁵²
Consular assistance to citizens who require immediate medical care or who need repatriation		
20	What kind of consular assistance is provided to citizens in need of immediate medical care?	Consular visits to patients are “limited to critical or traumatic cases.” ⁵³
21	What is the policy with regard to the repatriation of citizens in need of medical support or deceased citizens?	U.S. Code 4802 Responsibility of the Secretary of State maintains that the Department of State is required to evacuate U.S. citizens “when their lives are endangered.” ⁵⁴ In general, the consular officers will only assist those travellers who are eligible for a repatriation loan. ⁵⁵ Repatriation can be considered if a U.S. citizen has become subject to “long-term and critical destitution.” ⁵⁶ Such destitution may be caused a family or travel crisis, job loss, bankruptcy or medical or mental health issues. The primary source of funds is always family and friends of private funding that the traveller may have access to, and the consular officer needs to help “U.S. citizens or nationals in financial difficulty to ‘help themselves’ by providing information they can use to resolve their financial distress.” ⁵⁷ The Department only funds “free-of-charge service for medical evacuation of private U.S. citizens from overseas” in extremely limited circumstances, mostly related to crisis management and assistance to victims of crime. ⁵⁸ Nevertheless, ‘such exceptions are extremely rare.’ ⁵⁹ In case of death, the 22 CFR 72.2 requires the consular officer to notify both the Department and the next of kin or legal guardian of the deceased. The notification should be made by telephone, followed by a confirmatory letter of condolences and information on the disposition of remains and a report on the death. ⁶⁰ The consular officer also needs to make a notification to the Vital Records Office of “the U.S. state or other U.S. jurisdiction where the deceased U.S. citizen was born.” ⁶¹ Additionally, if the death was caused by homicide, suicide or accident, the consular officers are to follow special procedures. ⁶² The Department of State is not responsible for reporting on the deaths of any U.S. military personnel or members of the Peace Corps.
Consular assistance in the event of forced marriages and child abductions		
22	What is the policy in case of a suspected forced marriage?	The Department considers forced marriage “as a human rights abuse.” Victims are encouraged to contact the closest U.S. representation abroad or the Overseas Citizens Services office in Washington, D.C, to receive assistance from the Department. ⁶³ Depending on the nature of the situation, the U.S. representations abroad may even provide temporary refuge to a victim of forced marriage. ⁶⁴ The consular officers may try to map out private funds for assisting the victim’s return to the US, or grant a repatriation loan. ⁶⁵
23	What is the policy in case of suspected child abduction?	International child abduction is regulated by the International Parental Kidnapping Act, 18. U.S.C. 1204. In general, the United States promotes “the principles and compliance with the obligations of the Hague Convention on the Civil Aspects of International Child Abduction.” ⁶⁶ In principle, the cases need to be adjudicated by the relevant authorities of ‘the country that is

