

Foreign service

- Vienna Convention on Diplomatic Relations - 1961
- Vienna Convention on Consular Relations - 1963
- Bilateral agreements
- National law – Consular Law (in Poland)

People are at the heart of diplomacy

Consular affairs are about the people

Consular v. diplomatic corp

	DIPLOMATS	CONSULS
Functions and Responsibilities	<ul style="list-style-type: none"> • Represents the sending State in the receiving State. • Protects the sending State's interests and its nationals in the receiving State, within the limitations of international law. • Negotiates with the government of the receiving State. • Determines the conditions and developments in the receiving State, and makes report to the sending State. • Promotes friendly relations between the sending and the receiving State, and develops their economic, cultural and scientific relations. 	<ul style="list-style-type: none"> • Issuance of visa. • Mainly in the interest of commerce and navigation. • Protect nationals of the appointing State. • Acting as notary and civil registrar and in capacities of a similar kind, and performing certain functions of an administrative nature. • Exercising rights of supervision and inspection provided for in the laws and regulations of the sending State in respect of vessels having the nationality of the sending State.
Immunities	<ul style="list-style-type: none"> • <i>Personal Inviolability</i>; he shall not be liable to any form of arrest or detention, but can be arrested temporarily in case of urgent danger, as such when he commits an act of violence. • <i>Inviolability of premises and archives</i>; the premises occupied by a diplomatic mission as well as the private residence, their furnishings, and the means of transport of the mission of the diplomat are inviolable. The agents of the receiving State may not enter without consent, except in extreme cases of necessity. 	<ul style="list-style-type: none"> • <i>Inviolability of archives</i>; but not of the premises where legal processes may be served and arrest made. • <i>Exemption from local jurisdiction</i>; only for offenses committed in the discharge of official function, but not other offenses except minor infractions. • <i>Exemption from testifying on official communications or on matters concerning to consular functions.</i>

In summary: Consular service

- **Consular affairs - services to citizens seeking assistance or protection prior to and during travel, work or residence abroad**
- **Consul's mandate „to protect commercial interests in a foreign state and those of their nationals that were trading or travelling there”**

Public impression and knowledge

- For the most part, consular affairs is the **ugly duckling of foreign policy matters** and rarely receives the intellectual attention it deserves, except when citizens are in difficulty in a foreign country and there is national clamour for governments to mount up and ride to the rescue.
- **The understanding** of what is to be done or can be done **is as scarce as water in the Sahara.**
- And there are few signs that understanding is becoming deeper or that there is even an urge for greater depth.
- *Gar Pardy was the Director General of the Consular Affairs Bureau in the Canadian Department of Foreign Affairs for more than a decade until he retired in 2003.*

Challenges in XXI century

- The nature of international travel is changing:
 - more people explore remote corners of the world,
 - work for foreign-based companies,
 - participate in student exchanges
 - retire in southern destinations.
- At the same time, we are seeing the need to respond to a growing number of requests and increasingly complex consular situations
 - → terrorist attacks; natural disasters; legal affairs
- How to provide information updates more quickly all while maintaining the credibility of their public images by avoiding the pitfalls of fake news → see the response to terrorist attack

Diplomats and diplomacy must adapt to these new norms... to stay relevant

Scope of responsibilities and activities



ACTIVITIES v. SERVICES

Need to see the difference:

- Paid – unpaid
- Scope of assistance
- Basis for delivery: citizenship, residence
- Activities are not formalized → consular protection

TYPES OF SERVICES/ACTIVITIES

- Advise
- Prevention → information
- Mitigation → consultation
- Assistance → consular protection

Advice on safe travel

IRELAND

- **TravelWise**

The TravelWise smartphone app can be downloaded for free at the [App Store](#) or [Google Play](#). The app will help you to stay safe and informed while travelling abroad. It allows you to select your favourite countries and get security updates for those countries sent directly from the Department of Foreign Affairs and Trade to your phone.

- The app's 'Know before you go' is worth reading before any travel abroad.

