

WorldReach Software Newsletter

CONSULARIS

Consularis is derived from the Latin word, Consul. It referred to the Roman governors of provinces as far back as 400 A.D.



SPOTLIGHT SERIES: Giorgio Porzio, Head of Unit, General Secretariat of the Council of the EU, Joint European Situation Centre

INSIDE CONSULARIS
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We're Listening...



EU Facts & Figures

Article 20 of the Treaty establishing the European Community ensures that EU citizens can access consular assistance outside the EU even if there is no representation from their home country.

BUILDING TIES, BUILDING CAPACITY

Giorgio Porzio knows the Council of the European Union. He's spent the past 26 years working for the General Secretariat of the Council and has seen many changes during his time there. The last eight years he has spent working in the area of consular affairs.

While recent large-scale crises have drawn attention to the crisis management aspect of consular affairs, Porzio has seen more tangible changes occur within the Council, within the EU and within the general public.

Internal changes

A reshuffle has meant that consular affairs has moved from the Directorate General for External Affairs to the Joint Situation Centre under Javier Solana's (Secretary-General/High Representative of the Council of the European Union) cabinet.

The Joint Situation Centre (JSC) is an important addition to the EU's ability to make a valuable contribution to consular affairs. The watch room constantly monitors events of interest and provides early warnings to member states. While each country collects its own intelligence in terms of crises that may im-

pact the safety and security of their citizens abroad, the JSC is uniquely positioned to aggregate this information. The collection of information from many member states enables the JSC to provide a high-level critical analysis that it then passes onto member states to use accordingly.

Sharing the burden

Since Porzio has been with the consular affairs portfolio, the EU has grown 80% from 15 member states to 27 member states. That rate of acquisition brings with it many issues in terms of ensuring all members are on equal footing.

As Porzio explains "Smaller states don't have the same consular resources as some of the larger, more established members. Article 20 enshrines a universal entitlement to consular assistance for EU citizens from consular services other than those of their own country, should they be unrepresented. This raises the issue of burden sharing -how can we ensure there is an equitable sharing of the burden based on the reality of who is able to respond to crises with proper resources."

BUILDING TIES, BUILDING CAPACITY [CONTINUED]

An interesting flexible solution to this problem is the 'Lead State' concept devised by France and the UK. The concept proposes that those countries present in a crisis situation with appropriate resources will decide as to who will assume the role of Lead State in terms of operations. This will ensure all citizens are provided with proper consular assistance, as well as help to reduce the amount of redundancies.

Public Expectations

While Porzio doesn't feel the amount of media attention on consular crises has increased, he does believe that the public expectation regarding consular service have risen dramatically. "The public expects much more from their consular services than ever before. They are also now comparing levels of services between states and this means consular services are also under political pressure to deliver more."

In addition, he offers that when there are multiple member states active in the area for the

delivery of consular service, some unrepresented citizens are in effect 'shopping around' and trying to get the best package of consular service. Porzio adds "Of course, not all countries offer the same level of consular service. Some member states are under the legal obligation to charge their citizens for assistance (repatriation or evacuation, for instance) whereas others do not charge anything. This is why the idea of Lead State is so effective, it can reduce the amount of comparison shopping that we had found was going on."

In closing Porzio summarizes "In building and strengthening these consular ties, we can in fact build capacity and efficiency in the delivery of consular assistance. This is a worthwhile goal not just within the EU, but one that can be taken global as well. The future of consular assistance is one of ever increasing cooperation because as people travel more often and farther, even the largest consular networks find it hard to cope on their own."

NORTH AMERICAN TRAVEL DOCUMENT CHANGES

WESTERN HEMISPHERE TRAVEL INITIATIVE



Scores of North American citizens have already experienced first hand the severe impact the Western Hemisphere Travel Initiative (WHTI) has had on their travel plans. Long passport lines, delayed applications and adjusted travel plans have become the norm as citizens struggle to meet the impending deadlines for the full implementation of WHTI.