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		<p>the child’s habitual residence.⁶⁷</p> <p>The consular officers “have no legal authority to obtain physical custody or return them to requesting parents,” they are not authorised to offer legal advice, but they may issue travel documents to children or authorise the travel of their parents or guardians to the United States on a visa.⁶⁸</p> <p>The consular officers are also encouraged to use different means to facilitate a child’s voluntary return.⁶⁹</p> <p>Should a suspected child abduction case be reported to consular officers in a country that is party to the Hague Convention, the consular officers need to “assist parents making the initial contact” with the central authority of the host country and the Department of State. The Hague Convention does not apply to cases in countries that are not signatories to the treaty, or in cases that concern children aged over 16 years old. In these cases, the consular officers’ first responsibility is to launch a welfare and whereabouts inquiry on the child. The consular officers may conduct a visit to the child, in order to gather “information about the child,” and “facilitate communication (between the parents) and to encourage parents to voluntarily return children to the United States.”⁷⁰</p>
Major crisis and disaster response		
24	Which government agency is responsible for responding to crises and large-scale emergencies abroad?	<p>‘The Department of State has specific legal authorities related to assisting private U.S. citizens during a crisis abroad. These legal authorities are outlined below.</p> <p>22 U.S.C. 2715 Procedures regarding major disasters and incidents abroad affecting United States citizens</p> <p>22 U.S.C. 4801b(4) Findings and Purposes: Responsibility of the Secretary of State with Respect to the Safe and Efficient Evacuation of United States Government Personnel, Their Dependents, and Private United States Citizens When Their Lives are Endangered by War, Civil Unrest, or Natural Disaster</p> <p>22 U.S.C. 4802 (b) Responsibilities of the Secretary of State (Overseas Evacuation; Warden Systems; Registration; Communication with Nationals)</p> <p>22 U.S.C. 4802(c) Oversight of Posts Abroad</p> <p>22 U.S.C. 5506 Department of State Responsibilities and Procedures at International Disaster Site.⁷¹</p>
25	How is provision of information organised in the event of crises and large-scale calamities abroad?	<p>The consular officers may reach all travellers that are registered at the Smart Traveller Enrolment Program (STEP) and disseminate information through mass messaging. Travellers may also enter information about themselves or others through the Task Force Alert (TFA) site, which is ‘only activated on an as-needed basis for a specific crisis’.⁷² Travellers may also contact the consular officers through email, as the Department establishes dedicated email addresses for each large-scale crisis. There is also a manned telephone line that responds to consular inquiries.⁷³</p> <p>The representation should strive to send at least one consular officer with a disaster kit to the crisis scene if security permits, although it is advised to “risk overstaffing at first and cut back than to play catch-up later.”⁷⁴ The dispatched officer needs to report to the representation and the Department on the situation, its effect on U.S. travellers, and the host government’s response, including an estimate on “additional embassy support needed.”⁷⁵</p> <p>Depending on the severities of the disaster, the representation should approach the calamity with a ‘whole-of-mission’ approach. The representation’s management is in charge of allocating staff and resources to crisis management, while the regional security office may facilitate contacts with the host country’s police. Other assistance can be provided by the Political and Economic Sections, Law Enforcement Officers and the Customs Attaché.⁷⁶</p>
26	What is the policy with regard to the repatriation of sick or deceased citizens in the event of crises or large-scale calamities?	<p>The Department does not maintain any “funds ear-marked (...) for private U.S. citizen or nationals in disaster situations.”⁷⁷ Provision of crisis evacuation loans and repatriation loans are case-specific.⁷⁸ The Department may “work with the host government, other countries and other U.S. government agencies to arrange chartered or non-commercial transportation for U.S. citizens seeking to depart.”⁷⁹ Travellers will most often be evacuated to the nearest safe area rather than being repatriated. Further, ‘the evacuation of sick citizens would be handled on a case-by-case basis depending on the nature of the illness and available</p>