CANADA

Travel.gc.ca

one-stop shop for travel advice

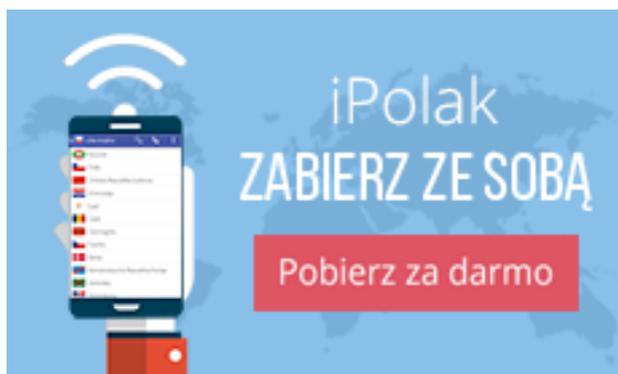
World of smart phones and social media

- **innovative partnerships and technologies** that put information on safe and responsible travel at travellers' fingertips,
- **increasing the scope of public awareness** campaigns to make citizens more aware of important travel tips - such as the need to purchase travel health insurance
- expand the **use of social media** by embassies and consulates,
- enhance the **Travel Smart app** so that travellers can readily access essential information on-the-go
- safe-travel video played on major national airlines.

Advice on safe travel

POLAND

- iPolak



Alerts and notifications in case of emergency



BEZPIECZNY POLAK

Badanie na temat świadomości Polaków w zakresie niebezpieczeństw podczas wyjazdów zagranicznych przeprowadzono na próbie N=7065 osób metodą CAWI (Computer-Assisted Web Interview) realizowaną na smartfonach

Jakie jest obecnie największe zagrożenie dla bezpieczeństwa Polaków podczas wyjazdów zagranicznych?

Terroryzm	42%
Konflikt zbrojny	27%
Kleski żywiołowe i katastrofy	17%
Choroby i epidemie	14%

Wystąpienie zagrożenia (strzelanina, zamach itp.)

Emisja komunikatu alarmowego

Przekierowanie do strony z odpowiednim kontaktem (MSZ)

Czy poczucie bezpieczeństwa podczas wyjazdów zagranicznych zmieniło się?

Trudno powiedzieć	32%
Tak	41%
Nie	27%

Czy korzystasz ze specjalnych systemów ostrzeżenia przed zagrożeniami podczas wyjazdów zagranicznych?

Tak	15%
Nie	85%

Czy istnieje, dobrze funkcjonujący system ostrzeżenia przed zagrożeniami za granicą?

Tak	13%
Nie	14%
Trudno powiedzieć	73%

INICJATYWA SELECTIV PARTNERZY senti^{one}

Alerts on your mobile



Registration when going abroad




ODYSEUSZ
ODYSEUSZ.MSZ.GOV.PL

#JAWPODRÓŻY

Zarejestruj się w serwisie **Odyseusz**
i podróżuj bezpieczniej





Poświęć pięć minut i zarejestruj się
w serwisie odyseusz.msz.gov.pl. Te kilka
minut może uratować twoje życie.

ODYSEUSZ.MSZ.GOV.PL

Consular protection and assistance

- **Definition**
- **Measures**
- **Cases**
 - stolen passports
 - arrest
 - medical and hospital treatment
 - child abductions
 - crisis situations

Protecting children

The number of consular cases involving children has increased significantly in recent years. They have also become more complex and are often more difficult to resolve, such as:

- international child abduction, including abduction prevention,
- child, early and forced marriage,
- parental rights and foster care

Measures to respond to those challenges

- New units to improve our ability to respond to consular issues involving children.
- Specialized case officers that assist parents and families.
- enhancement of policy capacity by implementing dedicated analysts who deal solely with issues relating to children abroad.

Evacuation and natural disasters



- Citizens travelling to more remote areas, having the right people in the right places will allow citizens to get help when they need it.
- Implementation regional delivery models and improving the use of honorary consul and emergency warden networks.
- Enhancing the response capability of Standing Rapid Deployment Team, to effectively reach and assist citizens when they need it most.
- New partnerships worldwide to promote and enhance consular cooperation and improve ability to support citizens during international emergencies.

Going digital

- Citizens expect access to information and services at the click of a button or touch of a screen.
- In response governments create interactive consular-inquiry guide, which provides information tailored to a specific need and geographical location.
- streamline notarial services by enabling clients to obtain information and submit documents online.
- provide registered citizens travelling or living abroad with the ability to receive SMS text messages on arrival at their destination or when affected by an international emergency.