WHTI is a travel initiative legislated by U.S. Congress to help strengthen border security and facilitate entry into the United States for both U.S. citizens and foreign visitors from Canada, Mexico, the Caribbean and Bermuda.

WHTI's regulations were originally scheduled to come into effect January 23, 2007. All citizens

NORTH AMERICAN TRAVEL DOCUMENT CHANGES [CONTINUED]



In a period of seven months from October 2006 to April 2007, the U.S. Department of State issued 8.6 million passports, surpassing the amount of passports issued in any single full year before 2003.

(Source: U.S. Department of State, May 2007)

More than 800,000 people enter the United States through various land border crossings every day.

(Source: Department of Homeland Security, November 2006)

of the U.S., Canada, Mexico, Bermuda and the Caribbean would be required to present a valid passport when entering the U.S., through air. As expected this deadline created a large demand from the public and the passport offices were soon experiencing longer than expected processing times of passport applications; U.S. passport application were being processed at a regular rate of 10-12 weeks. As a result of these back-ups one critic referred to the situation of citizens being unable to travel from their own country as a 'reverse Ellis Island', a reference to the historical immigration office which at one time was the main entry facility for immigrants entering the United States in the late 19th and early 20th centuries.

As a concession to accommodate citizens who have been impacted by this new travel security initiative it was announced on June 8, 2007 that all U.S. citizens traveling by air to Canada, Mexico, Bermuda and the Caribbean who have applied for but not yet received passports can temporarily enter and depart from the U.S. until September 30, 2007 with a government issued piece of photo identification and a Department of State official proof of application for a passport. After that date they will require

a valid passport.

Similar delays were felt in Canada when Canadian citizens travelling to the U.S. by air were met with large lineups and delays at passport offices. According to Passport Canada in-country mail-in applications now take 10 weeks to process and up to 15 weeks when sent by citizens residing in the U.S. Canada has since tabled August 15, 2007 as the implementation date for a new simplified passport renewal program which should expedite the application process. Canadians who meet a list of eligibility criteria (residing in Canada at the time of application and previously holding a valid passport that was issued after January 31, 2002) will qualify for the new simplified passport renewal program which eliminates the need to submit documentary evidence of citizenship, supplementary identification and a guarantor declaration.

The final step of the WHTI implementation will include passport requirements for citizens from these countries to enter the U.S. via land or water. No date has been announced yet on this regulation but it could come into effect as early as January 2008.

WE'RE LISTENING...



WorldReach Software in collaboration with Access Research Ltd, a UK-based research firm, is launching a new consular research initiative. WorldReach strives to conduct pe-

riodic research within the consular community at large to gain insight into the ever evolving needs of consular service delivery. We feel that conducting this research is imperative



WE'RE LISTENING... [CONTINUED]

as we continue to evolve, improve and deliver new solutions.

Research topics include the largest problems Ministries of Foreign Affairs are currently facing, the impact large crises have on expediting budgetary funds for modernization and key business drivers to name just a few.

A balanced cross-section of WorldReach consular contacts are being targeted for this research initiative representing business, economic and IT perspectives. These insights will be used in aggregated form to improve the quality and innovation of the company's consular solutions.

Access Research Ltd will lead this research initiative on behalf of WorldReach. Established in the UK in 1997 Access Research has evolved

as a dedicated, versatile marketing research consultancy that has close, well-established working relationships with a defined portfolio of clients. Client organizations include world leaders in technology and IT; consultancies supporting such clients, as well as government departments and agencies. The Access Research team are full members of the UK Market Research Society (MRS). The research will be carried out under the codes of conduct of the MRS and the Global equivalent, ESOMAR.

We hope that if you are contacted with respect to this market research initiative, that you are willing to participate. We value your opinions.

If you have any questions about this research initiative please feel free to email us at research@worldreach.com



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About WorldReach

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