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#	Question	Information available
		resources, and in accordance with normal medical repatriation guidance. The Department does not fund the repatriation of deceased U.S. citizens. ⁸⁰
Other information		
27	Have the consular services been evaluated? If so, what was the verdict for effectiveness (including citizens' satisfaction) and efficiency?	<p>The Office of Inspector General of the Department of State is in charge of auditing the Department's activities. In 2016, the Office of the Inspector General inspected the Office of Consular Systems and Technology, recommending that the Consular One system should have system security and contingency plans.⁸¹</p> <p>In 2013, the Office of Inspector General completed a "Review of Consular Leadership", finding that "most managers actively lead their sections, promote mentoring and professional development, engage meaningfully with post leadership, handle performance issues appropriately, and have regular team-building activities."⁸²</p>
28	Have IT systems been developed to register consular assistance requests and monitor their progress?	<p>US citizens can sign up for a Smart Traveller Enrolment Program (STEP) account and receive updates and messages for that trip. STEP provides country specific travel advisories, expedited passport recovery and emergency services, assistance in the event of an evacuation and communicating urgent information from home. STEP customers provide information regarding their "itinerary, residence and emergency contact information."⁸³ Citizens can alternatively register their travel by email, phone, and fax or in person. The consular officer will then file their information into the Consular Consolidated Database (CCD).⁸⁴ This information is available to consular officers through the CCD, which includes "consular and visa data, visa and passport name checks, updated travel information, citizen registration data and (...) consular statistics."⁸⁵ This allows consular officers to send mass messaging to all registered citizens in affected areas.</p> <p>The Bureau of Consular Affairs is currently 'undergoing a modernization effort under the Consular Systems Modernization (CSM) program. This effort will modernize all consular services providing an integrated experience for external customers and internal users and will be supported by a stable and secure technology platform.'⁸⁶ CSM will improve "critical consular business functions", expand "digital services to US citizens and non-citizens", update "core business support systems", and streamline "support systems."⁸⁷ The new system will also digitize all internal and external forms. Currently, the Office for American Citizen Services maintains an internal communications system that allows the consular officers to store and exchange information, case notes and documents on consular incidents.</p>
29	What is the role of diplomatic missions in facilitating participation in elections held in the country of origin?	<p>Pursuant to the Uniformed and Overseas Citizens Absentee Voting Act, the Department of State works under the Department of Defence's Federal Voting Assistance Programme.⁸⁸ The Department of State is responsible for "providing voting assistance to all private and official overseas U.S. citizens" that are not members of the U.S. military or their dependents. To this end, the Department maintains a dedicated website, www.FVAP.gov, providing information on "voter registration forms, absentee ballot requests, and emergency write-in ballots, links to state election and voter registration verification websites, as well as important dates and state specific instructions."⁸⁹</p> <p>For each federal, state, local, special, primary and run-off elections, the consular officers should prepare an action plan and liaise with potential partners in the American community.⁹⁰</p> <p>The Office of Overseas Citizen Services prepares and disseminates information documents on US elections, including advice on voting from abroad.⁹¹</p>
30	Are consular services provided to businesses from United States operating abroad?	Business activities are undertaken and implemented by the Foreign Commercial Service. ⁹²
31	To what extent and in what way do diplomatic missions organise cultural events and educational activities to ensure that citizens stay informed about the culture and language of their country	<p>Activities relating to culture and education are run by the Bureau of Educational and Cultural Affairs.⁹³</p> <p>Most embassies have 'cultural sections' which manage different programmes promoting cross-cultural understanding, and "supporting free flow of information and a wide range of professional, educational and cultural programmes."⁹⁴ Select embassies also maintain Young Learners Resource Centres that facilitate teaching and learning in English.⁹⁵</p> <p>Some embassies maintain grants programs that fund "outreach activities that enhance the understanding of the United States" in the host country.⁹⁶ Funding may be given for</p>

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#	Question	Information available
	of origin?	initiatives that “include an American cultural element of connection with the U.S. experts, organisations, or institutions in a specific field.” ⁹⁷
Population served		
32	What is the estimated number of citizens living abroad?	9,000,000 people ⁹⁸
33	What is the estimated number of citizens who travel abroad?	137,558,631 valid US passports are currently in circulation. ⁹⁹
34	What is the number of applications for consular assistance?	In 2018, the Bureau of Consular Affairs “responded to 24 880 welfare and whereabouts requests,” and “conducted 10 399 visits to U.S. citizens in prison.” ¹⁰⁰
35	What is the number of citizens who are admitted to a hospital abroad?	“This information is not readily available, as many U.S. citizens are admitted to hospitals abroad without requiring U.S. government assistance.” ¹⁰¹
36	What is the number of citizens who are imprisoned abroad?	U.S. consular officers conducted 10 399 visits to American citizens in detention and prison in 2018. ¹⁰²
37	What is the number of citizens repatriated due to death or illness abroad?	A total of 1,388 U.S. citizens were repatriated and 11,592 died abroad in 2017. ¹⁰³ These are deaths reported to U.S. embassies and consulates; ‘it is not known how many U.S. citizen deaths were not reported to the U.S. government.’ ¹⁰⁴
38	How many passport applications are made by citizens abroad?	58 247 passports issued abroad in 2017. ¹⁰⁵
39	What is the number of missing citizens abroad?	“This information is not readily available. Many welfare/whereabouts inquiries do not involve missing persons.” ¹⁰⁶

¹ Legal Information Institute. 2019a. ‘22 CFR § 71.1 - Protection of Americans abroad.’ Accessed 9 July 2019: <https://www.law.cornell.edu/cfr/text/22/71.1>.