Consular services on-line

[Terms and conditions](#)



Ministerstwo Spraw Zagranicznych
Rzeczypospolitej Polskiej

e-Konsulat

[Home page](#)

Language version

English



Menu

[Reporting travels by Polish nationals](#)

In order to register a visa application or to make an appointment regarding other matters, please choose the appropriate Consular Office using the fields provided below

Country / Region



Diplomatic mission



Passport on line

- **Expanded Passport Online service**

The Passport Online service has been expanded to allow the online renewal of children's passports. This expanded service means that all Irish citizens can now renew their passports online 24/7, from anywhere in the world. The cost of renewing online has been reduced. Renewing online is the cheapest, quickest and most convenient way to renew your passport, with an average turnaround time of only 10 working days.

Renewing your passport?
Adult and child renewal online...

Save Money, Save Time - Apply Online!

- Cheaper and faster than other channels
- Apply from anywhere in the world
- Available 24 hours a day, 7 days a week

Learn more at: www.dfa.ie/passportonline

An tAontas Eorpac
European Union

ÉIRE
IRELAND

Pas
Passport

An Roinn Gnóthaí
Eachtracha agus Trádála
Department of
Foreign Affairs and Trade

DIGITAL DIPLOMACY

(e-diplomacy – tech diplomacy)

- **Transforming Diplomacy with 21st Century Tech and Approaches**

Definition:

- **Digital Diplomacy is the growing use of ICTs and social media platforms by a country in order to achieve its foreign policy goals *and* practice Public Diplomacy.**

“If it happens in the world, it happens on Twitter”

- Governments and embassies now rely on a tweet as a sort of “short and sweet” press release to communicate their positions on certain policies, as well as to share news and update in real-time
- For foreign nationals living and visiting overseas, embassies and consulates are often their go-to places for reliable information, especially during public emergencies and crises.

Digital diplomacy goes beyond social media

- Social media can function not only as a **savvy communication tool**
- The digital footprints of the millions of users may be **useful for improving:**
 - consular services related to the security and mobility of citizens abroad and other areas,
 - informing multilateral strategic negotiations
 - monitoring the effectiveness of development aid programmes.

How Embassies managed the London terror attack in 2017



BBC Breaking News ✓

@BBCBreaking

Follow

Reports of shots fired outside UK Parliament, Palace of Westminster reportedly in lockdown bbc.in/2nRRog5

3:49 PM - 22 Mar 2017



London attack: Two killed in Westminster 'terror' incident - BBC ...

Police officer is stabbed in Parliament and a women among several people struck by car on nearby bridge.

bbc.co.uk



8,915



2,622

Emergency situation

- On 22 March 2017, a terrorist attack took place in the vicinity of the Palace of Westminster in London, seat of the British Parliament.
- At 14:40 Greenwich Mean Time (UTC), a grey Hyundai Tucson, was driven at up to 76 miles per hour (122 km/h) into pedestrians along the pavement on the south side of Westminster Bridge and Bridge Street, causing multiple casualties – eg. Romanian citizen
- London Embassies were tasked with a assignment: offering consular aid to citizens located in London.
- Several Embassies turned to social media in order to inform citizens and gather information on citizens requiring aid.

- At around 4:00 PM London time, the Metropolitan Police confirmed that the unknown “incident” was now treated as a terror attack.
- At around 4:00 PM London time, the Metropolitan Police confirmed that the unknown “incident” was now treated as a terror attack.



Embassies response

- This was the official signal Embassies were waiting for before going online.
- Only 7 reacted promptly to unfolding events. These included the American, Canadian, Finish, Polish, Russian, Irish and Dutch Embassies.
- Most of these Embassies Tweeted a message in their native language which warned citizens of approaching Parliament. Additionally these Embassies re-tweeted information published by the Metropolitan Police.

Tweets published by the Finnish, Swedish and Polish Embassies in their native language

Tweets Tweets & replies Media

Polish Embassy UK @PolishEmbassyUK · 13m

W związku z ewakuacją okolic Parlamentu w Londynie apelujemy o zachowanie dodatkowej ostrożności oraz stosowanie się do zaleceń policji.

Translated from Polish by bing Wrong translation?

In connection with the evacuation area of Parliament in London, we urge you to conduct additional precautions and use of the advice of police.