² Legal Information Institute. 2019b. ‘22 CFR § 71.6 - Services for distressed Americans.’ Accessed 8 July 2019: <https://www.law.cornell.edu/cfr/text/22/71.6>.

³ Written input from the US Department of State, 30 August 2019.

⁴ U.S. Department of State and U.S. Agency for International Development. 2018. ‘Joint Strategic Plan.’ accessed 15 July 2019: <https://www.state.gov/wp-content/uploads/2018/12/Joint-Strategic-Plan-FY-2018-2022.pdf>

⁵ Department of State. 2019a. ‘Consular protection of U.S. Nationals Abroad.’ Accessed 4 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0010.html>

⁶ Department of State 2019a.

⁷ Department of State 2019a.

⁸ Department of State 2019a.

⁹ Written input from the US Department of State, 30 August 2019.

¹⁰ Department of State 2019b. ‘Countries with limited or no U.S. visa services.’ Accessed 16 July 2019:

<https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/countries-limited-visa-services.html>; Written input from the US Department of State, 30 August 2019.

¹¹ Interview with a former Bureau of Consular Affairs officer, 17 July 2019.

¹² Interview with a former Bureau of Consular Affairs officer, 17 July 2019; Written input from the US Department of State, 30 August 2019.

¹³ Written input from the US Department of State, 30 August 2019.

¹⁴ Department of State 2019a.

¹⁵ Department of State 2019a.

¹⁶ Written input from the US Department of State, 30 August 2019.

¹⁷ Department of State. 2018a. ‘Ensuring Prosperity for America’s Future.’ Accessed 23 September 2019:

<https://www.state.gov/wp-content/uploads/2018/12/FY-2018-Agency-Financial-Report.pdf>, p. 94; Department of State 2019c. ‘Congressional Budget Justification: Diplomatic Engagement.’ Accessed 23 September 2019: <https://www.state.gov/wp-content/uploads/2019/04/FY20-CBJ-Appendix-1-FINAL-Apr-11-2019.pdf>, 55; Written input from the US Department of State, 30 August 2019.

- ¹⁸ Written input from the US Department of State, 30 August 2019.
- ¹⁹ Department of State 2019c, 40, Op. cit.
- ²⁰ Department of State 2019c, 63; Written input from the US Department of State, 30 August 2019.
- ²¹ Department of State 2019c, 43, Op. cit.
- ²² Department of State 2-19c, 269, Op. cit.
- ²³ Department of State 2019d. 'Travel Advisories.' Accessed 16 July 2019: <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>
- ²⁴ Department of State 2019d. 'Managing an American Citizens Services Unit Overseas.' Accessed 5 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0000apB.html>; Written input from the US Department of State, 30 August 2019.
- ²⁵ Department of State 2019e. 'Consular Information Program.' Accessed 5 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0000apA.html>
- ²⁶ Department of State 2019e, Op. cit.
- ²⁷ Hamilton, Donna. 2009. 'The Transformation of Consular Affairs: the United States Experience.' *Clingendael Papers in Diplomacy*. Available at: https://www.clingendael.org/sites/default/files/pdfs/20091200_cdsp_paper_hamilton_transformation.pdf.
- ²⁸ Department of State 2019e, Op. cit.
- ²⁹ Department of State 2019e, Op. cit.
- ³⁰ Department of State 2019e, Op. cit.
- ³¹ Department of State 2019f. 'Finland.' Accessed 16 July 2019: <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Finland.html>
- ³² Department of State 2019e, Op. cit.
- ³³ Department of State 2019g. 'Health and Medical Issues, Inter-Agency Coordination, and Lists of Medical Resources.' Accessed 23 September 2019: <https://fam.state.gov/FAM/07FAM/07FAM0330.html>.
- ³⁴ Department of State 2019h. 'U.S. Travellers in Europe.' Accessed 15 July 2019: <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-with-special-considerations/schengen.html>
- ³⁵ Department of State 2019e, Op. cit.
- ³⁶ Written input from the US Department of State, 30 August 2019.
- ³⁷ U.S. Embassy in Finland. 2019a. 'Passport Services.' Accessed 15 July 2019: <https://fi.usembassy.gov/u-s-citizen-services/passports/>; Written input from the US Department of State, 30 August 2019.
- ³⁸ U.S. Embassy in Finland 2019a.
- ³⁹ Written input from the US Department of State, 30 August 2019.
- ⁴⁰ Department of State 2019i. 'Apply Outside the United States.' Accessed 15 July 2019: <https://travel.state.gov/content/travel/en/passports/apply-renew-passport/outside-us.html>
- ⁴¹ Written input from the US Department of State, 30 August 2019.
- ⁴² Written input from the US Department of State, 30 August 2019.
- ⁴³ Department of State 2019j. 'Processing Times.' Accessed 15 July 2019: <https://travel.state.gov/content/travel/en/passports/requirements/processing-times.html>
- ⁴⁴ Department of State 2019i, Op. cit.
- ⁴⁵ U.S. Embassy in Finland. 2019a, Op. cit.
- ⁴⁶ Written input from the US Department of State, 30 August 2019.
- ⁴⁷ Written input from the US Department of State, 30 August 2019.
- ⁴⁸ Department of State 2019j. 'Emergency medical, dietary, temporary assistance to non-incarcerated U.S. citizens abroad.' Accessed 9 July 2019: <https://fam.state.gov/fam/07fam/07fam0380.html#M380>
- ⁴⁹ Department of State 2019k. 'General financial issues and information.' Accessed 9 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0320.html>.
- ⁵⁰ Department of State 2019l. 'Repatriation loans.' Accessed 10 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0370.html>.
- ⁵¹ Written input from the US Department of State, 30 August 2019.
- ⁵² Department of State 2019m. 'Arrest or Detention of U.S. Citizen Abroad.' Accessed 6 August 2019: <https://travel.state.gov/content/travel/en/international-travel/emergencies/arrest-detention.html>
- ⁵³ Department of State 2019n. 'Medical assistance.' Accessed 10 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0350.html>.
- ⁵⁴ Legal Information Institute. 2019c. '22 U.S. Code § 4802. Responsibility of Secretary of State.' Accessed 5 July 2019: <https://www.law.cornell.edu/uscode/text/22/4802>
- ⁵⁵ <https://fam.state.gov/fam/07fam/07fam0360.html#M360> Accessed 9 July 2019.
- ⁵⁶ Department of State 2019k, Op. cit.
- ⁵⁷ Department of State 2019k, Op. cit.