2 2

Embassy of Sweden UK @swedeninuk · 28m

En incident har inträffat vid det brittiska parlamentet i London. Ambassaden uppdaterar löpande hemsida med info: swedenabroad.com/sv-SE/Ambassad...

Translated from Swedish by bing Wrong translation?

An incident has occurred at the British Parliament in London. The Embassy regularly update home page with info: swedenabroad.com/sv-SE/Ambassad...

2 2

Finnish Embassy UK @finlandinuk · 55m

Suurlähetystö seuraa tilannetta.

Translated from Finnish by bing Wrong translation?

The Embassy is monitoring the situation. bbc.com/news/uk-393559...



Police officer 'stabbed at UK Parliament' - BBC News
Alleged assailant was shot by armed police following the incident, Commons Leader says.
bbc.com

7 2

At around 4 PM the US State Department's travel warning channel was also Tweeting information regarding the London attack

 **Travel - State Dept** 
@TravelGov 

Reports of shots outside #UK Parliament. Remain vigilant , exercise caution, and monitor local news for updates.

4:03 PM - 22 Mar 2017

  179  90

 **Travel - State Dept** 
@TravelGov 

US citizens in the #UK: [twitter.com/MetCC/status/8...](https://twitter.com/MetCC/status/840000000000000000)

5:02 PM - 22 Mar 2017

  70  30



Canada

CanadianUK

@CanadianUK

Follow

Please RT There are reports of an incident in Westminster. We strongly advise everyone to avoid the area until it is confirmed safe.

4:26 PM - 22 Mar 2017



74



22

The Canadian High Commission took a different approach by asking its followers to re-tweet its messages. By so doing, the High Commission may have been able to increase the reach of its online content thus effectively delivering information to its citizens.

First things first

„First responders“ - quickly leveraged digital platforms to communicate with their citizens despite the confusion that characterizes consular emergencies.

These Embassies had contingency plans and procedures in place which guided their online activities in the minutes following the terror attack.

- **Several Embassies were encouraging followers to use the Facebook Safety Check application to inform loved ones that they were safe.**



The image shows a screenshot of a tweet from the account 'CanadianUK'. The tweet text reads: 'If you are in #Westminster you can let your friends know you are safe using Facebook's Safety Check facebook.com/safetycheck/we...'. Below the text is a link to a Facebook post titled 'Facebook Safety Check: The Attack in Westmi...' with the description 'You can check on friends in the affected area or mark yourself safe using Safety Check.' and the URL 'facebook.com'. At the bottom of the tweet, there are icons for reply, retweet (26), and like (12).

 **CanadianUK** 
Canada  @CanadianUK 

If you are in [#Westminster](#) you can let your friends know you are safe using Facebook's Safety Check facebook.com/safetycheck/we...

5:24 PM - 22 Mar 2017

 **Facebook Safety Check: The Attack in Westmi...**
You can check on friends in the affected area or mark yourself safe using Safety Check.
facebook.com

  26  12

Diaspora policies

**Do not ask what your country will
do for you,
but what you will do for your
country**

**Consular service is responsible for
cooperation with diaspora**

Setting down abroad

- Most of us experienced being visitor, expat or migrant in foreign country
- It was only in 80-ties and 90-ties when governments started implementation of more planned policies toward diaspora
- Currently more states recognize diaspora as a partner in development
- Diaspora has been target group of several governmental programs under “diaspora policies”
- Individuals and groups are agents of change in the diaspora;

Public diplomacy and diaspora

- Digital diplomacy is part/tool of public diplomacy
- Governments are using different measures such as digital diplomacy to cooperate with diaspora
- Engaging diaspora through social media and reverse
- Conflict of interests – social media v. diaspora engagement

Ireland – diaspora initiative to introduce Polish language to Irish system



Languages Initiative
@languages_ie

Obserwuj

Great to meet #Polish teachers/principals providing complementary education for Polish, presented short course @PLinIreland @OVFLanguages

Przetłumacz z języka: angielski



PODANY DALEJ POLUBIENIA

1

4



09:44 - 21.03.2017

In summary:

- Governments and diplomats have to adjust and prioritize their mindsets and tactically perform their roles in world diplomacy, capacity building, training and an openness to new approaches.



wdziegiel@pulaski.pl
[@WDziegiel](#)