- ⁵⁸ Department of State 2019o. ‘Medical evacuation.’ Accessed 9 July 2019: <https://fam.state.gov/fam/07fam/07fam0360.html#M360>
- ⁵⁹ Written input from the US Department of State, 30 August 2019.
- ⁶⁰ Department of State 2019p. ‘Notification and Reporting of Deaths of U.S. Nationals Abroad.’ Accessed 8 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0220.html>.
- ⁶¹ Department of State 2019o, Op. cit.
- ⁶² Department of State 2019q. ‘Deaths of non-natural causes: homicide, suicide, accidental death.’ Accessed 8 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0230.html>
- ⁶³ Department of State 2019r. ‘Forced Marriage.’ Accessed 6 August 2019: <https://travel.state.gov/content/travel/en/international-travel/emergencies/forced-marriage.html>
- ⁶⁴ Department of State 2019s. ‘Refuge – temporary emergency protection of private U.S. nationals at overseas posts.’ Accessed 6 August 2019: <https://fam.state.gov/fam/07fam/07fam0180.html#M180>
- ⁶⁵ <https://fam.state.gov/fam/07fam/07fam1740.html#M1741>
- ⁶⁶ Department of State 2019t. ‘Forced marriage of minors.’ Accessed 6 August 2019: <https://fam.state.gov/fam/07fam/07fam1710.html#M1710>.
- ⁶⁷ Written input from the US Department of State, 30 August 2019.
- ⁶⁸ Department of State 2019t, Op. cit.
- ⁶⁹ Department of State 2019t, Op. cit.
- ⁷⁰ Department of State 2019t, Op. cit.
- ⁷¹ Written input from the US Department of State, 30 August 2019.
- ⁷² Written input from the US Department of State, 30 August 2019.
- ⁷³ Department of State 2019u. ‘At the focal point of a disaster.’ Accessed 10 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM1880.html>
- ⁷⁴ Department of State 2019u, Op. cit.
- ⁷⁵ Department of State 2019u, Op. cit.
- ⁷⁶ Department of State 2019u, Op. cit.
- ⁷⁷ Department of State 2019u, Op. cit.
- ⁷⁸ Department of State 2019u, Op. cit.
- ⁷⁹ Department of State 2019v. ‘What the Department of State can and can’t do in a crisis.’ Accessed 10 July 2019: <https://travel.state.gov/content/travel/en/international-travel/emergencies/what-state-dept-can-cant-do-crisis.html>
- ⁸⁰ Written input from the US Department of State, 30 August 2019.
- ⁸¹ Office of Inspector General of the Department of State. 2016. ‘Inspection of the Bureau of Consular Affairs, Office of Consular Systems and Technology.’ Accessed 6 August 2019: <https://www.stateoig.gov/system/files/isp-i-17-04 - ca-cst.pdf>
- ⁸² Office of Inspector General of the Department of State. 2012. ‘Memorandum.’ Accessed 6 August 2019: <https://www.stateoig.gov/system/files/200599.pdf>
- ⁸³ Department of State 2019w. ‘Smart Traveller Enrolment of U.S. Citizens.’ Accessed 5 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM0040.html>; Written input from the US Department of State, 30 August 2019.
- ⁸⁴ Department of State 2019w.
- ⁸⁵ Hamilton 2009, 10, Op. cit.
- ⁸⁶ Written input from the US Department of State, 30 August 2019.
- ⁸⁷ Department of State 2019c, 39, Op. cit.
- ⁸⁸ Department of State 2019x. ‘Overseas voting program.’ Accessed 10 July 2019: <https://fam.state.gov/FAM/07FAM/07FAM1510.html>
- ⁸⁹ Department of State 2019x, Op. cit.
- ⁹⁰ Department of State 2019x, Op. cit.
- ⁹¹ Hamilton, 2009, 19, Op. cit.
- ⁹² Hamilton, 2009, 5, Op. cit.
- ⁹³ Bureau of Educational and Cultural Affairs 2019a (homepage). Accessed 16 July 2019: <https://eca.state.gov/ivlp>
- ⁹⁴ U.S. Embassy and Consulate in Poland. 2019. ‘Cultural Section.’ Accessed 16 July 2019: <https://pl.usembassy.gov/education-culture/cultural-section/>
- ⁹⁵ U.S. Embassy and Consulate in Poland. 2019. ‘Cultural Section.’ Op. cit.
- ⁹⁶ U.S. Embassy and Consulates in the United Kingdom. 2019. ‘Grants Programs.’ Accessed 16 July 2019: <https://uk.usembassy.gov/embassy-consulates/london/ukpa/grants-programs/>
- ⁹⁷ U.S. Embassy and Consulates in the United Kingdom. 2019, Op. cit.
- ⁹⁸ Department of State 2019y. ‘Consular Affairs by the numbers.’ Accessed 16 July 2019: https://travel.state.gov/content/dam/travel/CA%20By%20the%20Numbers%202019_Q1.pdf Accessed 16 July 2019
- ⁹⁹ Written input from the US Department of State, 30 August 2019.

¹⁰⁰ Department of State 2019y, Op. cit.

¹⁰¹ Written input from the US Department of State, 30 August 2019.

¹⁰² Department of State 2019y, Op. cit.

¹⁰³ Department of State 2019y, Op. cit.

¹⁰⁴ Written input from the US Department of State, 30 August 2019.

¹⁰⁵ Department of State 2019y, Op. cit.

¹⁰⁶ Written input from the US Department of State, 30 August 2019.

